

**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**

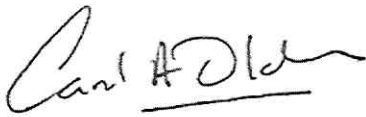
**Trustees' Report Continued**

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.

A handwritten signature in black ink, appearing to read 'Carol Older', with a horizontal line underneath the name.

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 Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
<b>Income from:</b>					
Grants and funding	2	180,806	-	180,806	176,679
<b>Total income</b>		<b>180,806</b>	<b>-</b>	<b>180,806</b>	<b>176,679</b>
<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>		<b>184,081</b>	<b>-</b>	<b>184,081</b>	<b>183,499</b>
<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>		<b>31,386</b>	<b>-</b>	<b>31,386</b>	<b>34,661</b>

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

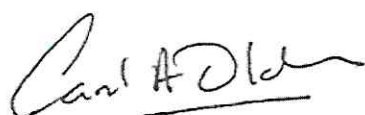
All income and expenditure derive from continuing activities.

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

**Healthwatch MK CIO**  
**YEAR ENDED 31 MARCH 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>	10	<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		<u>-</u>		<u>-</u>
<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)	<u>5,593</u>	<u>4,343</u>
	<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**

	Fixtures and fittings £	Computer equipment £	Total £
<b>Cost</b>			
At 1 April 2022	2,177	6,175	8,352
Additions	-	724	724
At 31 March 2023	<u>2,177</u>	<u>6,899</u>	<u>9,076</u>
<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	<u>1,382</u>	<u>5,924</u>	<u>7,306</u>
<b>Carrying amount</b>			
At 31 March 2023	<u>795</u>	<u>975</u>	<u>1,770</u>
At 1 April 2022	<u>1,121</u>	<u>568</u>	<u>1,689</u>

**9 Debtors**

	2023 £	2022 £
Prepayments	<u>1,457</u>	-
	<u>1,457</u>	<u>          </u>

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

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

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

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

**11 Analysis of net assets between funds**

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
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 Funds £	Restricted Funds £	Total Funds £
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 Funds £	Restricted Funds £	Total 2022 £
<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>
 <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>
 <b>Net deficit for the year</b>	<b>(6,820)</b>	-	<b>(6,820)</b>
 <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>