

**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 Funds £	Restricted Funds £	Total 2021 £	Total 2020 - restated £
<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.

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

**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**  
**YEAR ENDED 31 MARCH 2021**

Other fundraising costs - restricted	-	1,547
	<u>943</u>	<u>2,987</u>

**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
	<u>158,578</u>	<u>172,769</u>
Governance costs (see note 5)	4,802	5,938
	<u>163,380</u>	<u>178,707</u>
<b>Analysis by fund</b>		
Unrestricted funds	162,180	177,754
Restricted funds	1,200	953
	<u>163,380</u>	<u>178,707</u>

**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
	<u>-</u>	<u>4,802</u>	<u>4,802</u>	<u>5,938</u>

**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</b>	<b>2020</b>
	<b>Number</b>	<b>Number</b>
Operations	3	3
Administration and communications	2	2
	<u>5</u>	<u>5</u>

**Employment costs**

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

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

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

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

**8 Tangible Fixed Assets**

	<b>Fixtures and fittings</b>	<b>Computer 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>2,177</u>	<u>5,516</u>	<u>7,693</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>729</u>	<u>4,633</u>	<u>5,362</u>
<b>Carrying amount</b>			
At 31 March 2021	<u>1,448</u>	<u>883</u>	<u>2,331</u>
At 1 April 2020	<u>605</u>	<u>60</u>	<u>665</u>

**9 Debtors**

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

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

	<b>2021</b>	<b>2020 - 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>6,868</u>	<u>5,546</u>

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

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

**11 Analysis of net assets between funds**

	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>	<b>Total</b>
	<b>Funds</b>	<b>Funds</b>	<b>2021</b>	<b>2020 -</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>restated</b>
				<b>£</b>
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**

	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total Funds</b>
	<b>Funds</b>	<b>Funds</b>	
	<b>£</b>	<b>£</b>	<b>£</b>
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**

	<b>1 April</b>	<b>Income</b>	<b>Expenditure</b>	<b>31 March</b>
	<b>2020</b>	<b>£</b>	<b>£</b>	<b>2021</b>
				<b>£</b>
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 Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2020- restated £</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>-</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>