

**HEALTHWATCH ISLINGTON  
DIRECTORS' REPORT AND  
UNAUDITED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**Healthwatch Islington**  
**Directors' Report and Unaudited Financial Statements**  
**For The Year Ended 31 March 2021**

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**Healthwatch Islington  
Company Information  
For The Year Ended 31 March 2021**

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**Directors**

Ms Rosalyn Davies  
Dr Annie Pannelay  
Dr Jana Witt  
Mr Ralph Hughes  
Dr Elena Miranda  
Mrs Angelica Larkin  
Mrs Judith Byrne

**Secretary**

Ms Emma Whitby

**Company Number**

08407852

**Registered Office**

6-9 Manor Gardens  
London  
N7 6LA

**Accountants**

D S Burge & Co Ltd  
Chartered Accountants  
23 Chiltern Drive  
Surbiton  
Surrey  
KT5 8LP

**Healthwatch Islington**  
**Company No. 08407852**  
**Directors' Report For The Year Ended 31 March 2021**

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The directors present their report and the financial statements for the year ended 31 March 2021.

**Statement of Directors' Responsibilities**

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing the financial statements the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Directors**

The directors who held office during the year were as follows:

Ms Rosalyn Davies  
Dr Annie Pannelay  
Dr Jana Witt  
Mr Ralph Hughes  
Dr Elena Miranda  
Mrs Angelica Larkin  
Mrs Judith Byrne

APPOINTED 26/05/2020  
APPOINTED 26/05/2020

**Small Company Rules**

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

On behalf of the board



**Dr Jana Witt**

Director

03/06/2021

**Healthwatch Islington  
Accountant's Report  
For The Year Ended 31 March 2021**

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In accordance with the engagement letter dated , and in order to assist you to fulfil your duties under the Companies Act 2006, we have compiled the financial statements of the company from the accounting records and information and explanations you have given to us.

This report is made to the directors in accordance with the terms of our engagement. Our work has been undertaken to prepare for approval by the directors the financial statements that we have been engaged to compile, to report to the directors that we have done so, and to state those matters that we have agreed to state to them in this report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's directors for our work or for this report.

You have acknowledged on the balance sheet as at year ended 31 March 2021 your duty to ensure that the company has kept proper accounting records and to prepare financial statements that give a true and fair view under the Companies Act 2006. You consider that the company is exempt from the statutory requirement for an audit for the year.

We have not been instructed to carry out an audit of the financial statements. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the financial statements.

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**D S Burge & Co**

03/06/2021

D S Burge & Co Ltd  
Chartered Accountants

23 Chiltern Drive  
Surbiton  
Surrey  
KT5 8LP

## **Healthwatch Islington**

**Year ended 31 March 2021**

### **Directors Report**

Healthwatch Islington is a Charitable Company Limited by Guarantee, set up in February 2013. It is led by a Board of Trustees, has a staff team made up of five people and a volunteer team of around 20. We are here to influence health and care commissioning in and around Islington and to provide local residents with information about local services and their rights to access those. We are part of a network of Healthwatch organisations across England.

We are working for the best health and social care for local people

We aim to:

- collect knowledge that reflects the diversity of needs and experiences within the borough and encourage people to feedback their honest views on services,
- use the evidence we gather to influence service delivery, provision and commissioning for the benefit of local people to improve their experience,
- reach out to and empower our local community to be informed about and involved in local services and exercise choice in taking up services, including supporting them to get on-line to do this
- support the independent assessment and audit of local services.

### **2020-21 Activities and Achievements**

During the pandemic we've adapted how we work and supported our partners to do the same. We are committed to engaging our residents using new ways, and old ways, to safely hear your views and help you access services.

We know many residents continue to experience very difficult times during the current crisis and that inequalities have exacerbated the impacts. We have focused on providing residents with good quality information about Coronavirus, access to services, and vaccinations. We've hosted a range of events attended by over 450 residents and voluntary sector partners. We're looking at the data on who attended so we know who we missed and who we need to work harder to reach out to. We've offered phone-based signposting advice and information support to over 240 residents. In addition, we worked with our Diverse Communities Health Voice partners to provide reliable information about the pandemic to 680 residents from communities whose first language is not English.

We've adapted our digital inclusion support, offering one-to-one and group sessions remotely to over 130 people. We continue to work with our partners to ensure this work has reach. We also ran several workshops for voluntary sector colleagues to help them to move services online and support residents to access them. Our safeguarding framework for remote digital support has received recognition from Digital Unite and Good Things Foundation, and our Digital Champion volunteer David Mallory won Islington Volunteer of the Year.

Whilst we recognise that digital is not for everyone, we are keen to work with borough partners to ensure that help is made available to those who are interested but need support to get online. We've been researching the barriers to getting online. Many residents lack skills and confidence and we are supporting them to access well-being tools, understand internet safety, and to attend our virtual health information workshops. We have worked with Healthwatch colleagues in Brighton, Healthwatch England and the Consultation Institute to develop engagement tools for working with residents who are not online.

We're taking a leading role in tackling inequity and discrimination co-chairing the Challenging Inequality workstreams of the borough's Fairer Together Partnership Board and All Age Mental Health Partnership Board. We also represent North Central London Healthwatch and the Clinical Commissioning Groups Patient, Public Engagement and Equality committee.

We are committed to bringing resources in to our Diverse Communities Health Voices partnership to ensure that residents supported by grass-roots organisations get access to services through these partners. This year we raised over £70,000 for our partners. See more about our partners here:

<https://www.healthwatchislington.co.uk/our-partners>

We've also evaluated Maya Centre's remote therapy services, gathering and analysing feedback from staff and service users on their experiences of virtual counselling during the pandemic. We focused on their person-centred approach to evolving their offer. If your organisation would like to commission our evaluation service, contact our Chief Executive.

#### Our year in numbers

- 781 people shared the health and social care story with us
- 922 people accessed the Healthwatch advice and information service with questions about local support
- 15,000+ visits to Covid-related information on our website
- We published 5 reports about local people's experiences of services and the improvements they would like to see.

For more information, see our Annual Report to the Secretary of State for Health:

<https://www.healthwatchislington.co.uk/sites/healthwatchislington.co.uk/files/Healthwatch%20Islington%20Annual%20Report%202020-21.pdf>

#### **Risk and Reserves policy**

Board members regular review our risk register and take a proactive approach to risk management. A risk assessment is carried out for all new work, this includes consideration of safeguarding implications, and from now on will include considerations for social distancing and infection control. Our aim is to use the resources available to us in the most effective way possible, Healthwatch Islington holds reserves as part of its responsible approach to finance. The Board decides what should be held and why and review this on a regular basis. The Board may agree to draw down on reserves where emergencies or unforeseen circumstances arise. A

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF**  
**HEALTHWATCH ISLINGTON**

**Independent examiner's report to the trustees of Healthwatch Islington ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

**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 accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company 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 accounts 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.

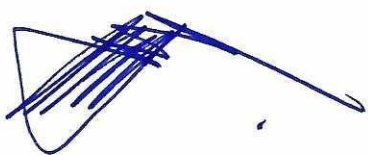
**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of The Association of Certified Chartered Accountants which is one of the listed bodies.

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

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

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



Sophie Jones FCCA  
The Association of Certified Chartered Accountants  
Robert A. Price F. C. C. A.  
39 Etchingham Park Road  
Finchley  
London  
N3 2DU

Date: 2<sup>nd</sup> September 2021

**Healthwatch Islington  
Income and Expenditure Account  
For The Year Ended 31 March 2021**

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|   | Notes | 2021<br>£     | 2020<br>£       |
|---|-------|---------------|-----------------|
| <b>TURNOVER</b>                                 |       | 293,428       | 257,118         |
| Cost of sales                                   |       | (78,232)      | (71,540)        |
|   |       | <hr/>         | <hr/>           |
| <b>GROSS SURPLUS</b>                            |       | 215,196       | 185,578         |
| Administrative expenses                         |       | (198,115)     | (202,513)       |
|   |       | <hr/>         | <hr/>           |
| <b>OPERATING SURPLUS/(DEFICIT)</b>              |       | 17,081        | (16,935)        |
| Other interest receivable and similar income    |       | 49            | 196             |
|   |       | <hr/>         | <hr/>           |
| <b>SURPLUS/(DEFICIT) FOR THE FINANCIAL YEAR</b> |       | <u>17,130</u> | <u>(16,739)</u> |

The notes on pages 6 to 7 form part of these financial statements.

**Healthwatch Islington  
Balance Sheet  
As at 31 March 2021**

|   |       | 2021     |         | 2020     |        |
|---|-------|----------|---------|----------|--------|
|   | Notes | £        | £       | £        | £      |
| <b>FIXED ASSETS</b>                                   |       |          |         |          |        |
| Tangible Assets                                       | 3     |          | 1,282   |          | 2,035  |
|   |       |          |         |          |        |
|   |       |          | 1,282   |          | 2,035  |
| <b>CURRENT ASSETS</b>                                 |       |          |         |          |        |
| Debtors   | 4     | 840      |         | 3,118    |        |
| Cash at bank and in hand                              |       | 128,441  |         | 103,542  |        |
|   |       |          |         |          |        |
|   |       | 129,281  |         | 106,660  |        |
| <b>Creditors: Amounts Falling Due Within One Year</b> | 5     | (21,948) |         | (17,210) |        |
|   |       |          |         |          |        |
| <b>NET CURRENT ASSETS (LIABILITIES)</b>               |       |          | 107,333 |          | 89,450 |
|   |       |          |         |          |        |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>          |       |          | 108,615 |          | 91,485 |
|   |       |          |         |          |        |
| <b>NET ASSETS</b>                                     |       |          | 108,615 |          | 91,485 |
|   |       |          |         |          |        |
| Income and Expenditure Account                        |       |          | 108,615 |          | 91,485 |
|   |       |          |         |          |        |
| <b>ORGANISATION'S FUNDS</b>                           |       |          | 108,615 |          | 91,485 |

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

**Directors' responsibilities:**

- The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.
- These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

On behalf of the board



**Dr Jana Witt**

Director

03/06/2021

The notes on pages 6 to 7 form part of these financial statements.

# Healthwatch Islington

## Notes to the Financial Statements

### For The Year Ended 31 March 2021

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#### 1. Accounting Policies

##### 1.1. Basis of Preparation of Financial Statements

The financial statements are prepared under the historical cost convention and in accordance with the FRS 102 Section 1A Small Entities - The Financial Reporting Standard applicable in the UK and Republic of Ireland and the Companies Act 2006.

##### 1.2. Turnover

Turnover is measured at the fair value of the consideration received or receivable, net of discounts and value added taxes. Turnover includes revenue earned from the sale of goods and from the rendering of services. Turnover is reduced for estimated customer returns, rebates and other similar allowances.

##### Sale of goods

Turnover from the sale of goods is recognised when the significant risks and rewards of ownership of the goods has transferred to the buyer. This is usually at the point that the customer has signed for the delivery of the goods.

##### Rendering of services

Turnover from the rendering of services is recognised by reference to the stage of completion of the contract. The stage of completion of a contract is measured by comparing the costs incurred for work performed to date to the total estimated contract costs. Turnover is only recognised to the extent of recoverable expenses when the outcome of a contract cannot be estimated reliably.

##### 1.3. Tangible Fixed Assets and Depreciation

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of the fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

|                     |         |
|---------------------|---------|
| Fixtures & Fittings | 4 years |
| Computer Equipment  | 4 years |

#### 2. Average Number of Employees

Average number of employees, including directors, during the year was as follows: 5 (2020: 6)

#### 3. Tangible Assets

|                            | Fixtures &<br>Fittings<br>£ | Computer<br>Equipment<br>£ | Total<br>£ |
|----------------------------|-----------------------------|----------------------------|------------|
| <b>Cost</b>                |                             |                            |            |
| As at 1 April 2020         | 56                          | 4,066                      | 4,122      |
| Additions                  | 355                         | -                          | 355        |
| As at 31 March 2021        | 411                         | 4,066                      | 4,477      |
| <b>Depreciation</b>        |                             |                            |            |
| As at 1 April 2020         | 54                          | 2,033                      | 2,087      |
| Provided during the period | 91                          | 1,017                      | 1,108      |
| As at 31 March 2021        | 145                         | 3,050                      | 3,195      |
| <b>Net Book Value</b>      |                             |                            |            |
| As at 31 March 2021        | 266                         | 1,016                      | 1,282      |
| As at 1 April 2020         | 2                           | 2,033                      | 2,035      |

**Healthwatch Islington**  
**Notes to the Financial Statements (continued)**  
**For The Year Ended 31 March 2021**

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**4. Debtors**

|                                | <b>2021</b> | <b>2020</b>  |
|--------------------------------|-------------|--------------|
|                                | <b>£</b>    | <b>£</b>     |
| <b>Due within one year</b>     |             |              |
| Prepayments and accrued income | 840         | 3,118        |
|                                | <u>840</u>  | <u>3,118</u> |

**5. Creditors: Amounts Falling Due Within One Year**

|                                 | <b>2021</b>   | <b>2020</b>   |
|---------------------------------|---------------|---------------|
|                                 | <b>£</b>      | <b>£</b>      |
| Trade creditors                 | 3,576         | 13,397        |
| Other taxes and social security | 1,105         | 320           |
| Other creditors                 | 3,493         | 3,493         |
| Accruals and deferred income    | 13,774        | -             |
|                                 | <u>21,948</u> | <u>17,210</u> |

**6. Company limited by guarantee**

The company is limited by guarantee and has no share capital.

Every member of the company undertakes to contribute to the assets of the company, in the event of a winding up, such an amount as may be required not exceeding £1.

**7. General Information**

Healthwatch Islington is a private company, limited by guarantee, incorporated in England & Wales, registered number 08407852. The registered office is 6-9 Manor Gardens, London, N7 6LA.

The company's charity numbner with the Charity Commission is 1173157.

**Healthwatch Islington**  
**Detailed Income and Expenditure Account**  
**For The Year Ended 31 March 2021**

|   | <b>2021</b> |           | <b>2020</b> |           |
|---|-------------|-----------|-------------|-----------|
|   | <b>£</b>    | <b>£</b>  | <b>£</b>    | <b>£</b>  |
| <b>TURNOVER</b>                                     |             |           |             |           |
| Sales   |             | 293,428   |             | 257,118   |
| <b>COST OF SALES</b>                                |             |           |             |           |
| Purchases   | -           |           | 71,540      |           |
| Subcontractor costs                                 | 77,740      |           | -           |           |
| Other direct costs                                  | 492         |           | -           |           |
|   |             | (78,232)  |             | (71,540)  |
| <b>GROSS SURPLUS</b>                                |             | 215,196   |             | 185,578   |
| <b>Administrative Expenses</b>                      |             |           |             |           |
| Wages and salaries                                  | 154,842     |           | 135,558     |           |
| Employers NI  | 11,307      |           | 10,326      |           |
| Employers pensions - defined contributions scheme   | 7,290       |           | 5,533       |           |
| Volunteer training and expenses                     | 31          |           | 519         |           |
| Staff training                                      | -           |           | 917         |           |
| Travel and subsistence expenses                     | -           |           | 474         |           |
| Volunteer recognition                               | 268         |           | 460         |           |
| Rent  | 7,424       |           | 15,430      |           |
| Computer software, consumables and maintenance      | 4,906       |           | 7,536       |           |
| Insurance   | 1,297       |           | 1,322       |           |
| Printing, postage and stationery                    | 108         |           | 1,818       |           |
| Advertising and marketing costs                     | 685         |           | 1,952       |           |
| Telecommunications and data costs                   | 1,626       |           | 1,019       |           |
| Accountancy fees                                    | 3,480       |           | 3,467       |           |
| Legal fees  | 35          |           | 35          |           |
| Consultancy fees                                    | 2,717       |           | 14,733      |           |
| Subscriptions                                       | 159         |           | 159         |           |
| Bank charges  | 146         |           | 137         |           |
| Depreciation  | 1,107       |           | 1,071       |           |
| Sundry expenses                                     | 687         |           | 47          |           |
|   |             | (198,115) |             | (202,513) |
| <b>OPERATING SURPLUS/(DEFICIT)</b>                  |             | 17,081    |             | (16,935)  |
| <b>Other interest receivable and similar income</b> |             |           |             |           |
| Bank interest receivable                            | 49          |           | 196         |           |
|   |             | 49        |             | 196       |
| <b>SURPLUS/(DEFICIT) FOR THE FINANCIAL YEAR</b>     |             | 17,130    |             | (16,739)  |