

# Engage-Share-Inspire MK CIO

England & Wales · Charity number 1166148

## Details

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|             |   |
|-------------|---|
| Other names | HEALTHWATCH MK CIO                                      |
| Status      | Registered  |
| Legal form  | CIO   |
| Registered  | 2016-03-21  |
| Register    | <a href="#">View on the Charity Commission register</a> |

## Contact

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|         |  |
|---------|--|
| Address | The Vaughan Harley Building<br>The Open University<br>Walton Hall<br>Milton Keynes<br>Buckinghamshire<br>MK7 6AA |
| Phone   | 01908698800  |
| Email   | <a href="mailto:info@healthwatchmiltonkeynes.co.uk">info@healthwatchmiltonkeynes.co.uk</a>                       |
| Website | <a href="http://www.healthwatchmiltonkeynes.co.uk">www.healthwatchmiltonkeynes.co.uk</a>                         |

## Activities

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**Objects:** 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, ADVOCACY AND ADVICE TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICES; (B) MAKING THE VIEWS AND EXPERIENCES OF MEMBERS OF THE 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; (D) PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, SCRUTINISING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE FACILITIES, AND; (E) PROVIDING TRAINING, SUPPORT, AND SERVICES TO HEALTH PROFESSIONALS WHICH ADVANCE HEALTH EQUALITIES AND IMPROVING THE QUALITY OF HEALTH AND SOCIAL CARE SERVICES FOR THE PUBLIC; (F) PROVIDING TRAINING AND SUPPORT, AND PROJECT MANAGEMENT SERVICES TO PROFESSIONALS WHICH ADVANCE HEALTH EQUALITIES, AND THE QUALITY OF HEALTH AND SOCIAL CARE SERVICES TO THE PUBLIC.

**Activities:** Healthwatch MKCIO is the wholly independent local consumer champion for health and social care for Milton Keynes and its surrounding catchment area, representing the collective voice of the public and the people who use the services. It engages with local communities, including networks of local voluntary organisations, the public and the people who use the services to ascertain their views.

## Classification

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- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** The General Public/mankind

## Geography

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- **Area of benefit:** LOCAL
- Milton Keynes

## Finances

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| Period end | Income   | Expenditure | Assets | Employees |
|------------|----------|-------------|--------|-----------|
| 2025-03-31 | £286,129 | £244,219    | -      | -         |
| 2024-03-31 | £244,238 | £195,939    | -      | -         |
| 2023-03-31 | £180,806 | £184,081    | -      | -         |
| 2022-03-31 | £176,679 | £183,499    | -      | -         |
| 2021-03-31 | £179,019 | £171,191    | -      | -         |

## Trustees

| Name                             | Role  | Appointed  |
|----------------------------------|-------|------------|
| <b>Jeffrey George Maslen</b>     | Chair | 2021-07-21 |
| Anjna Sharma                     |       | 2026-03-24 |
| Carol Anne Older                 |       | 2021-07-21 |
| Essie Odelia Oritsemisan Adejare |       | 2024-11-13 |
| Gareth Glyndwr Lewis             |       | 2025-11-05 |
| Michael John Cass                |       | 2022-08-10 |
| Paul William Day                 |       | 2021-07-21 |
| Shirley Pointer                  |       | 2026-03-24 |
| Stephen John Lazell              |       | 2022-09-22 |

**Engage-Share-Inspire MK CIO**

England & Wales - Charity number 1166148

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# Accounts

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**HealthWatch MK CIO**

**Charity No. 1166148**

**Company No. CE006981**

**Trustees' Report and Unaudited Accounts**

**31 March 2025**

**HealthWatch MK CIO**  
**Contents**

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**HealthWatch MK CIO  
Trustees Annual Report**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 March 2025.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Company No. CE006981**

**Charity No. 1166148**

**Registered Office**

Suite 113  
Milton Keynes Business Centre  
Linford Wood  
Milton Keynes  
MK14 6GD

**Directors and Trustees**

The Directors of the charitable company are its Trustees for the purposes of charity law.

The following Directors and Trustees served during the year:

P. Day

M. Lalani (Resigned 7 August 2024)

C. Older

M. Tait

J. Maslen

M. Cass

S. Lazell

V. Singh (Resigned 8 October 2024)

C. Levett (Appointed 13 November 2024)

E. Rewana-Adejare (Appointed 13 November 2024)

S. Irons (Appointed 13 November 2024)

**Accountants**

Finova Partners Ltd t/a AJR & Co  
The Barn  
11a Queen Catherine Road  
Steeple Claydon  
Buckinghamshire  
MK18 2PZ

**OBJECTIVES AND ACTIVITIES**

The charity's objects are the advancement of health and the relief of those in need by reason of youth, ill health, disability or financial hardship. The policies adopted in furtherance of these objects are:

- Providing information and advice to the general public about local health and social care services,
- Making the views and experiences of members of the general public known to health and social care providers,
- Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities, and

## HealthWatch MK CIO Trustees Annual Report

- Providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities.

Healthwatch MK CIO uses the working name 'Healthwatch Milton Keynes' to reflect our core service delivery and provider of the local Healthwatch in Milton Keynes. Healthwatch Milton Keynes aims to give citizens and communities in Milton Keynes a stronger voice to hold to account, challenge and influence the quality and design of health and social care services provided within their locality.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake. The Trustees have examined the guidance issued by the Charity Commission and confirm that Healthwatch MK CIO meets the public benefit requirement in both of its aspects (the benefit aspect, and the public aspect).

Healthwatch MK CIO has both statutory and voluntary activities. Statutory responsibilities include representing the views and experiences of recipients of health and social care services on the local Health and Wellbeing Board, monitoring annual Quality Accounts produced by providers of NHS services, publishing evidence of service user, patient and carer experience of health and social care services and providing advice and signposting to health and social care support. Voluntary activities include Enter and view visits, the organisation of public and patient engagement events, conducting and assisting with surveys and projects in the health and social care field, and ensuring that the patient and public voice is heard and acted upon.

While the work of Healthwatch MK CIO is coordinated and administered by paid staff members, its governance and some of its activities depend upon volunteers.

### ACHIEVEMENTS AND PERFORMANCE

Healthwatch Milton Keynes ensures that voices of the public, patients, service users, their families and carers are heard and reflected in policy decision-making in the health and social care field, through the publication of evidence-based research, engagement activities and presentations to strategic Boards and Committees of health and care commissioners and providers. This includes the Bedfordshire, Luton and Milton Keynes Integrated Care Board (BLMK ICB), Bedfordshire, Luton and Milton Keynes Health and Care Partnership (BLMK HCP), the Milton Keynes Health and Care Partnership (MKHCP) and its functions as the local Health and Wellbeing Board and BLMK Integrated Care System's 'Place' Board, Milton Keynes City Council's Health, Housing and Adult Social Care Scrutiny Committee and Milton Keynes University Hospital Trust Council of Governors.

Healthwatch Milton Keynes collaborates with other Healthwatch bodies in surrounding Local Authority areas to monitor the development and delivery of the Bedfordshire, Luton and Milton Keynes Integrated Care System (BLMK ICS). A memorandum of understanding is in place between Healthwatch Milton Keynes and other local Healthwatch in Luton, Central Bedfordshire and Bedford Borough that sets out a collaborative working agreement to ensure that the voices of all communities in Bedfordshire, Luton and Milton Keynes are equally and equitably involved in the work of the Bedfordshire, Luton and Milton Keynes Integrated Care System. A memorandum of understanding between the BLMK local Healthwatch Collaborative and the BLMK Integrated Care Board is in place and regularly reviewed to ensure that the views and experiences of residents within all four unitary authorities with Bedfordshire, Luton and Milton Keynes are equally represented and considered.

Healthwatch Milton Keynes has a program of service evaluation and scrutiny projects which includes a programme of Enter and View visits into health and care services. Healthwatch Milton Keynes also delivers a programme of engagement with the public through planned and responsive engagement events and focus groups. Healthwatch Milton Keynes' Annual General Members (AGM) meeting was held in November 2024.

## HealthWatch MK CIO Trustees Annual Report

Healthwatch Milton Keynes publishes an Annual Report on 30th June each year, a monthly digital newsletter for subscribers, quarterly issues reports for the public and for health and care professionals, and maintains a permanent telephone and web-based information and signposting service for the public to seek support, share experiences of care and raise compliments and concerns about health and social care services.

Healthwatch Milton Keynes published findings from a programme of Enter and view visits to thirteen Care Homes, and three GP Practices. The charity published reports on GP Access and insights from the D:Deaf community, Patient Participation Group (PPG) support toolkit and involvement in health research. Healthwatch Milton Keynes undertook several significant engagement activities (reports pending publication) including co-design workshops for Musculo-skeletal services, experiences of care in female mental health inpatient facilities, assessments of the local health service provision of translation and interpreting and an impact review of support to Parent Carers.

Healthwatch Milton Keynes ran public engagement, surveys and listening events concerning menopause, mental health support, men's health, staying well in Winter, Trans+ experiences of GP services, and inequalities. Healthwatch Milton Keynes supported Healthwatch England to develop specific training for volunteers undertaking Enter and view in Care Homes, provided Care home staff with awareness training of LGBTQ+ and took an active role in increasing engagement in the local Pharmaceutical Needs Assessment, and Local Action Network on Hypertension.

In addition, the charity continued to take an active role in supporting the strategic commissioning work of Bedfordshire, Luton and Milton Keynes Integrated Care System (ICS) and supporting Milton Keynes Health and Care Partnership to review progress against its Bletchley Pathfinder initiative.

Healthwatch Milton Keynes involves citizens directly in its activities including their views on what activities the Charity should prioritise, in the planning and delivery of its Enter and View visits, in research, analysis and as patient representatives at local Boards and Forums. Healthwatch Milton Keynes maintains a group of volunteers, excluding Trustees.

### FINANCIAL REVIEW

The charity receives grant funding from Milton Keynes Council, paid annually. The current grant agreement covers a period from 1st April 2023 - 31st March 2026 for the sum of £173,644 per annum. This sum is constant throughout the agreement period and not subject to inflation.

There is no current indication of risk in regard to the Charity's main grant, but Healthwatch Milton Keynes (CIO) holds sufficient funds for a solvent closure by means of three month's operating costs held in reserves and on these bases the Board of Trustees believe the going concern basis of preparation is appropriate.

It is the policy of Healthwatch Milton Keynes to commit unrestricted funds which have not been designated for a specific activity to maintain reserves at a level to support running costs in the event that a change in government or commissioning policy necessitates the winding up of the organisation.

On an annual basis Healthwatch Milton Keynes will produce a budget for the full financial year, and a six-month Reforecast for October - March, and will set a minimum reserves calculation based on its estimates of the sums required to achieve an orderly close-down of the organisation. This is balanced with the funding available and takes into consideration the likely funds required to support the organisation if there is a late payment of a contract invoice.

## HealthWatch MK CIO Trustees Annual Report

Reserves reviews will take into account staff costs (during the close down and at the end of the contract, assuming members of staff are not transferred to another organisation under TUPE); any contract terms (office accommodation and office supplies); legal and professional fees and running costs. The Board will keep the level of reserves under an annual review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The current reserves sum has been reviewed by the Board of Trustees at £69,000.

Total Reserves at the year-end were £119,205

The cash funds at the year-end were £125,470, all of which is unrestricted.

In addition to the core funding mentioned above of £173,644, Healthwatch Milton Keynes recognised further income from grants and contracts of £112,485. A significant element of the cash for this further income was received in the previous financial year.

The time span for some of the projects covers both 24-25 and 25-26 and thus income has only been recognised in the income and expenditure account when it has been earned. Any funding received by 31st March 2025 but relating to work to be carried out after the year end is shown as deferred income in the balance sheet.

Healthwatch Milton Keynes current end of year funds exceed that of our planned reserves as at 31/3/25. Funds being carried forward into the 2025-26 reflect the need to build up reserves to cover years in the future where there may not be so much opportunity to increase funds through projects – so we can continue to be able to potentially wind up the charity in an orderly manner.

The charity is budgeted to make a deficit in 25/26 which includes a loss on MKC core services reflecting the inflation of costs related to the provision of the services not being covered by the level of the grant.

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The charity is a charitable incorporated organisation governed by a Charity Commission Foundation model constitution for a Charitable Incorporated Organisation. Healthwatch Milton Keynes CIO amended its governing document from CIO Association (Registered 21 March 2016 to CIO Foundation on 29 September 2023).

It registered as a charity with the Charity Commission on 21st March 2016, charity number 1166148.

Trustees are appointed following the procedures laid down in the Constitution. Trustees are appointed for a term of three years, and can serve for three consecutive terms. The maximum number of trustees permitted is 12.

Healthwatch Milton Keynes has a nucleus of paid staff, including a full-time CEO and deputy CEO, and three part time officers, dealing respectively with administration, communications, engagement, and programme delivery. The charity contracts sessional workers for ad hoc support. One sessional worker was employed by the charity in 2023-24. The Charity also funded, from additional grants and contracts two temporary posts for delivery of agreed activities.

**HealthWatch MK CIO  
Trustees Annual Report**

The charity is part of a network of local Healthwatch co-ordinated by a national organisation, Healthwatch England.

All new trustees are inducted by the Chair of Healthwatch Milton Keynes and Chief Executive Officer and are given basic documentation on the work of the organisation, including the Constitution, Standing Procedures and Terms of Reference for Trustees.

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

Healthwatch Milton Keynes is grant funded by Milton Keynes Council but acts completely independently.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board

A handwritten signature in black ink, appearing to read 'J. Maslen', written over a large, faint circular watermark or stamp.

J. Maslen

Chairperson of the board of Trustees

6 August 2025

**HealthWatch MK CIO  
Independent Examiners Report**

**Independent Examiner's Report to the trustees of HealthWatch MK CIO**

I report to the charity trustees on my examination of the financial statements of HealthWatch MK CIO for the year ended 31 March 2025.

**Responsibilities and basis of report**

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act').

In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

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

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements 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 financial statements to be reached.



Mohammed Ahsen Altaf Aslam MAAT  
The Association of Accounting Technicians  
Finova Partners Ltd t/a AJR & Co  
The Barn  
11a Queen Catherine Road  
Steeple Claydon  
Buckinghamshire  
MK18 2PZ  
6 August 2025

HealthWatch MK CIO  
Statement of Financial Activities  
For the year ended 31 March 2025

|   | Notes | Unrestricted<br>funds<br>2025<br>£ | Total funds<br>2025<br>£ | Total funds<br>2024<br>£ |
|---|-------|------------------------------------|--------------------------|--------------------------|
| <b>Income and endowments</b>                                    |       |                                    |                          |                          |
| <b>from:</b>  |       |                                    |                          |                          |
| Donations and legacies  | 4     | 286,129                            | 286,129                  | 244,238                  |
| <b>Total</b>  |       | <b>286,129</b>                     | <b>286,129</b>           | <b>244,238</b>           |
| <b>Expenditure on:</b>  |       |                                    |                          |                          |
| Raising funds   | 5     | 5,005                              | 5,005                    | 3,899                    |
| Direct charitable activities                                    | 6     | 2,602                              | 2,602                    | 1,920                    |
| Indirect charitable activities                                  | 7     | 237,986                            | 237,986                  | 190,937                  |
| <b>Total</b>  |       | <b>245,593</b>                     | <b>245,593</b>           | <b>196,756</b>           |
| Net gains on investments  |       | -                                  | -                        | -                        |
| <b>Net income/(expenditure)</b>                                 | 8     | <b>40,536</b>                      | <b>40,536</b>            | <b>47,482</b>            |
| Transfers between funds   |       | -                                  | -                        | -                        |
| <b>Net income/(expenditure)<br/>before other gains/(losses)</b> |       | <b>40,536</b>                      | <b>40,536</b>            | <b>47,482</b>            |
| <b>Other gains and losses</b>                                   |       |                                    |                          |                          |
| <b>Net movement in funds</b>                                    |       | <b>40,536</b>                      | <b>40,536</b>            | <b>47,482</b>            |
| <b>Reconciliation of funds:</b>                                 |       |                                    |                          |                          |
| Total funds brought forward                                     |       | 78,868                             | 78,868                   | 31,386                   |
| <b>Total funds carried forward</b>                              |       | <b>119,404</b>                     | <b>119,404</b>           | <b>78,868</b>            |

**HealthWatch MK CIO**  
**Summary Income and Expenditure Account**  
**For the year ended 31 March 2025**

|  | <b>2025</b>    | <b>2024</b>    |
|--|----------------|----------------|
|  | <b>£</b>       | <b>£</b>       |
| Income   | 286,129        | 244,238        |
| <b>Gross income for the year</b>                           | <u>286,129</u> | <u>244,238</u> |
| Expenditure  | 244,219        | 195,939        |
| Depreciation and charges for<br>impairment of fixed assets | 1,374          | 817            |
| <b>Total expenditure for the year</b>                      | <u>245,593</u> | <u>196,756</u> |
| Net income/(expenditure) before tax<br>for the year        | 40,536         | 47,482         |
| <b>Net income /(expenditure )for the year</b>              | <u>40,536</u>  | <u>47,482</u>  |

HealthWatch MK CIO  
Notes to the Accounts  
for the year ended 31 March 2025

**1 Accounting policies**

**Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

**Change in basis of accounting or to previous accounts**

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

**Fund accounting**

|                    |  |
|--------------------|--|
| Unrestricted funds | These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.                        |
| Designated funds   | These are unrestricted funds earmarked by the trustees for particular purposes.  |
| Revaluation funds  | These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values. |
| Restricted funds   | These are available for use subject to restrictions imposed by the donor or through terms of an appeal.                                    |

**Income**

|   |   |
|---|---|
| Recognition of income                         | Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability. |
| Income with related expenditure               | Where income has related expenditure the income and related expenditure is reported gross in the SoFA.  |
| Donations and legacies                        | Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.  |
| Tax reclaims on donations and gifts           | Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.   |
| Donated services and facilities               | These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.  |
| Volunteer help                                | The value of any volunteer help received is not included in the accounts.   |
| Investment income                             | This is included in the accounts when receivable.   |
| Gains/(losses) on revaluation of fixed assets | This includes any gain or loss resulting from revaluing investments to market value at the end of the year.   |
| Gains/(losses) on investment assets           | This includes any gain or loss on the sale of investments.  |

**HealthWatch MK CIO**  
**Notes to the Accounts**

**Expenditure**

|                                      |   |
|--------------------------------------|---|
| Recognition of expenditure           | Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.   |
| Expenditure on raising funds         | These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.  |
| Expenditure on charitable activities | These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.   |
| Grants payable                       | All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.  |
| Governance costs                     | These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs. |
| Other expenditure                    | These are support costs not allocated to a particular activity.   |

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Tangible fixed assets and depreciation**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

|                      |                            |
|----------------------|----------------------------|
| Computer equipment   | 33.33% Straight line basis |
| Fixture and fittings | 15.00% Straight line basis |

**Trade and other debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**Cash and cash equivalents**

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

**Trade and other creditors**

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**HealthWatch MK CIO**  
**Notes to the Accounts**

**Foreign currency**

The CIO's functional and presentational currency is GBP.

All exchange differences are taken into account in arriving at net income/expenditure. Transactions in currencies other than the functional currency of the charity are recorded at the rate of exchange on the date that the transaction occurred. Monetary assets and liabilities denominated in currencies other than the functional currency of the charity are translated at the rates of exchange prevailing at the end of the reporting period.

**Pension costs**

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

**Receipt of donated goods, facilities and services**

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

**2 Company status**

The company is a charitable incorporated organisation registered with charities commission, limited by guarantee and consequently does not have share capital.

**3 Statement of Financial Activities - prior year**

|   | <b>Unrestricted<br/>funds<br/>2024<br/>£</b> | <b>Total funds<br/>2024<br/>£</b> |
|---|--|-----------------------------------|
| <b>Income and endowments from:</b>            |  |                                   |
| Donations and legacies                        | 244,238                                      | 244,238                           |
| <b>Total</b>                                  | <u>244,238</u>                               | <u>244,238</u>                    |
| <b>Expenditure on:</b>                        |  |                                   |
| Raising funds                                 | 3,899  | 3,899                             |
| Direct charitable activities                  | 1,920  | 1,920                             |
| Indirect charitable activities                | 190,935                                      | 190,935                           |
| <b>Total</b>                                  | <u>196,754</u>                               | <u>196,754</u>                    |
| <b>Net income</b>                             | <u>47,482</u>                                | <u>47,482</u>                     |
| <b>Net income before other gains/(losses)</b> | 47,482                                       | 47,482                            |
| <b>Other gains and losses:</b>                |  |                                   |
| <b>Net movement in funds</b>                  | <u>47,482</u>                                | <u>47,482</u>                     |
| <b>Reconciliation of funds:</b>               |  |                                   |
| Total funds brought forward                   | 34,661                                       | 31,386                            |
| <b>Total funds carried forward</b>            | <u><u>78,868</u></u>                         | <u><u>78,868</u></u>              |

4 Income from donations and legacies

|   | Unrestricted   | Total<br>2025  | Total<br>2024  |
|---|----------------|----------------|----------------|
|   | £              | £              | £              |
| Grants from Central & Local Government                | 277,126        | 277,126        | 240,645        |
| Grants from charitable & not-for-profit organisations | 8,993          | 8,993          | 3,575          |
| Private and individual donations                      | 10             | 10             | 18             |
|   | <u>286,129</u> | <u>286,129</u> | <u>244,238</u> |

5 Expenditure on raising funds

|                                  | Unrestricted | Total<br>2025 | Total<br>2024 |
|----------------------------------|--------------|---------------|---------------|
|                                  | £            | £             | £             |
| <i>Fundraising trading costs</i> |              |               |               |
|                                  | 5,005        | 5,005         | 3,899         |
|                                  | <u>5,005</u> | <u>5,005</u>  | <u>3,899</u>  |

Expenditure on direct charitable

6 activities

|                         | Unrestricted | Total<br>2025 | Total<br>2024 |
|-------------------------|--------------|---------------|---------------|
|                         | £            | £             | £             |
| <i>Governance costs</i> |              |               |               |
| Trustee development     | 315          | 315           | -             |
| Trustee expenses        | 7            | 7             | -             |
| Accountancy             | 2,280        | 2,280         | 1,920         |
|                         | <u>2,602</u> | <u>2,602</u>  | <u>1,920</u>  |

Expenditure on indirect charitable

7 activities

|   | Unrestricted   | Total<br>2025  | Total<br>2024  |
|---|----------------|----------------|----------------|
|   | £              | £              | £              |
| Employee costs  | 203,634        | 203,634        | 160,001        |
| Motor and travel costs  | 3,725          | 3,725          | 2,512          |
| Premises costs  | 13,172         | 13,172         | 13,226         |
| Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets | 1,858          | 1,858          | 817            |
| General administrative costs  | 10,633         | 10,633         | 10,576         |
| Legal and professional costs  | 4,963          | 4,963          | 3,805          |
|   | <u>237,985</u> | <u>237,985</u> | <u>190,937</u> |

HealthWatch MK CIO  
Notes to the Accounts

8 Net income/(expenditure) before transfers

|                                    | 2025  | 2024  |
|------------------------------------|-------|-------|
| This is stated after charging:     | £     | £     |
| Depreciation of owned fixed assets | 1,374 | 817   |
| Independent Examiner's fee         | 1,920 | 1,920 |

9 Trustee remuneration and expenses

One or more of the trustees has been paid expenses in the current or prior periods.

|                                       | 2025  | 2024   |
|---------------------------------------|---|--------|
|                                       | Number  | Number |
| Number of trustees paid expenses      | 1   | -      |
| The nature of the reimbursed expenses | The only expenses reimbursed in 2025 were for travel. |        |
|                                       | £   | £      |
| Total expenses reimbursed to trustees | 7   | -      |

10 Staff costs

|                       | 2025           | 2024           |
|-----------------------|----------------|----------------|
| Salaries and wages    | 186,870        | 146,342        |
| Social security costs | 11,210         | 7,999          |
| Pension costs         | 3,793          | 2,992          |
|                       | <u>201,873</u> | <u>157,333</u> |

No employee received emoluments in excess of £60,000.

11 Tangible fixed assets

|                                       | Computer<br>equipment | Fixture and<br>fittings | Total        |
|---------------------------------------|-----------------------|-------------------------|--------------|
|                                       | £                     | £                       | £            |
| <b>Cost or revaluation</b>            |                       |                         |              |
| At 1 April 2024                       | 7,561                 | 2,177                   | 9,738        |
| Additions                             | 4,942                 | -                       | 4,942        |
| Disposals                             | (6,074)               | (1,334)                 | (7,408)      |
| At 31 March 2025                      | <u>6,429</u>          | <u>843</u>              | <u>7,272</u> |
| <b>Depreciation and impairment</b>    |                       |                         |              |
| At 1 April 2024                       | 6,432                 | 1,691                   | 8,123        |
| Depreciation charge for the year      | 1,371                 | 5                       | 1,376        |
| Depreciation disposed of for the year | (6,070)               | (855)                   | (6,925)      |
| At 31 March 2025                      | <u>1,733</u>          | <u>841</u>              | <u>2,574</u> |
| <b>Net book values</b>                |                       |                         |              |
| At 31 March 2025                      | <u>4,696</u>          | <u>2</u>                | <u>4,698</u> |
| At 31 March 2024                      | <u>1,129</u>          | <u>486</u>              | <u>1,615</u> |

HealthWatch MK CIO  
Notes to the Accounts

12 Debtors

|                                   | 2025          | 2024         |
|-----------------------------------|---------------|--------------|
|                                   | £             | £            |
| Trade debtors                     | 48,010        | -            |
| Debit balances on Trade Creditors | 200           | -            |
| Prepayments and accrued income    | <u>2,866</u>  | <u>2,799</u> |
|                                   | <u>51,076</u> | <u>2,799</u> |

13 Creditors:

amounts falling due within one year

|                                 | 2025          | 2024          |
|---------------------------------|---------------|---------------|
|                                 | £             | £             |
| Trade creditors                 | 1,035         | 1,407         |
| Other taxes and social security | -             | -             |
| Other creditors                 | 26,987        | 881           |
| Accruals                        | 1,896         | 1,920         |
| Deferred income                 | <u>31,922</u> | <u>67,317</u> |
|                                 | <u>61,840</u> | <u>71,525</u> |

14 Deferred Income

*Movement of the deferred income shown in Creditors: amounts falling due within one year*

|                          | 2025          | 2024          |
|--------------------------|---------------|---------------|
|                          | £             | £             |
| At 1 April               | 67,317        | 3,480         |
| Released in current year | (67,317)      | (3,480)       |
| Deferred in current year | <u>31,922</u> | <u>67,317</u> |
| At 31 March              | <u>31,922</u> | <u>3,480</u>  |

15 Movement in funds

|                          | At 1 April<br>2024 | Incoming<br>resources<br>(including<br>other<br>gains/losses)<br>£ | Resources<br>expended<br>£ | At 31<br>March<br>2025<br>£ |
|--------------------------|--------------------|--|----------------------------|-----------------------------|
| <b>Restricted funds:</b> |                    |  |                            |                             |
| Unrestricted funds:      |                    |  |                            |                             |
| General funds            | 78,868             | 286,129  | (245,592)                  | 119,405                     |
| <b>Total funds</b>       | <u>78,868</u>      | <u>286,129</u>   | <u>(245,592)</u>           | <u>119,405</u>              |

16 Analysis of net assets between funds

|                    | Unrestricted<br>funds<br>£ | Total<br>£     |
|--------------------|----------------------------|----------------|
| Fixed assets       | 4,699                      | 4,699          |
| Net current assets | <u>114,706</u>             | <u>114,706</u> |
|                    | <u>119,405</u>             | <u>119,405</u> |

17 Reconciliation of net debt

|                           | At 1 April<br>2024<br>£ | Cash flows<br>£ | At 31<br>March<br>2025<br>£ |
|---------------------------|-------------------------|-----------------|-----------------------------|
| Cash and cash equivalents | 145,979                 | (20,509)        | 125,470                     |
|                           | <u>145,979</u>          | <u>(20,509)</u> | <u>125,470</u>              |
| Net debt                  | <u>145,979</u>          | <u>(20,509)</u> | <u>125,470</u>              |

18 Commitments

*Operating lease commitments*

Annual commitments under non-cancellable operating leases are as follows:

|                                    | 2025<br>Land and<br>buildings<br>£ | 2025<br>Other<br>£ | 2024<br>Land and<br>buildings<br>£ | 2024<br>Other<br>£ |
|------------------------------------|------------------------------------|--------------------|------------------------------------|--------------------|
| Operating leases with expiry date: |                                    |                    |                                    |                    |
| Within one year                    | 7,120                              | -                  | 1,137                              | -                  |
|                                    | <u>7,120</u>                       | <u>-</u>           | <u>1,137</u>                       | <u>-</u>           |

*Pension commitments*

|  | 2025<br>£    | 2024<br>£    |
|--|--------------|--------------|
| The pension cost charge to the company |              |              |
| amounted to:                           | <u>3,793</u> | <u>2,992</u> |

19 Related party disclosures

*Controlling party*

The company is limited by guarantee and has no share capital; thus no single party controls the company.

HealthWatch MK CIO  
Detailed Statement of Financial Activities  
for the year ended 31 March 2025

|   | Unrestricted<br>funds<br>2025<br>£ | Total funds<br>2025<br>£ | Total funds<br>2024<br>£ |
|---|------------------------------------|--------------------------|--------------------------|
| <b>Income and endowments from:</b>                    |                                    |                          |                          |
| Donations and legacies                                |                                    |                          |                          |
| Grants from Central & Local Government                | 277,126                            | 277,126                  | 240,645                  |
| Grants from charitable & not-for-profit organisations | 8,993                              | 8,993                    | 3,575                    |
| Private and individual donations                      | 10                                 | 10                       | 18                       |
|   | <u>286,129</u>                     | <u>286,129</u>           | <u>244,238</u>           |
| <b>Total income and endowments</b>                    | <b>286,129</b>                     | <b>286,129</b>           | <b>244,238</b>           |
| <b>Expenditure on:</b>                                |                                    |                          |                          |
| Costs of other trading activities                     |                                    |                          |                          |
|   | 5,005                              | 5,005                    | 3,899                    |
|   | <u>5,005</u>                       | <u>5,005</u>             | <u>3,899</u>             |
| <b>Total of expenditure on raising funds</b>          | <b>5,005</b>                       | <b>5,005</b>             | <b>3,899</b>             |
| Governance costs                                      |                                    |                          |                          |
| Trustee development                                   | 315                                | 315                      | -                        |
| Trustee expenses                                      | 7                                  | 7                        | -                        |
| Accountancy   | 2,280                              | 2,280                    | 1,920                    |
|   | <u>2,602</u>                       | <u>2,602</u>             | <u>1,920</u>             |
| <b>Total of expenditure on charitable activities</b>  | <b>2,602</b>                       | <b>2,602</b>             | <b>1,920</b>             |
| Employee costs  |                                    |                          |                          |
| Salaries/wages  | 186,870                            | 186,870                  | 146,342                  |
| Employer's NIC  | 11,210                             | 11,210                   | 7,999                    |
| Pension costs   | 3,793                              | 3,793                    | 2,992                    |
| Staff recruitment                                     | 475                                | 475                      | 858                      |
| Staff training & Welfare                              | 1,286                              | 1,810                    | 1,810                    |
|   | <u>203,634</u>                     | <u>203,634</u>           | <u>160,001</u>           |
| Motor and travel costs                                |                                    |                          |                          |
| Travel and subsistence                                | 3,725                              | 3,725                    | 2,512                    |
|   | <u>3,725</u>                       | <u>3,725</u>             | <u>2,512</u>             |
| Premises costs  |                                    |                          |                          |
| Rent  | 12,946                             | 12,946                   | 12,671                   |
| Premises cleaning                                     | 194                                | 194                      | 330                      |
| Other premises costs                                  | 32                                 | 32                       | 225                      |
|   | <u>13,172</u>                      | <u>13,172</u>            | <u>13,226</u>            |

HealthWatch MK CIO

Detailed Statement of Financial Activities

|   |                |                |                |
|---|----------------|----------------|----------------|
| General administrative costs, including depreciation and amortisation |                |                |                |
| Depreciation  | 1,858          | 1,858          | 817            |
| Bank charges  | 351            | 351            | 360            |
| General insurances  | 2,368          | 2,368          | 2,156          |
| Postage and couriers  | 131            | 131            | 307            |
| Software, IT support and related costs                                | 2,464          | 2,464          | 2,094          |
| Stationery and printing   | 2,694          | 2,694          | 3,573          |
| Subscriptions   | 1,116          | 1,116          | 614            |
| Telephone, fax and broadband  | 1,508          | 1,508          | 1,472          |
|   | <u>12,491</u>  | <u>12,491</u>  | <u>11,393</u>  |
| Legal and professional costs  |                |                |                |
| Accountancy and bookkeeping   | 2,319          | 2,319          | 1,669          |
| Consultancy fees  | 1,584          | 1,584          | 1,086          |
| Other legal and professional costs                                    | 1,060          | 1,060          | 1,050          |
|   | <u>4,963</u>   | <u>4,963</u>   | <u>3,805</u>   |
| <b>Total of expenditure of other costs</b>                            | <u>237,985</u> | <u>237,985</u> | <u>190,937</u> |
| <b>Total expenditure</b>  | 245,592        | 245,592        | 196,756        |
| Net gains on investments  | -              | -              | -              |
|   | <u>40,537</u>  | <u>40,537</u>  | <u>47,482</u>  |
| <b>Net income/(expenditure)</b>                                       |                |                |                |
| <b>Net income/(expenditure) before other gains/(losses)</b>           | <u>40,537</u>  | <u>40,537</u>  | <u>47,482</u>  |
| Other Gains   | -              | -              | -              |
|   | <u>40,537</u>  | <u>40,537</u>  | <u>47,482</u>  |
| <b>Net movement in funds</b>  |                |                |                |
| <b>Reconciliation of funds:</b>                                       |                |                |                |
| Total funds brought forward   | 78,868         | 78,868         | 31,386         |
| <b>Total funds carried forward</b>                                    | <u>119,405</u> | <u>119,405</u> | <u>78,868</u>  |

**HealthWatch MK CIO****Balance Sheet**

As at 31 March 2025

| Company No. CE006981                                   | Notes | 2025<br>£             | 2024<br>£            |
|--|-------|-----------------------|----------------------|
| <b>Fixed assets</b>                                    |       |                       |                      |
| Tangible assets  | 11    | <u>4,699</u>          | <u>1,615</u>         |
|  |       | 4,699                 | 1,615                |
| <b>Current assets</b>                                  |       |                       |                      |
| Debtors  | 12    | 51,076                | 2,799                |
| Cash at bank and in hand                               |       | <u>125,470</u>        | <u>145,979</u>       |
|  |       | 176,546               | 148,778              |
| <b>Creditors: Amount falling due within one year</b>   | 13    | <u>(61,840)</u>       | <u>(71,525)</u>      |
| <b>Net current assets</b>                              |       | 114,706               | 77,253               |
| <b>Total assets less current liabilities</b>           |       | <u>119,405</u>        | <u>78,868</u>        |
| <b>Net assets excluding pension asset or liability</b> |       | 119,405               | 78,868               |
| <b>Total net assets</b>                                |       | <u><u>119,405</u></u> | <u><u>78,868</u></u> |
| <b>The funds of the charity</b>                        |       |                       |                      |
| <b>Restricted funds</b>                                | 15    |                       |                      |
| <b>Unrestricted funds</b>                              | 15    |                       |                      |
| General funds  |       | 119,405               | 78,868               |
|  |       | <u>119,405</u>        | <u>78,868</u>        |
| <b>Reserves</b>  | 15    |                       |                      |
| <b>Total funds</b>                                     |       | <u><u>119,405</u></u> | <u><u>78,868</u></u> |

Approved by the board on 20 June 2024

And signed on its behalf by:



J. Maslen

Chairperson of the board of Trustee's

6 August 2025

**Engage-Share-Inspire MK CIO**

England & Wales - Charity number 1166148

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# Accounts

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HealthWatch MK CIO  
FAO: Miss D Prior  
Suite 113  
Milton Keynes Business Centre  
Linford Wood  
Milton Keynes  
MK14 6GD

16<sup>th</sup> September 2024.

Dear Sirs,

**Re: HealthWatch MK CIO**

Please find enclosed the two copies of the signed printed unaudited financial statements as requested. I have also enclosed the signature pages of a third copy.

Please can Carol Older sign the loose pages and return them to us at your convenience.

If you have any questions, please call me to discuss them.

Yours sincerely,

AJR. I G LH.

AJR & Co Ltd

**HealthWatch MK CIO  
Trustees Annual Report**

The charity is part of a network of local Healthwatch co-ordinated by a national organisation, Healthwatch England.

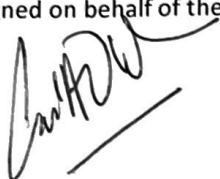
All new trustees are inducted by the Chair of Healthwatch Milton Keynes and Chief Executive Officer and are given basic documentation on the work of the organisation, including the Constitution, Standing Procedures and Terms of Reference for Trustees.

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

Healthwatch Milton Keynes is grant funded by Milton Keynes Council but acts completely independently.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board



C. Older  
Trustee  
20 June 2024

**HealthWatch MK CIO**

**Independent Examiners Report**

**Independent Examiner's Report to the trustees of HealthWatch MK CIO**

I report to the charity trustees on my examination of the financial statements of HealthWatch MK CIO for the year ended 31 March 2024.

**Responsibilities and basis of report**

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

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

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements 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 financial statements to be reached.



Andrew Richardson BA FCA Institute of Chartered  
Accountants in England and Wales  
AJR & Co Ltd  
The Barn  
11a Queen Catherine Road  
Steeple Claydon  
Buckinghamshire  
MK18 2PZ  
20 June 2024

HealthWatch MK CIO

Balance Sheet

As at 31 March 2024

Company No. CE006981

|  | Notes | 2024<br>£            | 2023<br>£            |
|--|-------|----------------------|----------------------|
| <b>Fixed assets</b>                                    |       |                      |                      |
| Tangible assets  | 11    | <u>1,615</u>         | <u>1,770</u>         |
|  |       | 1,615                | 1,770                |
| <b>Current assets</b>                                  |       |                      |                      |
| Debtors  | 12    | 2,799                | 1,457                |
| Cash at bank and in hand                               |       | <u>145,979</u>       | <u>39,596</u>        |
|  |       | 148,778              | 41,053               |
| <b>Creditors: Amount falling due within one year</b>   | 13    | <u>(71,525)</u>      | <u>(11,437)</u>      |
| <b>Net current assets</b>                              |       | 77,253               | 29,616               |
| <b>Total assets less current liabilities</b>           |       | <u>78,868</u>        | <u>31,386</u>        |
| <b>Net assets excluding pension asset or liability</b> |       | <u>78,868</u>        | <u>31,386</u>        |
| <b>Total net assets</b>                                |       | <u><u>78,868</u></u> | <u><u>31,386</u></u> |
| <b>The funds of the charity</b>                        |       |                      |                      |
| <b>Restricted funds</b>                                | 15    |                      |                      |
| <b>Unrestricted funds</b>                              | 15    |                      |                      |
| General funds  |       | <u>78,868</u>        | <u>31,386</u>        |
|  |       | 78,868               | 31,386               |
| <b>Reserves</b>  | 15    |                      |                      |
| <b>Total funds</b>                                     |       | <u><u>78,868</u></u> | <u><u>31,386</u></u> |

Approved by the board on 20 June 2024

And signed on its behalf by:



C. Older  
Chairperson of the board of  
Trustee's 20 June 2024

## HealthWatch MK CIO

### Notes to the Accounts

for the year ended 31 March 2024

#### 1 Accounting policies

##### Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

##### Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

##### Fund accounting

|                    |  |
|--------------------|--|
| Unrestricted funds | These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.                        |
| Designated funds   | These are unrestricted funds earmarked by the trustees for particular purposes.  |
| Revaluation funds  | These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values. |
| Restricted funds   | These are available for use subject to restrictions imposed by the donor or through terms of an appeal.                                    |

##### Income

Recognition of income Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.

Income with related expenditure Where income has related expenditure the income and related expenditure is reported gross in the SoFA.

Donations and legacies Voluntary income received by way of grants, donations and gifts is included in the SoFA when receivable and only when the Charity has unconditional entitlement to the income.

Tax reclaims on donations and gifts Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.

Donated services and facilities These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.

Volunteer help The value of any volunteer help received is not included in the accounts.

Investment income This is included in the accounts when receivable.

Gains/(losses) on revaluation of fixed assets This includes any gain or loss resulting from revaluing investments to market value at the end of the year.

Gains/(losses) on investment assets This includes any gain or loss on the sale of investments.

**HealthWatch MK CIO**

**Charity No. 1166148**

**Company No. CE006981**

**Trustees' Report and Unaudited Accounts**

**31 March 2024**

**HealthWatch MK CIO**  
**Contents**

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**HealthWatch MK CIO**  
**Trustees Annual Report**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 March 2024.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Company No. CE006981**

**Charity No. 1166148**

**Registered Office**

Suite 113  
Milton Keynes Business Centre  
Linford Wood  
Milton Keynes  
MK14 6GD

**Directors and Trustees**

The Directors of the charitable company are its Trustees for the purposes of charity law.  
The following Directors and Trustees served during the year:

M. Cass  
P. Day  
M. Lalani  
S. Lazell  
J. Maslen  
C. Older  
D. Pearce (Resigned 29 September 2023)  
V. Singh  
M. Tait  
J. Whild (Resigned 29 September 2023)

**Accountants**

AJR & Co Ltd  
The Barn  
11a Queen Catherine Road  
Steeple Claydon  
Buckinghamshire  
MK18 2PZ

**OBJECTIVES AND ACTIVITIES**

The charity's objects are the advancement of health and the relief of those in need by reason of youth, ill health, disability or financial hardship. The policies adopted in furtherance of these objects are:

- Providing information and advice to the general public about local health and social care services,
- Making the views and experiences of members of the general public known to health and social care providers,
- Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities, and

## **HealthWatch MK CIO Trustees Annual Report**

- Providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities.

Healthwatch MK CIO aims to give citizens and communities in Milton Keynes a stronger voice to influence and challenge how health and social care services are provided within their locality. The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake. The Trustees have examined the guidance issued by the Charity Commission and confirm that Healthwatch Milton Keynes meets the public benefit requirement in both of its aspects (the benefit aspect, and the public aspect).

Healthwatch Milton Keynes has both statutory and voluntary activities. Statutory responsibilities include representing the views and experiences of recipients of health and social care services on the local Health and Wellbeing Board, monitoring annual Quality Accounts produced by providers of NHS services, publishing evidence of service user, patient and carer experience of health and social care services and providing advice and signposting to health and social care support. Voluntary activities include Enter and View visits, the organisation of public and patient engagement events, conducting and assisting with surveys and projects in the health and social care field, and ensuring that the patient and public voice is heard and acted upon.

While the work of Healthwatch Milton Keynes is coordinated and administered by paid staff members, its governance and some of its activities depend upon volunteers.

### **ACHIEVEMENTS AND PERFORMANCE**

Healthwatch Milton Keynes ensures that voices of the public, patients, service users, their families and carers are heard in policy decision-making in the health and social care field, through the publication of evidence-based research, engagement activities and its membership of strategic Boards and Committees which include the Bedfordshire, Luton and Milton Keynes Integrated Care Board (BLMK ICB), Bedfordshire, Luton and Milton Keynes Health and Care Partnership (BLMK HCP), the Milton Keynes Health and Care Partnership (MKHCP) and its functions as the local Health and Wellbeing Board and Integrated Care System 'Place' Board, Milton Keynes City Council's Health and Adult Social Care Scrutiny Committee and Milton Keynes University Hospital Trust Council of Governors.

Healthwatch Milton Keynes collaborates with other Healthwatch bodies in surrounding Local Authority areas to monitor the development and delivery of the Bedfordshire, Luton and Milton Keynes Integrated Care System (BLMK ICS). A memorandum of understanding is in place between Healthwatch Milton Keynes and other local Healthwatch in Luton, Central Bedfordshire and Bedford Borough that sets out a collaborative working agreement to ensure that the voices of all communities in Bedfordshire, Luton and Milton Keynes are equally and equitably involved in the work of the Bedfordshire, Luton and Milton Keynes Integrated Care System. A memorandum of understanding between the BLMK local Healthwatch Collaborative and the BLMK ICB to ensure that the views and experiences of residents within all four unitary authorities with Bedfordshire, Luton and Milton Keynes are equally represented and considered.

Healthwatch Milton Keynes has a programme of service evaluation and scrutiny projects which includes a large programme of Enter and View visits into health and care services. Healthwatch Milton Keynes also delivers a programme of engagement with the public through planned and responsive engagement events and focus groups. Healthwatch Milton Keynes' Annual General Members (AGM) meeting was held in September 2023.

## **HealthWatch MK CIO Trustees Annual Report**

Healthwatch Milton Keynes publishes an Annual Report on 30th June each year, a monthly digital newsletter for subscribers and maintains a permanent telephone and web-based advice and signposting service for the public to seek support, share experiences of care and raise compliments and concerns about health and social care services.

Healthwatch Milton Keynes published findings from a programme of Enter and view visits to twenty-three Care Homes, one private clinical setting which provides NHS services under local arrangements, one Community Diagnostic Centre and two GP Practices. The charity also published reports on GP Access and experiences of health inequalities. Healthwatch Milton Keynes ran public engagement, surveys and listening events concerning Primary Care access, Womens Health, Mens health, pre-conception care, personalisation of care in communities, and inequalities in health and care. In addition, the charity continued to take an active role in supporting the evolving establishment of Bedfordshire, Luton and Milton Keynes Integrated Care System (ICS) working with strategic partners on the development of the Integrated Care System's Joint Forward Plan and Working with People and Communities strategy. The charity provided support to the Integrated Care Board to develop the Denny Review – a BLMK-wide report of health inequalities and provide input into the report's recommendations.

Healthwatch Milton Keynes involves citizens directly in its activities including their views on what activities the Charity should prioritise, in the planning and delivery of its Enter and View visits, in research and as patient representatives at local Boards and Forums. Healthwatch Milton Keynes maintains a group of volunteers, excluding Trustees.

### **FINANCIAL REVIEW**

The charity receives grant funding from Milton Keynes Council, paid annually. The current grant agreement covers a period from 1st April 2023 - 31st March 2026 for the sum of £173,644 per annum. This sum is constant throughout the agreement period and not subject to inflation.

There is no current indication of risk in regard to the Charity's main grant, but Healthwatch Milton Keynes (CIO) holds sufficient funds for a solvent closure by means of one month's operating costs held in reserves and on these bases the Board of Trustees believe the going concern basis of preparation is appropriate.

It is the policy of Healthwatch Milton Keynes to commit unrestricted funds which have not been designated for a specific activity to maintain reserves at a level to support running costs in the event that a change in government or commissioning policy necessitates the winding up of the organisation.

On an annual basis Healthwatch Milton Keynes will produce a Budget for the full financial year, and a six-month Reforecast for October - March, and will set a minimum reserves calculation based on its estimates of the sums required to achieve an orderly close-down of the organisation. This is balanced with the funding available and takes into consideration the likely funds required to support the organisation if there is a late payment of a contract invoice.

Reserves reviews will take into account staff costs (during the close down and at the end of the contract, assuming members of staff are not transferred to another organisation under TUPE); any contract terms (office accommodation and office supplies); legal and professional fees and running costs. The Board will keep the level of reserves under an annual review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The current reserves sum has been reviewed by the Board of Trustees at £38,000.

Total Reserves at the year-end were £78,868.

The cash funds at the year-end were £145,979, all of which is unrestricted.

## **HealthWatch MK CIO Trustees Annual Report**

Healthwatch Milton Keynes received £136,397 (in addition to the core funding from Milton Keynes Council) funding through grants and contracts in 2023-24. This included:

- £1,200 by Healthwatch England to delivery Enter and view training to professionals in the Healthwatch network.
- £875 from Healthwatch England to undertake Enter and view activities in Community Diagnostic Centres.
- £4,000 from BLMK ICB to deliver Community Research Activities mapping.
- £24,865 from Central Northwest London Trust (CNWL) to undertake a weekly experience clinic at the Campbell Centre.
- £41,815 by Milton Keynes City Council through the 'MK Deal' to gather evidence of patient experience of hospital discharge and inform the design of a new Integrated Discharge Pathway and to inform the development of the Bletchley Pathfinder.
- £6,998 from BLMK ICB to deliver activities to improve women's knowledge and access to pre-conception information.
- £50,000 from BLMK ICB to deliver activities against the recommendations of the Denny Review.
- £6,636 from BLMK ICB to deliver focus groups to co-design future Musculoskeletal services.

The time span for some of the above projects covers both 2023-24 and 2024-25 and thus income has only been recognised in the income and expenditure account when it has been earned. Any funding received by 31st March 2024 but relating to work to be carried out after the year end is shown as deferred income in the balance sheet.

Healthwatch Milton Keynes current end of year funds exceed that of our planned reserves as at 31st March 2024. Funds being carried forward into the 2024-25 reflect some underspends on projects due to staff turnover in the year which are planned to be recruited and spent in 2024-25. There is also a need to build up reserves to cover years in the future where there may not be so much opportunity to increase funds through projects – so we can continue to be able to potentially wind up the charity in an orderly manner.

The charity is budgeted to make a deficit in 2024-25 reflecting the catch up spends on projects and the inflation of costs related to the provision of MKC core services not being covered by the level of the grant.

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The charity is a charitable incorporated organisation governed by a Charity Commission Foundation model constitution for a Charitable Incorporated Organisation. Healthwatch Milton Keynes CIO amended its governing document from CIO Association (Registered 21 March 2016 to CIO Foundation on 29 September 2023).

It registered as a charity with the Charity Commission on 21st March 2016, charity number 1166148.

Trustees are appointed following the procedures laid down in the Constitution. Trustees are appointed for a term of three years, and can serve for three consecutive terms. The maximum number of trustees permitted is 12.

Healthwatch Milton Keynes has a nucleus of paid staff, including a full-time CEO and deputy CEO, and three part time officers, dealing respectively with administration, communications, engagement, and programme delivery. The charity contracts sessional workers for ad hoc support. One sessional worker was employed by the charity in 2023-24. The Charity also funded, from additional grants and contracts two temporary posts for delivery of agreed activities.

**HealthWatch MK CIO**  
**Trustees Annual Report**

The charity is part of a network of local Healthwatch co-ordinated by a national organisation, Healthwatch England.

All new trustees are inducted by the Chair of Healthwatch Milton Keynes and Chief Executive Officer and are given basic documentation on the work of the organisation, including the Constitution, Standing Procedures and Terms of Reference for Trustees.

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

Healthwatch Milton Keynes is grant funded by Milton Keynes Council but acts completely independently.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board



C. Older  
Trustee

20 June 2024

## HealthWatch MK CIO

### Independent Examiners Report

#### Independent Examiner's Report to the trustees of HealthWatch MK CIO

I report to the charity trustees on my examination of the financial statements of HealthWatch MK CIO for the year ended 31 March 2024.

#### Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

#### Independent examiner's statement

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

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements 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 financial statements to be reached.



Andrew Richardson BA FCA Institute of Chartered  
Accountants in England and Wales  
AJR & Co Ltd  
The Barn  
11a Queen Catherine Road  
Steeple Claydon  
Buckinghamshire  
MK18 2PZ  
20 June 2024

HealthWatch MK CIO  
Statement of Financial Activities  
For the year ended 31 March 2024

|   | Notes | Unrestricted<br>funds<br>2024<br>£ | Total funds<br>2024<br>£ | Total funds<br>2023<br>£ |
|---|-------|------------------------------------|--------------------------|--------------------------|
| <b>Income and endowments from:</b>                          |       |                                    |                          |                          |
| Donations and legacies                                      | 4     | 244,238                            | 244,238                  | 180,806                  |
| <b>Total</b>  |       | <b>244,238</b>                     | <b>244,238</b>           | <b>180,806</b>           |
| <b>Expenditure on:</b>                                      |       |                                    |                          |                          |
| Raising funds   | 5     | 3,899                              | 3,899                    | 1,677                    |
| Direct charitable activities                                | 6     | 1,920                              | 1,920                    | 5,593                    |
| Indirect charitable activities                              | 7     | 190,937                            | 190,937                  | 176,811                  |
| <b>Total</b>  |       | <b>196,756</b>                     | <b>196,756</b>           | <b>184,081</b>           |
| Net gains on investments                                    |       | -                                  | -                        | -                        |
| <b>Net income/(expenditure)</b>                             | 8     | <b>47,482</b>                      | <b>47,482</b>            | <b>(3,275)</b>           |
| Transfers between funds                                     |       | -                                  | -                        | -                        |
| <b>Net income/(expenditure) before other gains/(losses)</b> |       | <b>47,482</b>                      | <b>47,482</b>            | <b>(3,275)</b>           |
| <b>Other gains and losses</b>                               |       |                                    |                          |                          |
| <b>Net movement in funds</b>                                |       | <b>47,482</b>                      | <b>47,482</b>            | <b>(3,275)</b>           |
| <b>Reconciliation of funds:</b>                             |       |                                    |                          |                          |
| Total funds brought forward                                 |       | 31,386                             | 31,386                   | 34,661                   |
| <b>Total funds carried forward</b>                          |       | <b>78,868</b>                      | <b>78,868</b>            | <b>31,386</b>            |

**HealthWatch MK CIO**  
**Summary Income and Expenditure Account**  
**For the year ended 31 March 2024**

|  | <b>2024</b>          | <b>2023</b>           |
|--|----------------------|-----------------------|
|  | <b>£</b>             | <b>£</b>              |
| Income   | 244,238              | 180,806               |
| <b>Gross income for the year</b>                           | <u>244,238</u>       | <u>180,806</u>        |
| Expenditure  | 195,939              | 183,437               |
| Depreciation and charges for<br>impairment of fixed assets | 817                  | 644                   |
| <b>Total expenditure for the year</b>                      | <u>196,756</u>       | <u>184,081</u>        |
| Net income/(expenditure) before tax<br>for the year        | 47,482               | (3,275)               |
| <b>Net income /(expenditure )for the year</b>              | <u><u>47,482</u></u> | <u><u>(3,275)</u></u> |

**HealthWatch MK CIO****Balance Sheet****As at 31 March 2024**

| <b>Company No.</b>                                     | <b>CE006981</b> | <b>Notes</b> | <b>2024</b>          | <b>2023</b>          |
|--|-----------------|--------------|----------------------|----------------------|
|  |                 |              | <b>£</b>             | <b>£</b>             |
| <b>Fixed assets</b>                                    |                 |              |                      |                      |
| Tangible assets  |                 | 11           | 1,615                | 1,770                |
|  |                 |              | <u>1,615</u>         | <u>1,770</u>         |
| <b>Current assets</b>                                  |                 |              |                      |                      |
| Debtors  |                 | 12           | 2,799                | 1,457                |
| Cash at bank and in hand                               |                 |              | 145,979              | 39,596               |
|  |                 |              | <u>148,778</u>       | <u>41,053</u>        |
| <b>Creditors: Amount falling due within one year</b>   |                 | 13           | <u>(71,525)</u>      | <u>(11,437)</u>      |
| <b>Net current assets</b>                              |                 |              | 77,253               | 29,616               |
| <b>Total assets less current liabilities</b>           |                 |              | <u>78,868</u>        | <u>31,386</u>        |
| <b>Net assets excluding pension asset or liability</b> |                 |              | <u>78,868</u>        | <u>31,386</u>        |
| <b>Total net assets</b>                                |                 |              | <u><u>78,868</u></u> | <u><u>31,386</u></u> |
| <b>The funds of the charity</b>                        |                 |              |                      |                      |
| <b>Restricted funds</b>                                |                 | 15           |                      |                      |
| <b>Unrestricted funds</b>                              |                 | 15           |                      |                      |
| General funds  |                 |              | 78,868               | 31,386               |
|  |                 |              | <u>78,868</u>        | <u>31,386</u>        |
| <b>Reserves</b>  |                 | 15           |                      |                      |
| <b>Total funds</b>                                     |                 |              | <u><u>78,868</u></u> | <u><u>31,386</u></u> |

Approved by the board on 20 June 2024

And signed on its behalf by:



C. Older  
Chairperson of the board of  
Trustee's 20 June 2024

## HealthWatch MK CIO

### Notes to the Accounts

for the year ended 31 March 2024

#### 1 Accounting policies

##### Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

##### Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

##### Fund accounting

|                    |  |
|--------------------|--|
| Unrestricted funds | These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.                        |
| Designated funds   | These are unrestricted funds earmarked by the trustees for particular purposes.  |
| Revaluation funds  | These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values. |
| Restricted funds   | These are available for use subject to restrictions imposed by the donor or through terms of an appeal.                                    |

##### Income

|   |   |
|---|---|
| Recognition of income                         | Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability. |
| Income with related expenditure               | Where income has related expenditure the income and related expenditure is reported gross in the SoFA.  |
| Donations and legacies                        | Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.  |
| Tax reclaims on donations and gifts           | Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.   |
| Donated services and facilities               | These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.  |
| Volunteer help                                | The value of any volunteer help received is not included in the accounts.   |
| Investment income                             | This is included in the accounts when receivable.   |
| Gains/(losses) on revaluation of fixed assets | This includes any gain or loss resulting from revaluing investments to market value at the end of the year.   |
| Gains/(losses) on investment assets           | This includes any gain or loss on the sale of investments.  |

Notes to the Accounts

**Expenditure**

|                                      |   |
|--------------------------------------|---|
| Recognition of expenditure           | Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.   |
| Expenditure on raising funds         | These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.  |
| Expenditure on charitable activities | These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.   |
| Grants payable                       | All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.  |
| Governance costs                     | These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs. |
| Other expenditure                    | These are support costs not allocated to a particular activity.   |

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Tangible fixed assets and depreciation**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

|                      |                            |
|----------------------|----------------------------|
| Computer equipment   | 33.33% Straight line basis |
| Fixture and fittings | 15.00% Straight line basis |

**Trade and other debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**Cash and cash equivalents**

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

**Trade and other creditors**

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**HealthWatch MK CIO**  
**Notes to the Accounts**

**Foreign currency**

The CIO's functional and presentational currency is GBP.

All exchange differences are taken into account in arriving at net income/expenditure. Transactions in currencies other than the functional currency of the charity are recorded at the rate of exchange on the date that the transaction occurred. Monetary assets and liabilities denominated in currencies other than the functional currency of the charity are translated at the rates of exchange prevailing at the end of the reporting period.

**Pension costs**

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

**Receipt of donated goods, facilities and services**

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

**2 Company status**

The company is a private company limited by guarantee and consequently does not have share capital.

**3 Statement of Financial Activities - prior year**

|   | Unrestricted<br>funds<br>2023<br>£ | Total funds<br>2023<br>£ |
|---|------------------------------------|--------------------------|
| <b>Income and endowments from:</b>            |                                    |                          |
| Donations and legacies                        | 180,806                            | 180,806                  |
| <b>Total</b>                                  | <u>180,806</u>                     | <u>180,806</u>           |
| <b>Expenditure on:</b>                        |                                    |                          |
| Raising funds                                 | 1,677                              | 1,677                    |
| Charitable activities                         | 182,404                            | 182,404                  |
| <b>Total</b>                                  | <u>184,081</u>                     | <u>184,081</u>           |
| <b>Net income</b>                             | <u>(3,275)</u>                     | <u>(3,275)</u>           |
| <b>Net income before other gains/(losses)</b> | (3,275)                            | (3,275)                  |
| <b>Other gains and losses:</b>                |                                    |                          |
| <b>Net movement in funds</b>                  | <u>(3,275)</u>                     | <u>(3,275)</u>           |
| <b>Reconciliation of funds:</b>               |                                    |                          |
| Total funds brought forward                   | 34,661                             | 34,661                   |
| <b>Total funds carried forward</b>            | <u><u>31,386</u></u>               | <u><u>31,386</u></u>     |

4 Income from donations and legacies

|   | Unrestricted   | Total<br>2024  | Total<br>2023  |
|---|----------------|----------------|----------------|
|   | £              | £              | £              |
| Grants from Central & Local Government                | 240,645        | 240,645        | 180,806        |
| Grants from charitable & not-for-profit organisations | 3,575          | 3,575          | -              |
| Private and individual donations                      | 18             | 18             | -              |
|   | <u>244,238</u> | <u>244,238</u> | <u>180,806</u> |

5 Expenditure on raising funds

|                                  | Unrestricted | Total<br>2024 | Total<br>2023 |
|----------------------------------|--------------|---------------|---------------|
|                                  | £            | £             | £             |
| <i>Fundraising trading costs</i> | 3,899        | 3,899         | 1,677         |
|                                  | <u>3,899</u> | <u>3,899</u>  | <u>1,677</u>  |

6 Expenditure on direct charitable activities

|                         | Unrestricted | Total<br>2024 | Total<br>2023 |
|-------------------------|--------------|---------------|---------------|
|                         | £            | £             | £             |
| <i>Governance costs</i> |              |               |               |
| Trustee development     | -            | -             | 252           |
| Trustee expenses        | -            | -             | 15            |
| Accountancy             | 1,920        | 1,920         | 5,326         |
|                         | <u>1,920</u> | <u>1,920</u>  | <u>5,593</u>  |

7 Expenditure on indirect charitable activities

|   | Unrestricted   | Total<br>2024  | Total<br>2023  |
|---|----------------|----------------|----------------|
|   | £              | £              | £              |
| Employee costs  | 160,001        | 160,001        | 143,015        |
| Motor and travel costs  | 2,512          | 2,512          | 1,360          |
| Premises costs  | 13,226         | 13,226         | 14,507         |
| Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets | 817            | 817            | 644            |
| General administrative costs  | 10,576         | 10,576         | 10,380         |
| Legal and professional costs  | 3,805          | 3,805          | 6,905          |
|   | <u>190,937</u> | <u>190,937</u> | <u>176,811</u> |

**HealthWatch MK CIO**  
**Notes to the Accounts**

**8 Net income/(expenditure) before transfers**

|                                    | <b>2024</b> | <b>2023</b> |
|------------------------------------|-------------|-------------|
|                                    | <b>£</b>    | <b>£</b>    |
| This is stated after charging:     |             |             |
| Depreciation of owned fixed assets | 817         | 644         |
| Independent Examiner's fee         | 1,920       | 5,326       |

**9 Trustee remuneration and expenses**

One or more of the trustees has been paid expenses in the current or prior periods.

|                                       | <b>2024</b>   | <b>2023</b>   |
|---------------------------------------|---|---------------|
|                                       | <b>Number</b>   | <b>Number</b> |
| Number of trustees paid expenses      | -   | 3             |
| The nature of the reimbursed expenses | The only expenses reimbursed in 2023 were for training or travel. |               |
|                                       | <b>£</b>  | <b>£</b>      |
| Total expenses reimbursed to trustees | -   | 267           |

**10 Staff costs**

|                       | <b>2024</b>    | <b>2023</b>    |
|-----------------------|----------------|----------------|
| Salaries and wages    | 146,342        | 130,665        |
| Social security costs | 7,999          | 6,104          |
| Pension costs         | 2,992          | 3,393          |
|                       | <u>157,333</u> | <u>140,162</u> |

No employee received emoluments in excess of £60,000.

**11 Tangible fixed assets**

|                                    | <b>Computer equipment</b> | <b>Fixture and fittings</b> | <b>Total</b> |
|------------------------------------|---------------------------|-----------------------------|--------------|
|                                    | <b>£</b>                  | <b>£</b>                    | <b>£</b>     |
| <b>Cost or revaluation</b>         |                           |                             |              |
| At 1 April 2023                    | 6,899                     | 2,177                       | 9,076        |
| Additions                          | 662                       | -                           | 662          |
| At 31 March 2024                   | <u>7,561</u>              | <u>2,177</u>                | <u>9,738</u> |
| <b>Depreciation and impairment</b> |                           |                             |              |
| At 1 April 2023                    | 5,924                     | 1,382                       | 7,306        |
| Depreciation charge for the year   | 508                       | 309                         | 817          |
| At 31 March 2024                   | <u>6,432</u>              | <u>1,691</u>                | <u>8,123</u> |
| <b>Net book values</b>             |                           |                             |              |
| At 31 March 2024                   | <u>1,129</u>              | <u>486</u>                  | <u>1,615</u> |
| At 31 March 2023                   | <u>975</u>                | <u>795</u>                  | <u>1,770</u> |

HealthWatch MK CIO  
Notes to the Accounts

12 Debtors

|                                | 2024         | 2023         |
|--------------------------------|--------------|--------------|
|                                | £            | £            |
| Prepayments and accrued income | 2,799        | 1,457        |
|                                | <u>2,799</u> | <u>1,457</u> |

13 Creditors:

amounts falling due within one year

|                                 | 2024          | 2023          |
|---------------------------------|---------------|---------------|
|                                 | £             | £             |
| Trade creditors                 | 1,407         | -             |
| Other taxes and social security | -             | 2,628         |
| Other creditors                 | 881           | 709           |
| Accruals                        | 1,920         | 8,100         |
| Deferred income                 | 67,317        | -             |
|                                 | <u>71,525</u> | <u>11,437</u> |

14 Deferred Income

*Movement of the deferred income shown in Creditors: amounts falling due within one year*

|                          | 2024          | 2023         |
|--------------------------|---------------|--------------|
|                          | £             | £            |
| At 1 April               | 3,480         | -            |
| Released in current year | (3,480)       | -            |
| Deferred in current year | 67,317        | 3,480        |
| At 31 March              | <u>67,317</u> | <u>3,480</u> |

15 Movement in funds

|                            | At 1 April<br>2023 | Incoming<br>resources<br>(including<br>other<br>gains/losses)<br>£ | Resources<br>expended<br>£ | At 31<br>March<br>2024<br>£ |
|----------------------------|--------------------|--|----------------------------|-----------------------------|
| <b>Restricted funds:</b>   |                    |  |                            |                             |
| <b>Unrestricted funds:</b> |                    |  |                            |                             |
| General funds              | 31,386             | 244,238  | (196,756)                  | 78,868                      |
| <b>Total funds</b>         | <u>31,386</u>      | <u>244,238</u>   | <u>(196,756)</u>           | <u>78,868</u>               |

16 Analysis of net assets between funds

|                    | Unrestricted<br>funds<br>£ | Total<br>£    |
|--------------------|----------------------------|---------------|
| Fixed assets       | 1,615                      | 1,615         |
| Net current assets | 77,253                     | 77,253        |
|                    | <u>78,868</u>              | <u>78,868</u> |

HealthWatch MK CIO  
Notes to the Accounts

17 Reconciliation of net debt

|                           | At 1 April<br>2023<br>£ | Cash flows<br>£ | At 31<br>March<br>2024<br>£ |
|---------------------------|-------------------------|-----------------|-----------------------------|
| Cash and cash equivalents | 39,596                  | 106,383         | 145,979                     |
|                           | <u>39,596</u>           | <u>106,383</u>  | <u>145,979</u>              |
| Net debt                  | <u>39,596</u>           | <u>106,383</u>  | <u>145,979</u>              |

18 Commitments

*Operating lease commitments*

Annual commitments under non-cancellable operating leases are as follows:

|                                    | 2024<br>Land and<br>buildings<br>£ | 2024<br>Other<br>£ | 2023<br>Land and<br>buildings<br>£ | 2023<br>Other<br>£ |
|------------------------------------|------------------------------------|--------------------|------------------------------------|--------------------|
| Operating leases with expiry date: |                                    |                    |                                    |                    |
| Within one year                    | 1,137                              | -                  | 1,137                              | -                  |
|                                    | <u>1,137</u>                       | <u>-</u>           | <u>1,137</u>                       | <u>-</u>           |

*Pension commitments*

|  | 2024<br>£    | 2023<br>£    |
|--|--------------|--------------|
| The pension cost charge to the company |              |              |
| amounted to:                           | <u>2,992</u> | <u>3,393</u> |

19 Related party disclosures

*Controlling party*

The company is limited by guarantee and has no share capital; thus no single party controls the company.

HealthWatch MK CIO  
Detailed Statement of Financial Activities  
for the year ended 31 March 2024

|   | Unrestricted<br>funds<br>2024<br>£ | Total funds<br>2024<br>£ | Total funds<br>2023<br>£ |
|---|------------------------------------|--------------------------|--------------------------|
| <b>Income and endowments from:</b>                    |                                    |                          |                          |
| Donations and legacies                                |                                    |                          |                          |
| Grants from Central & Local Government                | 240,645                            | 240,645                  | 180,806                  |
| Grants from charitable & not-for-profit organisations | 3,575                              | 3,575                    | -                        |
| Private and individual donations                      | 18                                 | 18                       | -                        |
|   | <u>244,238</u>                     | <u>244,238</u>           | <u>180,806</u>           |
| <b>Total income and endowments</b>                    | 244,238                            | 244,238                  | 180,806                  |
| <b>Expenditure on:</b>                                |                                    |                          |                          |
| Costs of other trading activities                     |                                    |                          |                          |
|   | 3,899                              | 3,899                    | 1,677                    |
|   | <u>3,899</u>                       | <u>3,899</u>             | <u>1,677</u>             |
| <b>Total of expenditure on raising funds</b>          | 3,899                              | 3,899                    | 1,677                    |
| Governance costs                                      |                                    |                          |                          |
| Trustee development                                   | -                                  | -                        | 252                      |
| Trustee expenses                                      | -                                  | -                        | 15                       |
| Accountancy   | 1,920                              | 1,920                    | 5,326                    |
|   | <u>1,920</u>                       | <u>1,920</u>             | <u>5,593</u>             |
| <b>Total of expenditure on charitable activities</b>  | 1,920                              | 1,920                    | 5,593                    |
| Employee costs  |                                    |                          |                          |
| Salaries/wages  | 146,342                            | 146,342                  | 130,665                  |
| Employer's NIC  | 7,999                              | 7,999                    | 6,104                    |
| Pension costs   | 2,992                              | 2,992                    | 3,393                    |
| Staff recruitment                                     | 858                                | 858                      | -                        |
| Staff training  | 1,810                              | 1,810                    | 2,415                    |
| Staff welfare   | -                                  | -                        | 438                      |
|   | <u>160,001</u>                     | <u>160,001</u>           | <u>143,015</u>           |
| Motor and travel costs                                |                                    |                          |                          |
| Travel and subsistence                                | 2,512                              | 2,512                    | 1,360                    |
|   | <u>2,512</u>                       | <u>2,512</u>             | <u>1,360</u>             |
| Premises costs  |                                    |                          |                          |
| Rent  | 12,671                             | 12,671                   | 11,974                   |
| Premises cleaning                                     | 330                                | 330                      | 624                      |
| Other premises costs                                  | 225                                | 225                      | 1,909                    |
|   | <u>13,226</u>                      | <u>13,226</u>            | <u>14,507</u>            |

**HealthWatch MK CIO****Detailed Statement of Financial Activities**

|   |                |                |                |
|---|----------------|----------------|----------------|
| General administrative costs, including depreciation and amortisation |                |                |                |
| Depreciation  | 817            | 817            | 644            |
| Bank charges  | 360            | 360            | 385            |
| General insurances  | 2,156          | 2,156          | 2,316          |
| Postage and couriers  | 307            | 307            | 256            |
| Software, IT support and related costs                                | 2,094          | 2,094          | 1,993          |
| Stationery and printing   | 3,573          | 3,573          | 2,751          |
| Subscriptions   | 614            | 614            | 351            |
| Telephone, fax and broadband  | 1,472          | 1,472          | 2,328          |
|   | <u>11,393</u>  | <u>11,393</u>  | <u>11,024</u>  |
| Legal and professional costs  |                |                |                |
| Accountancy and bookkeeping   | 1,669          | 1,669          | 1,367          |
| Consultancy fees  | 1,086          | 1,086          | 720            |
| Other legal and professional costs                                    | 1,050          | 1,050          | 4,818          |
|   | <u>3,805</u>   | <u>3,805</u>   | <u>6,905</u>   |
| <b>Total of expenditure of other costs</b>                            | <u>190,937</u> | <u>190,937</u> | <u>176,811</u> |
| <b>Total expenditure</b>  | <u>196,756</u> | <u>196,756</u> | <u>184,081</u> |
| Net gains on investments  | -              | -              | -              |
| <b>Net income/(expenditure)</b>                                       | <u>47,482</u>  | <u>47,482</u>  | <u>(3,275)</u> |
| <b>Net income/(expenditure) before other gains/(losses)</b>           | <u>47,482</u>  | <u>47,482</u>  | <u>(3,275)</u> |
| Other Gains   | -              | -              | -              |
| <b>Net movement in funds</b>  | <u>47,482</u>  | <u>47,482</u>  | <u>(3,275)</u> |
| <b>Reconciliation of funds:</b>                                       |                |                |                |
| Total funds brought forward   | 31,386         | 31,386         | 34,661         |
| <b>Total funds carried forward</b>                                    | <u>78,868</u>  | <u>78,868</u>  | <u>31,386</u>  |

**Engage-Share-Inspire MK CIO**

England & Wales - Charity number 1166148

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# Accounts

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**HEALTHWATCH MK CIO**  
**REPORT TO THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**Charity number - 1166148**

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2023**

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**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2023**  
**Legal and administrative information**

**Charity name**

Healthwatch MK CIO

**Charity number**

1166148

**The trustees who served during the year were:**

|           |   |
|-----------|---|
| A Hancock | Resigned 22 <sup>nd</sup> September 2022  |
| V Bimpong | Resigned 22 <sup>nd</sup> September 2022  |
| P Egerton | Resigned 22 <sup>nd</sup> September 2022  |
| J Whild   |   |
| P Day     |   |
| M Lalani  |   |
| D Pearce  |   |
| C Older   |   |
| M Tait    |   |
| J Maslen  |   |
| S Lazell  | Appointed 22 <sup>nd</sup> September 2022 |
| M Cass    | Appointed 10 <sup>th</sup> August 2022    |
| V Singh   | Appointed 22 <sup>nd</sup> July 2022      |

**Principal place of business**

Suite 113  
Milton Keynes Business Centre  
Linford Wood  
Milton Keynes  
MK14 6GD

**Independent examiner**

Steve Robinson FCA  
Silbury Court  
420 Silbury Boulevard  
Central Milton Keynes  
MK9 2AF

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2023**

**Trustees' Report**

**Objects and activities**

The charity's objects are the advancement of health and the relief of those in need by reason of youth, ill health, disability or financial hardship. The policies adopted in furtherance of these objects are:

- Providing information and advice to the general public about local health and social care services,
- Making the views and experiences of members of the general public known to health and social care providers,
- Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities, and
- Providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities,

Healthwatch MK CIO, known as "Healthwatch Milton Keynes", aims to give citizens and communities in the city of Milton Keynes a stronger voice to influence and challenge how health and social care services are provided within their locality.

The charity is part of a network of local Healthwatch co-ordinated by a national organisation, Healthwatch England. Although using the national Healthwatch brand the charity, like other Healthwatch organisations in each of the other local authority areas across England, is governed as an independent charity.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake. The Trustees have examined the guidance issued by the Charity Commission and confirm that Healthwatch Milton Keynes meets the public benefit requirement in both of its aspects (the benefit aspect, and the public aspect).

Healthwatch Milton Keynes has both statutory and voluntary activities. Statutory responsibilities include representing the views and experiences of recipients of health and social care services on the local Health and Wellbeing Board, monitoring annual Quality Accounts produced by providers of NHS services and publishing evidence of service user, patient and carer experience of health and social care services. Voluntary activities include Enter and View visits, the organisation of public and patient engagement events, providing and monitoring signposting services for the public, conducting and assisting with surveys and projects in the health and social care field, and ensuring that the patient and public voice is heard and acted upon.

While the work of Healthwatch Milton Keynes is coordinated and administered by paid staff members, its governance and some of its activities depend upon volunteers.

**Achievements and performance**

Healthwatch Milton Keynes ensures that voices of the public, patients, service users, their families and carers are heard in policy decision-making in the health and social care field, through the publication of evidence-based research, engagement activities and its membership of strategic Boards and Committees which include the Bedfordshire, Luton and Milton Keynes Integrated Care Board, Bedfordshire, Luton and Milton Keynes Health and Care Partnership, the Milton Keynes Health and Care Partnership, Milton Keynes City Council's Health and Adult Social Care Scrutiny Committee and Safeguarding Assurance Board, and Milton Keynes University Hospital Trust Council of Governors.

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2023**

**Trustees' Report Continued**

Healthwatch Milton Keynes collaborates with other Healthwatch bodies in surrounding Local Authority areas to monitor the development and delivery of the Bedfordshire, Luton and Milton Keynes Integrated Care System. A memorandum of understanding is in place between Healthwatch Milton Keynes and other local Healthwatch in Luton, Central Bedfordshire and Bedford Borough that sets out a collaborative working agreement to ensure that the voices of all communities in Bedfordshire, Luton and Milton Keynes are equally and equitably involved in the work of the Bedfordshire, Luton and Milton Keynes Integrated Care System.

Healthwatch Milton Keynes has a programme of service evaluation and scrutiny projects which includes a large programme of Enter and View visits into health and care services. Healthwatch Milton Keynes also delivers a programme of engagement with the public through planned and responsive engagement events and focus groups. Healthwatch Milton Keynes' Annual Members meeting was held in September 2022.

Healthwatch Milton Keynes publishes an Annual Report on 30<sup>th</sup> June each year, and monthly digital newsletters for members and maintains a permanent telephone and web-based advice and signposting service for the public to seek support and raise compliments and concerns about health and social care services.

Healthwatch Milton Keynes published findings from a programme of Enter and view visits to fourteen Care Homes. The charity also published a report exploring vaccine hesitancy in ethnic minority communities. Healthwatch Milton Keynes ran public engagement, surveys and listening events concerning Primary Care access, local Pharmacy services, Women's' Health, and inequalities in health and care, experienced by residents with physical and learning disabilities living in deprived areas, people from minority communities living in deprived areas and people from the LGBTQ+ community. In addition, the charity continued to take an active role in supporting the development of Bedfordshire, Luton and Milton Keynes Integrated Care System (ICS) working with strategic partners on the development of the Integrated Care System's strategy, ICS Digital Strategy and Green plan. Healthwatch Milton Keynes continued to use data and insight from residents to inform ICS People and Community engagement strategies and support the development of resident engagement and co-production frameworks. Resident insight was also used to inform a review of NHS provision of NHS Dentistry and GP access undertaken by a task and finish group of Milton Keynes City Council's Health and Adult Social Care Scrutiny Committee.

Healthwatch Milton Keynes involves its membership directly in its activities including their views on what activities the charity should prioritise, in the planning and delivery of its Enter and View visits, in research and as patient representatives at local Boards and Forums. Healthwatch Milton Keynes maintains a group of up to volunteers, excluding Trustees.

**Review of the year**

The charity receives grant funding from Milton Keynes City Council, paid quarterly. The current grant agreement covers a period from 1st April 2020 - 31st March 2023. On 21<sup>st</sup> March 2023 Milton Keynes City Council confirmed a new grant agreement with Healthwatch Milton Keynes for £173,644, covering the period from 1<sup>st</sup> April 2023 – 31<sup>st</sup> March 2026.

There is no current indication of risk in regard to the charity's main grant but Healthwatch Milton Keynes (CIO) holds sufficient funds for a solvent closure by means of one month's operating costs

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2023**

**Trustees' Report Continued**

held in reserves and on these bases the Board of Trustees believe the going concern basis of preparation is appropriate.

It is the policy of Healthwatch Milton Keynes to commit unrestricted funds which have not been designated for a specific activity to maintain reserves at a level to support running costs in the event that a change in government or commissioning policy necessitates the winding up of the organisation.

On an annual basis Healthwatch Milton Keynes will produce a Budget for the full financial year, and a six-month Reforecast for October - March, and will set a minimum reserves calculation based on its estimates of the sums required to achieve an orderly close-down of the organisation. This is balanced with the funding available and takes into consideration the likely funds required to support the organisation if there is a late payment of a contract invoice.

Reserves reviews will take into account staff costs (during the close down and at the end of the contract, assuming members of staff are not transferred to another organisation under TUPE); any contract terms (office accommodation and office supplies); legal and professional fees and running costs. The Board will keep the level of reserves under an annual review to ensure that it is adequate and appropriate to meet the requirements of the organisation.

Total Reserves at the year-end were £31,386, all of which is unrestricted.

The cash funds at the year-end were £39,596.

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

**Basis of preparation**

These accounts are prepared on an accruals basis.

**Structure, governance and management**

The charity is a charitable incorporated organisation governed by a Charity Commission model constitution for a Charitable Incorporated Organisation adopted on 9th March 2016.

It registered as a charity with the Charity Commission on 21st March 2016, charity number 1166148.

Trustees are appointed following the procedures laid down in the Constitution. One third of the trustees are required to step down annually, and elections, open to the membership of the CIO, are conducted and confirmed at the Annual General Meeting. The Board of Trustees is empowered to co-opt new trustees to fulfil specific needs, but co-opted trustees must put their names forward for election by the membership at the next AGM. The maximum number of trustees permitted is 12.

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2023**

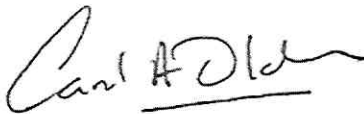
**Trustees' Report Continued**

Healthwatch Milton Keynes has a nucleus of paid staff, including a full-time CEO and deputy CEO, and three part time officers, dealing respectively with administration, communications, engagement, and programme delivery. In 2022-23 the charity funded one temporary post for delivery of community outreach activities.

All new trustees are inducted by the Chair of Healthwatch Milton Keynes and Chief Executive Officer and are given basic documentation on the work of the organisation, including the Constitution, Standing Procedures and Terms of Reference for Trustees.

Healthwatch Milton Keynes is grant funded by Milton Keynes City Council but is independent of the local authority.

The trustees' report was approved by the Board of Trustees.



Carol Older  
Chair of Trustees

31/5/2023

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2023**  
**Independent Examiner's Report**

I report to the trustees on my examination of the accounts of Healthwatch MK CIO (the CIO) for the year ended 31 March 2023.

***Responsibilities and basis of report***

As the CIO trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIOs accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

***Independent examiner's statement***

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material respect:

- accounting records were not kept in accordance with section 130 of the Act; or
- the accounts do not accord with the accounting records.
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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



Steve Robinson FCA  
Silbury Court  
420 Silbury Boulevard  
Central Milton Keynes  
MK9 2AF

**Date:** 1 June 2023

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2023**

**Statement of financial activities for the year ended 31 March 2023**  
**(including income and expenditure account)**

|   | Notes | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total 2023<br>£ | Total 2022<br>£ |
|---|-------|----------------------------|--------------------------|-----------------|-----------------|
| <b>Income from:</b>                       |       |                            |                          |                 |                 |
| Grants and funding                        | 2     | 180,806                    | -                        | 180,806         | 176,679         |
| <b>Total income</b>                       |       | <u>180,806</u>             | <u>-</u>                 | <u>180,806</u>  | <u>176,679</u>  |
| <b>Expenditure on:</b>                    |       |                            |                          |                 |                 |
| Raising funds                             | 3     | 1,677                      | -                        | 1,677           | 4,466           |
| Charitable activities                     | 4     | 182,404                    | -                        | 182,404         | 179,033         |
| <b>Total expenditure</b>                  |       | <u>184,081</u>             | <u>-</u>                 | <u>184,081</u>  | <u>183,499</u>  |
| <b>Net (deficit)/surplus for the year</b> |       | <b>(3,275)</b>             | <b>-</b>                 | <b>(3,275)</b>  | <b>(6,820)</b>  |
| <b>Reconciliation of funds</b>            |       |                            |                          |                 |                 |
| Total funds brought forward               |       | 34,661                     | -                        | 34,661          | 41,481          |
| <b>Total funds carried forward</b>        |       | <u>31,386</u>              | <u>-</u>                 | <u>31,386</u>   | <u>34,661</u>   |

The statement of financial activities includes all gains and losses recognised in the year.

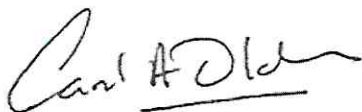
All income and expenditure derive from continuing activities.

The split of funds in the comparative year is in note 15 of the financial statements.

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2023**  
**Balance sheet as at 31 March 2023**

|   | Notes     | 2023            |               | 2022           |               |
|---|-----------|-----------------|---------------|----------------|---------------|
|   |           | £               | £             | £              | £             |
| <b>Fixed assets</b>                                   |           |                 |               |                |               |
| Tangible assets                                       | 8         |                 | 1,770         |                | 1,689         |
| <b>Current assets</b>                                 |           |                 |               |                |               |
| Debtors   | 9         | 1,457           |               | -              |               |
| Cash at bank and in hand                              |           | <u>39,596</u>   |               | <u>38,268</u>  |               |
|   |           | 41,053          |               | 38,268         |               |
| <b>Creditors: amounts falling due within one year</b> | <b>10</b> | <u>(11,437)</u> |               | <u>(5,296)</u> |               |
| <b>Net current assets</b>                             |           |                 | <u>29,616</u> |                | <u>32,972</u> |
| <b>Net assets</b>                                     |           |                 | <u>31,386</u> |                | <u>34,661</u> |
| <b>Funds:</b>   |           |                 |               |                |               |
| Unrestricted funds                                    | 11/12     |                 | 31,386        |                | 34,661        |
| Restricted funds                                      | 11/12     |                 | -             |                | -             |
| <b>Total funds</b>                                    |           |                 | <u>31,386</u> |                | <u>34,661</u> |

The notes on pages 9 to 15 form part of these financial statements



Carol Older  
Chair of Trustees

31/3/2023

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2023**

**Notes to the financial statements**

**1. Accounting policies**

**Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)).

Healthwatch MK meets the definition of a public benefit entity under FRS 102. The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The Trustees have taken advantage of the exemption in Charities SORP (FRS102) from including a cashflow statement in the financial statements on the grounds that the organisation is small.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The financial statements have been prepared on an accruals basis.

**Grant income**

Income from grants is included in incoming resources when received. Income is then deferred when a condition which is placed upon the Charity's entitlement to it has not yet been completed.

**Expenditure**

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered.

**Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds comprise funds awarded for specific purposes. The aim and use of each fund is set out in the notes.

**Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2023**

**Notes to the financial statements (cont'd)**

**Creditors and provisions**

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Tangible fixed assets are stated at cost or valuation less depreciation. Depreciation is provided at rates calculated to write off the cost or valuation less estimated residual value of each asset over its expected useful life as follows:

|                     |                   |
|---------------------|-------------------|
| Fixtures & fittings | 15% Straight-Line |
| Computer Equipment  | 33% Straight-Line |

**Going Concern**

At the time of approving the financial statements, the Trustees have a reasonable expectation that the CIO has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

**2 Income from grants & funding**

|                               | 2023           | 2022           |
|-------------------------------|----------------|----------------|
|                               | £              | £              |
| Services provided under grant | <u>180,806</u> | <u>176,679</u> |

**Analysis by fund**

|                              |                |                |
|------------------------------|----------------|----------------|
| Unrestricted funds – general | 180,806        | 176,679        |
| Restricted funds             | -              | -              |
|                              | <u>180,806</u> | <u>176,679</u> |

**3 Expenditure on raising funds**

|                                       | 2023         | 2022         |
|---------------------------------------|--------------|--------------|
|                                       | £            | £            |
| <b>Fundraising and publicity</b>      |              |              |
| Other fundraising costs -unrestricted | 1,677        | 4,466        |
| Other fundraising costs - restricted  | -            | -            |
|                                       | <u>1,677</u> | <u>4,466</u> |

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2023**

**Notes to the financial statements (cont'd)**

**4 Expenditure on charitable activities**

|                                  | <b>2023</b>    | <b>2022</b>    |
|----------------------------------|----------------|----------------|
|                                  | <b>£</b>       | <b>£</b>       |
| Staff costs                      | 140,162        | 139,224        |
| Catering costs                   | 438            | -              |
| Recruitment costs                | -              | 1,451          |
| Printing, postage and stationery | 3,007          | 5,873          |
| Insurance                        | 2,316          | 2,177          |
| Meeting room costs               | 1,913          | 249            |
| Legal and professional fees      | 9,249          | 6,551          |
| Rent                             | 11,974         | 11,736         |
| Establishment costs              | 619            | 1,470          |
| Staff development and training   | 2,415          | 1,953          |
| Telephone and internet           | 2,329          | 1,883          |
| Travelling                       | 1,360          | 442            |
| Bank fees                        | 385            | 380            |
| Depreciation                     | 644            | 1,301          |
|                                  | <u>176,811</u> | <u>174,690</u> |
| Governance costs (see note 5)    | 5,593          | 4,343          |
|                                  | <u>182,404</u> | <u>179,033</u> |
| <b>Analysis by fund</b>          |                |                |
| Unrestricted funds               | 182,404        | 179,033        |
| Restricted funds                 | -              | -              |
|                                  | <u>182,404</u> | <u>179,033</u> |

**5 Support costs**

|                     | <b>Support costs</b> | <b>Governance costs</b> | <b>2023</b>  | <b>2022</b>  |
|---------------------|----------------------|-------------------------|--------------|--------------|
|                     | <b>£</b>             | <b>£</b>                | <b>£</b>     | <b>£</b>     |
| Trustee development | -                    | 252                     | 252          | 148          |
| Trustee expenses    | -                    | 15                      | 15           | 27           |
| Accountancy         | -                    | 5,326                   | 5,326        | 4,168        |
|                     | <u>-</u>             | <u>5,593</u>            | <u>5,593</u> | <u>4,343</u> |

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2023**

**Notes to the financial statements (cont'd)**

**6 Trustees**

None of the trustees (or any persons connected with them) received any remunerations or benefits from the charity during the year other than reimbursement of training costs totalling £252 (2022: £148) and travelling expenses totalling £15 (2022: £27).

**7 Employees**

**Number of employees**

The average monthly number of employees during the year was:

|                                   | <b>2023</b>   | <b>2022</b>   |
|-----------------------------------|---------------|---------------|
|                                   | <b>Number</b> | <b>Number</b> |
| Operations                        | 3             | 3             |
| Administration and communications | 3             | 2             |
|                                   | <u>6</u>      | <u>5</u>      |

**Employment costs**

|                       | <b>2023</b>    | <b>2022</b>    |
|-----------------------|----------------|----------------|
|                       | <b>£</b>       | <b>£</b>       |
| Wages and salaries    | 130,665        | 128,977        |
| Social security costs | 6,104          | 7,294          |
| Pension costs         | 3,393          | 2,953          |
| Total staff costs     | <u>140,162</u> | <u>139,224</u> |

There were no employees whose annual remuneration were £60,000 or more.

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2023**

**Notes to the financial statements (cont'd)**

**8 Tangible Fixed Assets**

|                                    | <b>Fixtures<br/>and fittings</b> | <b>Computer<br/>equipment</b> | <b>Total</b> |
|------------------------------------|----------------------------------|-------------------------------|--------------|
|                                    | £                                | £                             | £            |
| <b>Cost</b>                        |                                  |                               |              |
| At 1 April 2022                    | 2,177                            | 6,175                         | 8,352        |
| Additions                          | -                                | 724                           | 724          |
| At 31 March 2023                   | 2,177                            | 6,899                         | 9,076        |
| <b>Depreciation and impairment</b> |                                  |                               |              |
| At 1 April 2022                    | 1,056                            | 5,607                         | 6,663        |
| Depreciation charged in the year   | 326                              | 317                           | 643          |
| At 31 March 2023                   | 1,382                            | 5,924                         | 7,306        |
| <b>Carrying amount</b>             |                                  |                               |              |
| At 31 March 2023                   | 795                              | 975                           | 1,770        |
| At 1 April 2022                    | 1,121                            | 568                           | 1,689        |

**9 Debtors**

|             | <b>2023</b> | <b>2022</b> |
|-------------|-------------|-------------|
|             | £           | £           |
| Prepayments | 1,457       | -           |
|             | 1,457       |             |

**10 Creditors: amounts falling due within one year**

|                                    | <b>2023</b> | <b>2022</b> |
|------------------------------------|-------------|-------------|
|                                    | £           | £           |
| Other taxation and social security | 2,628       | -           |
| Other creditors                    | 709         | 938         |
| Accruals and deferred income       | 8,100       | 4,358       |
|                                    | 11,437      | 5,296       |

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2023**

**Notes to the financial statements (cont'd)**

**11 Analysis of net assets between funds**

|                                 | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2023<br>£ | Total<br>2022<br>£ |
|---------------------------------|----------------------------|--------------------------|--------------------|--------------------|
| Fund balances at 31 March 2023: |                            |                          |                    |                    |
| Tangible fixed assets           | 1,770                      | -                        | 1,770              | 1,689              |
| Current assets                  | 41,053                     | -                        | 41,053             | 38,268             |
| Creditors due within one year   | (11,437)                   | -                        | (11,437)           | (5,296)            |
|                                 | <u>31,386</u>              | <u>-</u>                 | <u>31,386</u>      | <u>34,661</u>      |

**12 Analysis of charitable funds**

|                                 | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total Funds<br>£     |
|---------------------------------|----------------------------|--------------------------|----------------------|
| Brought forward at 1 April 2022 | 34,661                     | -                        | 34,661               |
| Income                          | 180,806                    | -                        | 180,806              |
| Expenditure                     | (184,081)                  | -                        | (184,081)            |
| <b>Balance at 31 March 2023</b> | <u><b>31,386</b></u>       | <u><b>-</b></u>          | <u><b>31,386</b></u> |

**13 Related parties**

There were no transactions with related parties in the year other than the reimbursements disclosed in Note 6.

**14 Guarantees and secured debts**

There have been no guarantees given by the CIO in the year, nor does the CIO have any debts at 31 March 2023 which are secured by an express charge on any of the assets of the CIO.

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2023**

**Notes to the financial statements (cont'd)**

**15 Comparative SOFA**

|                                    | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total 2022<br>£ |
|------------------------------------|----------------------------|--------------------------|-----------------|
| <b>Income from:</b>                |                            |                          |                 |
| Grants and funding                 | 176,679                    | -                        | 176,679         |
| <b>Total income</b>                | <u>176,679</u>             | <u>-</u>                 | <u>176,679</u>  |
| <br>                               |                            |                          |                 |
| <b>Expenditure on:</b>             |                            |                          |                 |
| Raising funds                      | 4,466                      | -                        | 4,466           |
| Charitable activities              | 179,033                    | -                        | 179,033         |
| <b>Total expenditure</b>           | <u>183,499</u>             | <u>-</u>                 | <u>183,499</u>  |
| <br>                               |                            |                          |                 |
| <b>Net deficit for the year</b>    | <b>(6,820)</b>             | -                        | <b>(6,820)</b>  |
| <br>                               |                            |                          |                 |
| <b>Reconciliation of funds</b>     |                            |                          |                 |
| Total funds brought forward        | 41,481                     | -                        | 41,481          |
| <b>Total funds carried forward</b> | <u>34,661</u>              | <u>-</u>                 | <u>34,661</u>   |

**Engage-Share-Inspire MK CIO**

England & Wales - Charity number 1166148

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# Accounts

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**HEALTHWATCH MK CIO**  
**REPORT TO THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**Charity number - 1166148**

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2022**

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**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2022**

**Legal and administrative information**

**Charity name**

Healthwatch MK CIO

**Charity number**

1166148

**The trustees who served during the year were:**

|           |                                     |
|-----------|-------------------------------------|
| M Newton  | Resigned 21 <sup>st</sup> July 2021 |
| G Assibey | Resigned 21 <sup>st</sup> July 2021 |
| A Hancock |                                     |
| V Bimpong |                                     |
| P Egerton |                                     |
| M Legge   | Resigned 21 <sup>st</sup> July 2021 |
| J Whild   |                                     |
| P Day     | Appointed 21 July 2021              |
| M Lalani  | Appointed 21 July 2021              |
| D Pearce  | Appointed 21 July 2021              |
| C Older   | Appointed 21 July 2021              |
| M Tait    | Appointed 21 July 2021              |
| J Maslen  | Appointed 21 July 2021              |

**Principal place of business**

Suite 113  
Milton Keynes Business Centre  
Linford Wood  
Milton Keynes  
MK14 6GD

**Independent examiner**

Steve Robinson FCA  
Silbury Court  
420 Silbury Boulevard  
Central Milton Keynes  
MK9 2AF

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2022**

**Trustees' Report**

**Objects and activities**

The charity's objects are the advancement of health and the relief of those in need by reason of youth, ill health, disability or financial hardship. The policies adopted in furtherance of these objects are:

- Providing information and advice to the general public about local health and social care services,
- Making the views and experiences of members of the general public known to health and social care providers,
- Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities, and
- Providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities,

Healthwatch MK CIO aims to give citizens and communities in Milton Keynes a stronger voice to influence and challenge how health and social care services are provided within their locality.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake. The Trustees have examined the guidance issued by the Charity Commission and confirm that Healthwatch Milton Keynes meets the public benefit requirement in both of its aspects (the benefit aspect, and the public aspect).

Healthwatch Milton Keynes has both statutory and voluntary activities. Statutory responsibilities include representing the views and experiences of recipients of health and social care services on the local Health and Wellbeing Board, monitoring annual Quality Accounts produced by providers of NHS services and publishing evidence of service user, patient and carer experience of health and social care services. Voluntary activities include Enter and View visits, the organisation of public and patient engagement events, providing and monitoring signposting services for the public, conducting and assisting with surveys and projects in the health and social care field, and ensuring that the patient and public voice is heard and acted upon.

While the work of Healthwatch Milton Keynes is coordinated and administered by paid staff members, its governance and some of its activities depend upon volunteers.

**Achievements and performance**

Healthwatch Milton Keynes ensures that voices of the public, patients, service users, their families and carers are heard in policy decision-making in the health and social care field, through the publication of evidence-based research, engagement activities and its membership of strategic Boards and Committees which include the local Health and Wellbeing Board, Health and Adult Social Care Scrutiny Committee, the Bedford, Luton and Milton Keynes Clinical Commissioning Group Governing Body and Public and Patient Engagement Committee, Safeguarding Assurance Board and Milton Keynes University Hospital Trust Council of Governors.

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2022**  
**Trustees' Report (continued)**

Healthwatch Milton Keynes collaborates with other Healthwatch bodies in surrounding Local Authority areas to monitor the development and delivery of the Bedfordshire, Luton and Milton Keynes Integrated Care System. This includes membership of the Bedfordshire, Luton and Milton Keynes Integrated Care System Partnership Board which oversee the establishment of the Bedfordshire, Luton and Milton Keynes Integrated Care system framework and strategies.

Healthwatch Milton Keynes has a programme of service evaluation and scrutiny projects which includes a large programme of Enter and View visits to health and care services. Healthwatch Milton Keynes also delivers a programme of engagement with the public through planned and responsive engagement events and focus groups. Healthwatch Milton Keynes' Annual Members meeting was held in July 2021.

Healthwatch Milton Keynes publishes an Annual Report on 30th June, quarterly newsletters to postal members, fortnightly newsletters via email for members preferring email contact and maintains a permanent telephone and web-based advice and signposting service for the public to seek support and raise compliments and concerns about health and social care services.

This year Healthwatch Milton Keynes' planned activities continued to be impacted by the Covid-19 pandemic at periods of time when government regulations restricted social contact but overall the Charity resumed a good level of face-to-face contact and engagement with citizens, patients, service users and carers. The Charity used funds accrued during national lockdowns in 2020-21 where activity expenditure was restricted, to recruit an additional member of staff to relaunch outreach in the community. The Enter and View programme resumed in April 2021 and community listening and information events resumed in the Summer.

Healthwatch Milton Keynes published findings from a programme of Enter and view visits to ten Care Homes. The charity also published reports highlighting the health and care experiences of parent carers, young people receiving mental health support, residents' experiences of health inequalities and the experiences of menopause. Healthwatch Milton Keynes ran public engagement and listening events in several estates across Milton Keynes. In addition, the charity took an active role in supporting the development of the Integrated Care System working with strategic partners on the development of people and community engagement strategies, development of a voluntary sector alliance, Milton Keynes Autism strategy and continued to support the work of the Dementia friendly MK initiative. The Charity also undertook an audit of patient journeys through the Paediatric Accident and Emergency department at Milton Keynes University Hospital and the local Urgent Care Service.

Healthwatch Milton Keynes withdrew commitment to manage Milton Keynes Council's Adult Social Care Partnership Boards and stepped down from membership of the MK Together Board in response to the demands of the emerging and developing responsibilities, and the resources required of local Healthwatch within the Integrated Care System establishment in Bedfordshire, Luton and Milton Keynes. Milton Keynes Council continued to provide additional funding to deliver Healthwatch Milton Keynes Enter and View programme across residential and care homes.

Healthwatch Milton Keynes involves its membership directly in its activities including their views on what activities the Charity should prioritise, in the planning and delivery of its Enter and View visits, in research and as patient representatives at local Boards and Forums. Healthwatch Milton Keynes maintains a group of around 20 volunteers, excluding Trustees.

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2022**  
**Trustees' Report (continued)**

**Review of the year**

The charity receives quarterly grant funding from Milton Keynes Council. This funding has been agreed to continue for three years from 1st April 2020 - 31st March 2023. The Chairperson, Treasurer and Chief Executive Officer have approached the grant funder to progress discussions on the reissuing of the grant from 1<sup>st</sup> April 2023. There is no current indication of risk in regards to the reissuing of the Charity's main grant from 1<sup>st</sup> April 2023 but Healthwatch Milton Keynes (CIO) holds sufficient funds for a solvent closure by means of 3 months operating costs held in reserves and on these bases the Board of Trustees believe the going concern basis of preparation is appropriate.

It is the policy of Healthwatch Milton Keynes to commit unrestricted funds which have not been designated for a specific activity to maintain reserves at a level to support running costs in the event that a change in government or commissioning policy necessitates the winding up of the organisation.

On an annual basis Healthwatch Milton Keynes will produce a Budget for the full financial year, and a six-month Reforecast for October - March, and will set a minimum reserves calculation based on its estimates of the sums required to achieve an orderly close-down of the organisation. This is balanced with the funding available and takes into consideration the likely funds required to support the organisation if there is a late payment of a contract invoice.

Reserves reviews will take into account staff costs (during the close down and at the end of the contract, assuming members of staff are not transferred to another organisation under TUPE); any contract terms (office accommodation and office supplies); legal and professional fees and running costs. The Board will keep the level of reserves under an annual review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The current reserves sum has been approved by the Board of Trustees at £20,000.

The funds at the year-end were £34,661, all of which is unrestricted.

Healthwatch Milton Keynes current end of year funds exceed that of our planned reserves. Funds being carried forward into the 2022-23 budget include underspends in salary allocations due to staff turnover in-year, and funds ringfenced to support the development of the Charity's new strategy in 2022. Underspends from 2021-22 have been allocated into the 2022-23 toward staffing, training and strategic development.

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

**Basis of preparation**

These accounts are prepared on an accruals basis.

**Structure, governance and management**

The charity is a charitable incorporated organisation governed by a Charity Commission model constitution for a Charitable Incorporated Organisation adopted on 9th March 2016.

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2022**

It registered as a charity with the Charity Commission on 21st March 2016, charity number 1166148.

**Trustees' Report (continued)**

Trustees are appointed following the procedures laid down in the Constitution. One third of the trustees are required to step down annually, and elections, open to the membership of the CIO, are conducted by post and confirmed at the Annual General Meeting. The Board of Trustees is empowered to co-opt new trustees to fulfil specific needs, but co-opted trustees must put their names forward for election by the membership at the next AGM. The maximum number of trustees permitted is 12.

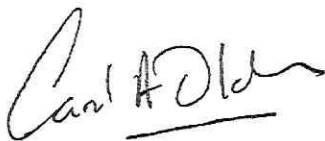
Healthwatch Milton Keynes has a nucleus of paid staff, including a full-time CEO and deputy CEO, and two part time officers, dealing respectively with administration, communications, engagement, and programme delivery. In 2021-22 the Charity funded two temporary posts for delivery of the Enter and view programme and community outreach activities.

The charity is part of a network of local Healthwatch co-ordinated by a national organisation, Healthwatch England.

All new trustees are inducted by the Chair of Healthwatch Milton Keynes and Chief Executive Officer and are given basic documentation on the work of the organisation, including the Constitution, Standing Procedures and Terms of Reference for Trustees.

Healthwatch Milton Keynes is grant funded by Milton Keynes Council but acts completely independently.

The trustees' report was approved by the Board of Trustees.



Carol Older  
Chair of Trustees

11 August 2022

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2022**  
**Independent Examiner's Report**

I report to the trustees on my examination of the accounts of Healthwatch MK CIO (the CIO) for the year ended 31 March 2022.

***Responsibilities and basis of report***

As the CIO trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIOs accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

***Independent examiner's statement***

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material respect:

- accounting records were not kept in accordance with section 130 of the Act; or
- the accounts do not accord with the accounting records.
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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



Steve Robinson FCA  
Silbury Court  
420 Silbury Boulevard  
Central Milton Keynes  
MK9 2AF

Date: 11 August 2022

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2022**

**Statement of financial activities for the year ended 31 March 2022**  
**(including income and expenditure account)**

|   | Notes | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total 2022<br>£ | Total 2021<br>£ |
|---|-------|----------------------------|--------------------------|-----------------|-----------------|
| <b>Income from:</b>                       |       |                            |                          |                 |                 |
| Grants and funding                        | 2     | 176,679                    | -                        | 176,679         | 179,019         |
| <b>Total income</b>                       |       | <u>176,679</u>             | <u>-</u>                 | <u>176,679</u>  | <u>179,019</u>  |
| <b>Expenditure on:</b>                    |       |                            |                          |                 |                 |
| Raising funds                             | 3     | 4,466                      | -                        | 4,466           | 943             |
| Charitable activities                     | 4     | 179,033                    | -                        | 179,033         | 163,380         |
| <b>Total expenditure</b>                  |       | <u>183,499</u>             | <u>-</u>                 | <u>183,499</u>  | <u>164,323</u>  |
| <b>Net (deficit)/surplus for the year</b> |       | <b>(6,820)</b>             | <b>-</b>                 | <b>(6,820)</b>  | <b>14,696</b>   |
| <b>Reconciliation of funds</b>            |       |                            |                          |                 |                 |
| Total funds brought forward               |       | 41,481                     | -                        | 41,481          | 26,785          |
| <b>Total funds carried forward</b>        |       | <u>34,661</u>              | <u>-</u>                 | <u>34,661</u>   | <u>41,481</u>   |

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The split of funds in the comparative year is in note 15 of the financial statements.

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2022**  
**Balance sheet as at 31 March 2022**

|   | Notes | 2022           |               | 2021          |               |
|---|-------|----------------|---------------|---------------|---------------|
|   |       | £              | £             | £             | £             |
| <b>Fixed assets</b>                                   |       |                |               |               |               |
| Tangible assets                                       | 8     |                | 1,689         |               | 2,331         |
| <b>Current assets</b>                                 |       |                |               |               |               |
| Debtors   | 9     |                | -             |               | 65            |
| Cash at bank and in hand                              |       | <u>38,268</u>  |               | <u>45,953</u> |               |
|   |       | 38,268         |               | 46,018        |               |
| <b>Creditors: amounts falling due within one year</b> |       |                |               |               |               |
|   | 10    | <u>(5,296)</u> |               | (6,868)       |               |
| <b>Net current assets</b>                             |       |                |               |               |               |
|   |       |                | <u>32,972</u> |               | <u>39,150</u> |
| <b>Net assets</b>                                     |       |                |               |               |               |
|   |       |                | <u>34,661</u> |               | <u>41,481</u> |
| <b>Funds:</b>   |       |                |               |               |               |
| Unrestricted funds                                    | 11/12 |                | 34,661        |               | 41,481        |
| Restricted funds                                      | 11/12 |                | -             |               | -             |
| <b>Total funds</b>                                    |       |                |               |               |               |
|   |       |                | <u>34,661</u> |               | <u>41,481</u> |

The notes on pages 9 to 15 form part of these financial statements



Carol Older  
Chair of Trustees

11 August 2022

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2022**  
**Notes to the financial statements**

## **1. Accounting policies**

### **Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)).

Healthwatch MK meets the definition of a public benefit entity under FRS 102. The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The Trustees have taken advantage of the exemption in Charities SORP (FRS102) from including a cashflow statement in the financial statements on the grounds that the organisation is small.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The financial statements have been prepared on an accruals basis. In the prior year, the financial statements were prepared on a receipts and payments basis. As a result, the 2020 comparatives have been restated on an accruals basis for comparability.

### **Grant income**

Income from grants is included in incoming resources when received. Income is then deferred when a condition which is placed upon the Charity's entitlement to it has not yet been completed.

### **Expenditure**

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered.

### **Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds comprise funds awarded for specific purposes. The aim and use of each fund is set out in the notes.

### **Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

### **Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2022**

**Notes to the financial statements (cont'd)**

**Creditors and provisions**

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Tangible fixed assets are stated at cost or valuation less depreciation. Depreciation is provided at rates calculated to write off the cost or valuation less estimated residual value of each asset over its expected useful life as follows:

|                     |                   |
|---------------------|-------------------|
| Fixtures & fittings | 15% Straight-Line |
| Computer Equipment  | 33% Straight-Line |

**Going Concern**

At the time of approving the financial statements, the Trustees have a reasonable expectation that the CIO has adequate resources to continue in operational existence for the foreseeable future. In making this assessment, the Trustees have taken into account the ongoing impact of COVID-19 on charitable activities. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

**2 Income from grants & funding**

|                               | <b>2022</b>    | <b>2021</b>    |
|-------------------------------|----------------|----------------|
|                               | £              | £              |
| Services provided under grant | <u>176,679</u> | <u>179,019</u> |

**Analysis by fund**

|                              |                |                |
|------------------------------|----------------|----------------|
| Unrestricted funds – general | 176,679        | 179,019        |
| Restricted funds             | <u>-</u>       | <u>-</u>       |
|                              | <u>176,679</u> | <u>179,019</u> |

**3 Expenditure on raising funds**

|                                       | <b>2022</b>  | <b>2021</b> |
|---------------------------------------|--------------|-------------|
|                                       | £            | £           |
| <b>Fundraising and publicity</b>      |              |             |
| Other fundraising costs -unrestricted | 4,466        | 943         |
| Other fundraising costs - restricted  | <u>-</u>     | <u>-</u>    |
|                                       | <u>4,466</u> | <u>943</u>  |

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2022**

**Notes to the financial statements (cont'd)**

**4 Expenditure on charitable activities**

|                                  | <b>2022</b>    | <b>2021</b>    |
|----------------------------------|----------------|----------------|
|                                  | £              | £              |
| Staff costs                      | 139,224        | 128,710        |
| Catering costs                   | -              | 6              |
| Recruitment costs                | 1,451          | 1,383          |
| Printing, postage and stationery | 5,873          | 2,419          |
| Insurance                        | 2,177          | 1,847          |
| Meeting room costs               | 249            | 262            |
| Legal and professional fees      | 6,551          | 4,953          |
| Rent                             | 11,736         | 11,736         |
| Establishment costs              | 1,470          | 3,558          |
| Staff development and training   | 1,953          | 591            |
| Telephone and internet           | 1,883          | 1,956          |
| Travelling                       | 442            | -              |
| Bank fees                        | 380            | 335            |
| Depreciation                     | 1,301          | 822            |
|                                  | <u>174,690</u> | <u>158,579</u> |
| Governance costs (see note 5)    | <u>4,343</u>   | <u>4,802</u>   |
|                                  | <u>179,033</u> | <u>163,380</u> |
| <b>Analysis by fund</b>          |                |                |
| Unrestricted funds               | 179,033        | 162,180        |
| Restricted funds                 | -              | 1,200          |
|                                  | <u>179,033</u> | <u>163,380</u> |

**5 Support costs**

|                     | <b>Support<br/>costs</b> | <b>Governance<br/>costs</b> | <b>2022</b>  | <b>2021</b>  |
|---------------------|--------------------------|-----------------------------|--------------|--------------|
|                     | £                        | £                           | £            | £            |
| Trustee development | -                        | 148                         | 148          | 112          |
| Trustee expenses    | -                        | 27                          | 27           | -            |
| Accountancy         | -                        | 4,168                       | 4,168        | 4,690        |
|                     | <u>-</u>                 | <u>4,343</u>                | <u>4,343</u> | <u>4,802</u> |

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2022**

**Notes to the financial statements (cont'd)**

**6 Trustees**

None of the trustees (or any persons connected with them) received any remunerations or benefits from the charity during the year other than reimbursement of training costs totalling £148 (2021: £112), and travelling expenses totalling £27 (2021: £nil).

**7 Employees**

**Number of employees**

The average monthly number of employees during the year was:

|                                   | <b>2022</b>   | <b>2021</b>   |
|-----------------------------------|---------------|---------------|
|                                   | <b>Number</b> | <b>Number</b> |
| Operations                        | 3             | 3             |
| Administration and communications | 2             | 2             |
|                                   | 5             | 5             |

**Employment costs**

|                       | <b>2022</b> | <b>2021</b> |
|-----------------------|-------------|-------------|
|                       | <b>£</b>    | <b>£</b>    |
| Wages and salaries    | 128,977     | 120,340     |
| Social security costs | 7,294       | 5,265       |
| Pension costs         | 2,953       | 3,105       |
| Total staff costs     | 139,224     | 128,710     |

There were no employees whose annual remuneration were £60,000 or more.

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2022**

**Notes to the financial statements (cont'd)**

**8 Tangible Fixed Assets**

|                                    | Fixtures<br>and fittings<br>£ | Computer<br>equipment<br>£ | Total<br>£   |
|------------------------------------|-------------------------------|----------------------------|--------------|
| <b>Cost</b>                        |                               |                            |              |
| At 1 April 2021                    | 2,177                         | 5,516                      | 7,693        |
| Additions                          | -                             | 659                        | 659          |
| At 31 March 2022                   | <u>2,177</u>                  | <u>6,175</u>               | <u>8,352</u> |
| <b>Depreciation and impairment</b> |                               |                            |              |
| At 1 April 2021                    | 729                           | 4,633                      | 5,362        |
| Depreciation charged in the year   | 327                           | 974                        | 1,301        |
| At 31 March 2022                   | <u>1,056</u>                  | <u>5,607</u>               | <u>6,663</u> |
| <b>Carrying amount</b>             |                               |                            |              |
| At 31 March 2022                   | <u>1,121</u>                  | <u>568</u>                 | <u>1,689</u> |
| At 1 April 2021                    | <u>1,448</u>                  | <u>883</u>                 | <u>2,331</u> |

**9 Debtors**

|                                    | 2022<br>£ | 2021<br>£ |
|------------------------------------|-----------|-----------|
| Other taxation and social security | -         | 65        |
|                                    | <u>-</u>  | <u>65</u> |

**10 Creditors: amounts falling due within one year**

|                                    | 2022<br>£    | 2021<br>£    |
|------------------------------------|--------------|--------------|
| Other taxation and social security | -            | -            |
| Trade creditors                    | -            | 166          |
| Other creditors                    | 938          | 817          |
| Accruals and deferred income       | 4,358        | 5,885        |
|                                    | <u>5,296</u> | <u>6,868</u> |

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2022**

**Notes to the financial statements (cont'd)**

**11 Analysis of net assets between funds**

|                                 | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2022<br>£ | Total<br>2021<br>£ |
|---------------------------------|----------------------------|--------------------------|--------------------|--------------------|
| Fund balances at 31 March 2022: |                            |                          |                    |                    |
| Tangible fixed assets           | 1,689                      | -                        | 1,689              | 2,331              |
| Current assets                  | 38,268                     | -                        | 38,268             | 46,018             |
| Creditors due within one year   | (5,296)                    | -                        | (5,296)            | (6,868)            |
|                                 | <u>34,661</u>              | <u>-</u>                 | <u>34,661</u>      | <u>41,481</u>      |

**12 Analysis of charitable funds**

|                                 | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total Funds<br>£     |
|---------------------------------|----------------------------|--------------------------|----------------------|
| Brought forward at 1 April 2021 | 41,481                     | -                        | 41,481               |
| Income                          | 176,679                    | -                        | 176,679              |
| Expenditure                     | (183,499)                  | -                        | (183,499)            |
| <b>Balance at 31 March 2022</b> | <u><u>34,661</u></u>       | <u><u>-</u></u>          | <u><u>34,661</u></u> |

**13 Related parties**

There were no transactions with related parties in the year other than the reimbursements disclosed in Note 6.

**14 Guarantees and secured debts**

There have been no guarantees given by the CIO in the year, nor does the CIO have any debts at 31 March 2022 which are secured by an express charge on any of the assets of the CIO.

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2022**

**Notes to the financial statements (cont'd)**

**15 Comparative SOFA - restated**

|                                    | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total 2021<br>£ |
|------------------------------------|----------------------------|--------------------------|-----------------|
| <b>Income from:</b>                |                            |                          |                 |
| Grants and funding                 | 179,019                    | -                        | 179,019         |
| <b>Total income</b>                | <u>179,019</u>             | <u>-</u>                 | <u>179,019</u>  |
| <br>                               |                            |                          |                 |
| <b>Expenditure on:</b>             |                            |                          |                 |
| Raising funds                      | 943                        | -                        | 943             |
| Charitable activities              | 162,180                    | 1,200                    | 163,380         |
| <b>Total expenditure</b>           | <u>163,123</u>             | <u>1,200</u>             | <u>164,323</u>  |
| <br>                               |                            |                          |                 |
| <b>Net deficit for the year</b>    | 15,896                     | (1,200)                  | 14,696          |
| <br>                               |                            |                          |                 |
| <b>Reconciliation of funds</b>     |                            |                          |                 |
| Total funds brought forward        | 25,585                     | 1,200                    | 26,785          |
| <b>Total funds carried forward</b> | <u>41,481</u>              | <u>-</u>                 | <u>41,481</u>   |

**Engage-Share-Inspire MK CIO**

England & Wales - Charity number 1166148

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# Accounts

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**HEALTHWATCH MK CIO**  
**REPORT TO THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**Charity number - 1166148**

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2021**

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**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2021**  
**Legal and administrative information**

**Charity name**

Healthwatch MK CIO

**Charity number**

1166148

**The trustees who served during the year were:**

|            |                                     |
|------------|-------------------------------------|
| H Kirkwood | Resigned 29 <sup>th</sup> July 2020 |
| M Newton   |                                     |
| G Assibey  |                                     |
| A Hancock  |                                     |
| S Woods    | Resigned 29 <sup>th</sup> July 2020 |
| V Bimpong  |                                     |
| P Egerton  |                                     |
| M Legge    |                                     |
| J Whild    |                                     |
| L Bell     | Resigned 29 <sup>th</sup> July 2020 |

**Principal place of business**

Suite 113  
Milton Keynes Business Centre  
Linford Wood  
Milton Keynes  
MK14 6GD

**Independent examiner**

Steve Robinson FCA  
Silbury Court  
420 Silbury Boulevard  
Central Milton Keynes  
MK9 2AF

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2021**

**Trustees' Report**

**Objects and activities**

The charity's objects are the advancement of health and the relief of those in need by reason of youth, ill health, disability or financial hardship. The policies adopted in furtherance of these objects are:

- Providing information and advice to the general public about local health and social care services,
- Making the views and experiences of members of the general public known to health and social care providers,
- Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities, and
- Providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities,

Healthwatch MK CIO aims to give citizens and communities in Milton Keynes a stronger voice to influence and challenge how health and social care services are provided within their locality.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake. The Trustees have examined the guidance issued by the Charity Commission and confirm that Healthwatch Milton Keynes meets the public benefit requirement in both of its aspects (the benefit aspect, and the public aspect).

Healthwatch Milton Keynes has both statutory and voluntary activities. Statutory responsibilities include representing the views and experiences of recipients of health and social care services on the local Health and Wellbeing Board, monitoring annual Quality Accounts produced by providers of NHS services and publishing evidence of service user, patient and carer experience of health and social care services. Voluntary activities include Enter and View visits, the organisation of public and patient engagement events, providing and monitoring signposting services for the public, conducting and assisting with surveys and projects in the health and social care field, and ensuring that the patient and public voice is heard and acted upon.

While the work of Healthwatch Milton Keynes is coordinated and administered by paid staff members, its governance and some of its activities depend upon volunteers.

**Achievements and performance**

Healthwatch Milton Keynes ensures that voices of the public, patients, service users, their families and carers are heard in policy decision-making in the health and social care field, through the publication of evidence-based research, engagement activities and its membership of strategic Boards and Committees which include the local Health and Wellbeing Board, Health and Adult Social Care Scrutiny Committee, the Bedford, Luton and Milton Keynes Clinical Commissioning Group Governing Body, Milton Keynes University Hospital Trust Council of Governors and the MK Together Partnership.

Healthwatch Milton Keynes collaborates with other Healthwatch bodies in surrounding Local Authority areas to monitor the development and delivery of the Bedfordshire, Luton and Milton Keynes Integrated Care System.

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2021**

**Trustees' Report (continued)**

Healthwatch Milton Keynes has a programme of service evaluation and scrutiny projects which includes a large programme of Enter and View visits to health and care services. Healthwatch Milton Keynes also delivers a programme of engagement with the public through planned and responsive engagement events and focus groups. Healthwatch Milton Keynes facilitates the local network of GP Practice Patient Participation Groups and provides management and administration to Milton Keynes Council's Social Care Mental Health, Dementia, Older Persons and Carers Partnership Boards. Healthwatch Milton Keynes' Annual Members meeting was held in July 2019.

Healthwatch Milton Keynes publishes an Annual Report on 30th June, quarterly newsletters to postal members and fortnightly e-newsletters for its online membership and maintains a permanent telephone and web-based signposting service for the public to seek support and raise compliments and concerns.

This year Healthwatch Milton Keynes' planned activities were impacted significantly by the Covid-19 pandemic and the government regulations that place restrictions on businesses and citizens. Social contact restrictions and social distancing enforcement impact on the delivery of some of Healthwatch Milton Keynes' activities including Enter and View, events, and other face-to-face activities. The result of these disruptions Healthwatch Milton Keynes saw reduced expenditure during this period of restriction.

Healthwatch Milton Keynes published findings from a programme of Enter and view of the local Mental Health inpatient unit and young people's engagement. Healthwatch Milton Keynes continued to deliver Milton Keynes Council's Partnership Boards on virtual platforms, ran virtual 'Speak out to help out' events, co-hosted a series of 'Ageing Well' events with the Open University and delivered a virtual Covid vaccination myth busting session to the public, including the Mayor of Milton Keynes. The Charity evaluated the single point of access hub of the local community health services, including district nursing services. Healthwatch Milton Keynes supported the local community with high quality, accurate information related to Covid-19 during the pandemic and supported people to access the health and care support they needed. The Charity also engaged people with Dementia on behalf of Milton Keynes Council to develop strategic priorities for Milton Keynes to become a dementia friendly city. Healthwatch Milton Keynes worked with Rethink Mental Illness to engage with their service users on their experiences of health and social care during the pandemic. We published four Covid-19 experiences of care reports to enable the local health and care system to improve care pathways during lockdowns. Healthwatch Milton Keynes undertook a review of our 2019 report into residents' right to register with a GP without identification and worked with Maternity:MK to develop a briefing to local maternity care providers regarding inequalities in maternity outcomes. We worked jointly with Milton Keynes Council' Quality Monitoring Team to ensure our Enter and View programme could resume as early as practicable, as restrictions related to Covid-19 eased.

Healthwatch Milton Keynes continued to fulfil commitments regarding additional funding to manage Milton Keynes Council's Adult Social Care Partnership Boards and also continued the role as Sponsor for citizen voice within the MK Together Partnership. Funding for the Partnership Boards has been secured until June 2021. Healthwatch Milton Keynes Board of Trustees took the decision to exit from the arrangements to manage the Adult Social Care Partnership Boards following the end of the current funding period. Milton Keynes Council continued to provide additional funding to deliver Healthwatch Milton Keynes Enter and View programme across residential and care homes and staffing resource allocated to this fund was redirected to supporting public information and engagement, as well as forward planning future Enter and view programmes for April 2021.

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2021**

**Trustees' Report (continued)**

Healthwatch Milton Keynes involves its membership directly in its activities including developing business plans, in the planning and delivery of its Enter and View visits, in research and as patient representatives at local Boards and Forums. Healthwatch Milton Keynes maintains a group of around 20 volunteers, excluding Trustees.

**Review of the year**

The charity receives quarterly grant funding from Milton Keynes Council. This funding has been agreed to continue for three years from 1st April 2020 - 31st March 2023.

It is the policy of Healthwatch Milton Keynes to commit unrestricted funds which have not been designated for a specific activity to maintain reserves at a level to support running costs in the event that a change in government or commissioning policy necessitates the winding up of the organisation.

On an annual basis Healthwatch Milton Keynes will produce a Budget for the full financial year, and a six-month Reforecast for October - March, and will set a minimum reserves calculation based on its estimates of the sums required to achieve an orderly close-down of the organisation. This is balanced with the funding available and takes into consideration the likely funds required to support the organisation if there is a late payment of a contract invoice.

Reserves reviews will take into account staff costs (during the close down and at the end of the contract, assuming members of staff are not transferred to another organisation under TUPE); any contract terms (office accommodation and office supplies); legal and professional fees and running costs. The Board will keep the level of reserves under an annual review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The current reserves sum has been approved by the Board of Trustees at £23,000.

Total funds at the year-end were £41,481, all of which is unrestricted.

Healthwatch Milton Keynes current end of year funds exceed that of our planned reserves. This surplus was reforecast during 2020 once the full impact of Covid restrictions on the Charity's business plan was established. Early conversations were held with our main funder and an agreement set out to invest any surplus accrued in the 2020-21 period into the 2021-22 operating budget.

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

**Basis of preparation**

These accounts are prepared on an accruals basis.

**Structure, governance and management**

The charity is a charitable incorporated organisation governed by a Charity Commission model constitution for a Charitable Incorporated Organisation adopted on 9th March 2016.

It registered as a charity with the Charity Commission on 21st March 2016, charity number 1166148.

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2021**

**Trustees' Report (continued)**

Trustees are appointed following the procedures laid down in the Constitution. One third of the trustees are required to step down annually, and elections, open to the membership of the CIO, are conducted by post and confirmed at the Annual General Meeting. The Board of Trustees is empowered to co-opt new trustees to fulfil specific needs, but co-opted trustees must put their names forward for election by the membership at the next AGM. The maximum number of trustees permitted is 12.

Healthwatch Milton Keynes has a nucleus of paid staff, including a full-time CEO and deputy CEO, and three part time officers, dealing respectively with administration, communications, engagement, and programme delivery.

The charity is part of a network of local Healthwatch co-ordinated by a national organisation, Healthwatch England.

All new trustees are inducted by the Chair of Healthwatch Milton Keynes and Chief Executive Officer and are given basic documentation on the work of the organisation, including the Constitution, Standing Procedures and Terms of Reference for Trustees.

Healthwatch Milton Keynes is grant funded by Milton Keynes Council but acts completely independently.

The trustees' report was approved by the Board of Trustees on 21<sup>st</sup> June 2021.



M Legge  
Chair of Trustees

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2021**  
**Independent Examiner's Report**

I report to the trustees on my examination of the accounts of Healthwatch MK CIO (the CIO) for the year ended 31 March 2021.

***Responsibilities and basis of report***

As the CIO trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIOs accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

***Independent examiner's statement***

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material respect:

- accounting records were not kept in accordance with section 130 of the Act; or
- the accounts do not accord with the accounting records.
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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



Steve Robinson FCA  
Silbury Court  
420 Silbury Boulevard  
Central Milton Keynes  
MK9 2AF

**Date: 22 June 2021**

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2021**

**Statement of financial activities for the year ended 31 March 2021  
(including income and expenditure account)**

|   | Notes | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total 2021<br>£ | Total 2020<br>- restated<br>£ |
|---|-------|----------------------------|--------------------------|-----------------|-------------------------------|
| <b>Income from:</b>                       |       |                            |                          |                 |                               |
| Grants and funding                        | 2     | 179,019                    | -                        | 179,019         | 175,366                       |
| <b>Total income</b>                       |       | <b>179,019</b>             | <b>-</b>                 | <b>179,019</b>  | <b>175,366</b>                |
| <b>Expenditure on:</b>                    |       |                            |                          |                 |                               |
| Raising funds                             | 3     | 943                        | -                        | 943             | 2,987                         |
| Charitable activities                     | 4     | 162,180                    | 1,200                    | 163,380         | 178,707                       |
| <b>Total expenditure</b>                  |       | <b>163,123</b>             | <b>1,200</b>             | <b>164,323</b>  | <b>181,694</b>                |
| <b>Net surplus/(deficit) for the year</b> |       | <b>15,896</b>              | <b>(1,200)</b>           | <b>14,696</b>   | <b>(6,328)</b>                |
| <b>Reconciliation of funds</b>            |       |                            |                          |                 |                               |
| Total funds brought forward               |       | 25,585                     | 1,200                    | 26,785          | 33,113                        |
| <b>Total funds carried forward</b>        |       | <b>41,481</b>              | <b>-</b>                 | <b>41,481</b>   | <b>26,785</b>                 |

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The split of funds in the comparative year is in note 15 of the financial statements.

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 2021**  
**Balance sheet as at 31 March 2021**

|   | Notes | 2021           |               | 2020 - restated |               |
|---|-------|----------------|---------------|-----------------|---------------|
|   |       | £              | £             | £               | £             |
| <b>Fixed assets</b>                                   |       |                |               |                 |               |
| Tangible assets                                       | 8     |                | 2,331         |                 | 665           |
| <b>Current assets</b>                                 |       |                |               |                 |               |
| Debtors   | 9     |                | 65            |                 | 65            |
| Cash at bank and in hand                              |       | <u>45,953</u>  |               | <u>31,601</u>   |               |
|   |       | 46,018         |               | 31,666          |               |
| <b>Creditors: amounts falling due within one year</b> |       |                |               |                 |               |
|   | 10    | <u>(6,868)</u> |               | (5,546)         |               |
| <b>Net current assets</b>                             |       |                |               |                 |               |
|   |       |                | <u>39,150</u> |                 | <u>26,120</u> |
| <b>Net assets</b>                                     |       |                |               |                 |               |
|   |       |                | <u>41,481</u> |                 | <u>26,785</u> |
| <b>Funds:</b>   |       |                |               |                 |               |
| Unrestricted funds                                    | 11/12 |                | 41,481        |                 | 25,585        |
| Restricted funds                                      | 11/12 |                | —             |                 | <u>1,200</u>  |
| <b>Total funds</b>                                    |       |                |               |                 |               |
|   |       |                | <u>41,481</u> |                 | <u>26,785</u> |

The notes on pages 9 to 15 form part of these financial statements



M Legge  
Chair of Trustees

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2021**

**Notes to the financial statements**

**1. Accounting policies**

**Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)).

Healthwatch MK meets the definition of a public benefit entity under FRS 102. The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The Trustees have taken advantage of the exemption in Charities SORP (FRS102) from including a cashflow statement in the financial statements on the grounds that the organisation is small.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The financial statements have been prepared on an accruals basis. In the prior year, the financial statements were prepared on a receipts and payments basis. As a result, the 2020 comparatives have been restated on an accruals basis for comparability.

**Grant income**

Income from grants is included in incoming resources when received. Income is then deferred when a condition which is placed upon the Charity's entitlement to it has not yet been completed.

**Expenditure**

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered.

**Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds comprise funds awarded for specific purposes. The aim and use of each fund is set out in the notes.

**Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

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**Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Notes to the financial statements (cont'd)**

**Creditors and provisions**

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Tangible fixed assets are stated at cost or valuation less depreciation. Depreciation is provided at rates calculated to write off the cost or valuation less estimated residual value of each asset over its expected useful life as follows:

|                     |                   |
|---------------------|-------------------|
| Fixtures & fittings | 15% Straight-Line |
| Computer Equipment  | 33% Straight-Line |

**Going Concern**

At the time of approving the financial statements, the Trustees have a reasonable expectation that the CIO has adequate resources to continue in operational existence for the foreseeable future. In making this assessment, the Trustees have taken into account the ongoing impact of COVID-19 on charitable activities, the mitigating actions that can be taken to control costs and the ability of the Charity to raise additional funds. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

**2 Income from grants & funding**

|                               | <b>2021</b>    | <b>2020</b>    |
|-------------------------------|----------------|----------------|
|                               | <b>£</b>       | <b>£</b>       |
| Services provided under grant | <u>179,019</u> | <u>175,366</u> |

**Analysis by fund**

|                              |                |                |
|------------------------------|----------------|----------------|
| Unrestricted funds – general | 179,019        | 172,866        |
| Restricted funds             | <u>-</u>       | <u>2,500</u>   |
|                              | <u>179,019</u> | <u>175,366</u> |

**3 Expenditure on raising funds**

|                                       | <b>2021</b> | <b>2020</b>  |
|---------------------------------------|-------------|--------------|
|                                       | <b>£</b>    | <b>£</b>     |
| <b>Fundraising and publicity</b>      |             |              |
| Other fundraising costs -unrestricted | <u>943</u>  | <u>1,440</u> |

**Healthwatch MK CIO**  
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|                                      |     |       |
|--------------------------------------|-----|-------|
| Other fundraising costs - restricted | -   | 1,547 |
|                                      | 943 | 2,987 |

**Notes to the financial statements (cont'd)**

**4 Expenditure on charitable activities**

|                                  | <b>2021</b> | <b>2020 - restated</b> |
|----------------------------------|-------------|------------------------|
|                                  | <b>£</b>    | <b>£</b>               |
| Staff costs                      | 128,710     | 132,015                |
| Catering costs                   | 6           | 1,189                  |
| Recruitment costs                | 1,383       | 445                    |
| Printing, postage and stationery | 2,419       | 4,977                  |
| Insurance                        | 1,847       | 1,770                  |
| Meeting room costs               | 262         | 1,479                  |
| Legal and professional fees      | 4,953       | 5,075                  |
| Rent                             | 11,736      | 10,236                 |
| Establishment costs              | 3,558       | 6,343                  |
| Staff development and training   | 591         | 1,789                  |
| Telephone and internet           | 1,956       | 2,541                  |
| Travelling                       | -           | 2,957                  |
| Bank fees                        | 335         | 460                    |
| Depreciation                     | 822         | 1,493                  |
|                                  | 158,578     | 172,769                |
| Governance costs (see note 5)    | 4,802       | 5,938                  |
|                                  | 163,380     | 178,707                |
| <b>Analysis by fund</b>          |             |                        |
| Unrestricted funds               | 162,180     | 177,754                |
| Restricted funds                 | 1,200       | 953                    |
|                                  | 163,380     | 178,707                |

**5 Support costs**

|                     | <b>Support costs</b> | <b>Governance costs</b> | <b>2021</b> | <b>2020 - restated</b> |
|---------------------|----------------------|-------------------------|-------------|------------------------|
|                     | <b>£</b>             | <b>£</b>                | <b>£</b>    | <b>£</b>               |
| Trustee development | -                    | 112                     | 112         | -                      |
| Trustee expenses    | -                    | -                       | -           | 591                    |
| Accountancy         | -                    | 4,690                   | 4,690       | 5,347                  |
|                     | -                    | 4,802                   | 4,802       | 5,938                  |

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2021**

**Notes to the financial statements (cont'd)**

**6 Trustees**

None of the trustees (or any persons connected with them) received any remunerations or benefits from the charity during the year other than reimbursement of training costs totalling £112 (2020: £nil). There was no reimbursement of travelling expenses in the year (2020: £591).

**7 Employees**

**Number of employees**

The average monthly number of employees during the year was:

|                                   | <b>2021<br/>Number</b> | <b>2020<br/>Number</b> |
|-----------------------------------|------------------------|------------------------|
| Operations                        | 3                      | 3                      |
| Administration and communications | 2                      | 2                      |
|                                   | 5                      | 5                      |

**Employment costs**

|                       | <b>2021<br/>£</b> | <b>2020 -<br/>restated<br/>£</b> |
|-----------------------|-------------------|----------------------------------|
| Wages and salaries    | 120,340           | 121,417                          |
| Social security costs | 5,265             | 7,095                            |
| Pension costs         | 3,105             | 3,503                            |
| Total staff costs     | 128,710           | 132,015                          |

There were no employees whose annual remuneration were £60,000 or more.

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**Notes to the financial statements (cont'd)**

**8 Tangible Fixed Assets**

|                                    | <b>Fixtures<br/>and fittings</b> | <b>Computer<br/>equipment</b> | <b>Total</b>        |
|------------------------------------|----------------------------------|-------------------------------|---------------------|
|                                    | <b>£</b>                         | <b>£</b>                      | <b>£</b>            |
| <b>Cost</b>                        |                                  |                               |                     |
| At 1 April 2020                    | 1,007                            | 4,198                         | 5,205               |
| Additions                          | <u>1,170</u>                     | <u>1,318</u>                  | <u>2,488</u>        |
| At 31 March 2021                   | <u><u>2,177</u></u>              | <u><u>5,516</u></u>           | <u><u>7,693</u></u> |
| <b>Depreciation and impairment</b> |                                  |                               |                     |
| At 1 April 2020                    | 402                              | 4,138                         | 4,540               |
| Depreciation charged in the year   | <u>327</u>                       | <u>495</u>                    | <u>822</u>          |
| At 31 March 2021                   | <u><u>729</u></u>                | <u><u>4,633</u></u>           | <u><u>5,362</u></u> |
| <b>Carrying amount</b>             |                                  |                               |                     |
| At 31 March 2021                   | <u><u>1,448</u></u>              | <u><u>883</u></u>             | <u><u>2,331</u></u> |
| At 1 April 2020                    | <u><u>605</u></u>                | <u><u>60</u></u>              | <u><u>665</u></u>   |

**9 Debtors**

|                                    | <b>2021</b>      | <b>2020 -<br/>restated</b> |
|------------------------------------|------------------|----------------------------|
|                                    | <b>£</b>         | <b>£</b>                   |
| Other taxation and social security | <u>65</u>        | <u>65</u>                  |
|                                    | <u><u>65</u></u> | <u><u>65</u></u>           |

**10 Creditors: amounts falling due within one year**

|                                    | <b>2021</b>         | <b>2020 -<br/>restated</b> |
|------------------------------------|---------------------|----------------------------|
|                                    | <b>£</b>            | <b>£</b>                   |
| Other taxation and social security | -                   | -                          |
| Trade creditors                    | 166                 | -                          |
| Other creditors                    | 817                 | 716                        |
| Accruals and deferred income       | <u>5,885</u>        | <u>4,830</u>               |
|                                    | <u><u>6,868</u></u> | <u><u>5,546</u></u>        |

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2021**

**Notes to the financial statements (cont'd)**

**11 Analysis of net assets between funds**

|                                 | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2021<br>£ | Total<br>2020 -<br>restated<br>£ |
|---------------------------------|----------------------------|--------------------------|--------------------|----------------------------------|
| Fund balances at 31 March 2021: |                            |                          |                    |                                  |
| Tangible fixed assets           | 2,331                      | -                        | 2,331              | 665                              |
| Current assets                  | 46,018                     | -                        | 46,018             | 31,666                           |
| Creditors due within one year   | (6,868)                    | -                        | (6,868)            | (5,546)                          |
|                                 | <u>41,481</u>              | <u>-</u>                 | <u>41,481</u>      | <u>26,785</u>                    |

**12 Analysis of charitable funds**

|                                 | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total Funds<br>£     |
|---------------------------------|----------------------------|--------------------------|----------------------|
| Brought forward at 1 April 2020 | 25,585                     | 1,200                    | 26,785               |
| Income                          | 179,019                    | -                        | 179,019              |
| Expenditure                     | (163,123)                  | (1,200)                  | (164,323)            |
| <b>Balance at 31 March 2021</b> | <u><b>41,481</b></u>       | <u><b>-</b></u>          | <u><b>41,481</b></u> |

**Summary of movements in restricted funds**

|                      | 1 April<br>2020<br>£ | Income<br>£ | Expenditure<br>£ | 31 March<br>2021<br>£ |
|----------------------|----------------------|-------------|------------------|-----------------------|
| Young carers project | 1,200                | -           | (1,200)          | -                     |
|                      | <u>1,200</u>         | <u>-</u>    | <u>(1,200)</u>   | <u>-</u>              |

**13 Related parties**

There were no transactions with related parties in the year other than the reimbursements disclosed in Note 6.

**Healthwatch MK CIO  
YEAR ENDED 31 MARCH 2021**

**Notes to the financial statements (cont'd)**

**14 Guarantees and secured debts**

There have been no guarantees given by the CIO in the year, nor does the CIO have any debts at 31 March 2021 which are secured by an express charge on any of the assets of the CIO.

**15 Comparative SOFA - restated**

|                                    | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Restricted<br/>Funds<br/>£</b> | <b>Total 2020-<br/>restated<br/>£</b> |
|------------------------------------|-------------------------------------|-----------------------------------|---------------------------------------|
| <b>Income from:</b>                |                                     |                                   |                                       |
| Grants and funding                 | 172,866                             | 2,500                             | 175,366                               |
| <b>Total income</b>                | <b>172,866</b>                      | <b>2,500</b>                      | <b>175,366</b>                        |
| <b>Expenditure on:</b>             |                                     |                                   |                                       |
| Raising funds                      | 1,440                               | 1,547                             | 2,987                                 |
| Charitable activities              | 177,754                             | 953                               | 178,707                               |
| <b>Total expenditure</b>           | <b>179,194</b>                      | <b>2,500</b>                      | <b>181,694</b>                        |
| <b>Net deficit for the year</b>    | <b>(6,328)</b>                      | -                                 | <b>(6,328)</b>                        |
| <b>Reconciliation of funds</b>     |                                     |                                   |                                       |
| Total funds brought forward        | 31,913                              | 1,200                             | 33,113                                |
| <b>Total funds carried forward</b> | <b>25,585</b>                       | <b>1,200</b>                      | <b>26,785</b>                         |