

**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 1st April 2023. There is no current indication of risk in regards to the reissuing of the Charity's main grant from 1st 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.

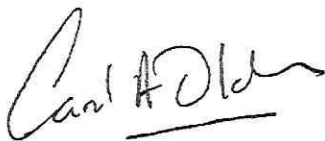
Healthwatch Milton Keynes has a nucleus of paid staff, including a full-time CEO and deputy CEO, and two part time officers, dealing respectively with administration, communications, engagement, and programme delivery. In 2021-22 the Charity funded two temporary posts for delivery of the Enter and view 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 Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
<b>Income from:</b>					
Grants and funding	2	176,679	-	176,679	179,019
<b>Total income</b>		<b>176,679</b>	<b>-</b>	<b>176,679</b>	<b>179,019</b>
<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>		<b>183,499</b>	<b>-</b>	<b>183,499</b>	<b>164,323</b>
<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>		<b>34,661</b>	<b>-</b>	<b>34,661</b>	<b>41,481</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 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	<u>-</u>	<u>-</u>
<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>
	<b>£</b>	<b>£</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>£</b>	<b>£</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>
	<b>£</b>	<b>£</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 costs</b>	<b>Governance costs</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</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
	<u>5</u>	<u>5</u>

**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	<u>139,224</u>	<u>128,710</u>

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 and fittings	Computer equipment	Total
	£	£	£
<b>Cost</b>			
At 1 April 2021	2,177	5,516	7,693
Additions	<u>-</u>	<u>659</u>	<u>659</u>
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	<u>327</u>	<u>974</u>	<u>1,301</u>
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	2021
	£	£
Other taxation and social security	<u>-</u>	<u>65</u>
	<u>-</u>	<u>65</u>

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

	2022	2021
	£	£
Other taxation and social security	-	-
Trade creditors	-	166
Other creditors	938	817
Accruals and deferred income	<u>4,358</u>	<u>5,885</u>
	<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 Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
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 Funds £	Restricted Funds £	Total Funds £
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><b>34,661</b></u>	<u><b>-</b></u>	<u><b>34,661</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 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 Funds £	Restricted Funds £	Total 2021 £
<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>
 <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>
 <b>Net deficit for the year</b>	<b>15,896</b>	<b>(1,200)</b>	<b>14,696</b>
 <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>