

**HEALTHWATCH ISLINGTON  
DIRECTORS' REPORT AND  
UNAUDITED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**Healthwatch Islington  
Company Information  
For The Year Ended 31 March 2022**

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**Directors**

Dr Jana Witt  
Mr Ralph Hughes  
Mrs Angelica Larkin  
Mr Ewan MacLeod  
Ms Kate Overall  
Ms Chloe Wright

**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  
KT5 8LP

**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 2022.

**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.

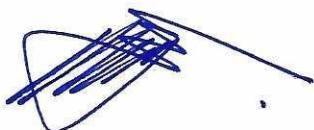
**Independent examiner's statement**

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: 31<sup>st</sup> August 2022

**Healthwatch Islington**  
**Company No. 08407852**  
**Trustees' Report For The Year Ended 31 March 2022**

## **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.

## **2021-22 Activities and Achievements**

We know many people are experiencing very difficult times with the ongoing impact of the pandemic, increasing inequality, and now the cost of living crisis. Many of the residents we have heard from this year have expressed concern about rising costs for gas and electricity. Working together with our community partners, we have supported these residents to access the Seasonal Health Intervention Network for the help they need with their energy bills. Concerns about access to dentistry remained high throughout the year as dentists struggle to meet demand for NHS services. Our signposting team helped many Islington residents find NHS dentists. We sent some to dentists outside the borough, and liaised with specialist organisations in cases of severe need. We also continued to hear concerns about non-emergency patient transport services. This seems to have settled down again but we have been sharing our concerns with other Healthwatch across the country and with national partner, Healthwatch England, to ensure that NHS England policy better reflects resident needs.

During 2021-22 we continued to talk to residents in virtual meetings, over the phone and to support small numbers of residents face-to-face. Overall, we engaged with over 2,200 residents. We gathered views on accessing health and care, experiences of Long Covid, and the impact of the pandemic.

Our Winter Wellness campaign, funded by North Central London Clinical Commissioning Group, helped us to reach 587 residents to share information about vaccinations for flu and Covid, tips for staying well during cold weather, and signposting to financial support. We continued to highlight the potential benefits of vaccination to local residents, reaching 150 people through a hyperlocal project funded by Islington Council, and delivering workshops to 100 students including unaccompanied

minors from Somalia, Eritrea and Afghanistan at City and Islington College with colleagues from public health, Islington Somali Community and Eritrean Community in the UK.

We continued to advocate for more inclusive services in general, and more inclusive mental health services in particular, through our positions within local commissioning structures. We co-designed a guide for local providers and commissioners, sharing top tips from across sectors for making mental health services more welcoming and inclusive to people from all backgrounds.

We are incredibly proud that this year, our volunteers received national recognition when Healthwatch Islington won the 'Celebrating our volunteer team' category in the Healthwatch Awards 2021, which were run by Healthwatch England. It's the second time we have won this award and we feel both lucky and grateful to have volunteers of such high calibre. Responding to the emerging crisis in dentistry, our volunteers contacted all local dental practices to see which practices were taking NHS patients. They also visited local pharmacies to see how accessible they are for disabled people, including those with sensory impairments. And our Team of Digital Champion volunteers supported 178 residents to access digital support on topics including online safety, using e-consult to access a GP, and NHS vaccine passports.

We're concerned about how difficult it is to navigate many NHS websites, and the huge number of apps available. We're keen for local providers to test their online tools with residents who are less digitally confident so that services can be more inclusive, and we continue to advocate for the digitally excluded. It is not acceptable for public services not to offer alternatives to digital access. We thank everyone who has been in touch with us this year and kept us all going through this challenging time. We also thank our funders, and particular thanks again to Healthwatch Islington's volunteer team, and our dedicated staff.

The coming years are likely to be very difficult for local residents and for service providers, with increasing numbers of people experiencing poverty, and demand for services outstripping supply. Islington already has extremely high rates of child and pensioner poverty and this will continue to exacerbate health inequalities in our borough. We will continue to strive to reach more residents and work with local providers to be increasingly inclusive. We were really thrilled to be awarded a new contract to continue to deliver Healthwatch in Islington. Our priorities for 2022-23 include raising awareness of the impacts of high blood pressure, improving inclusivity in local services and expanding our digital inclusion work.

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

<https://www.healthwatchislington.co.uk/report/2022-06-30/our-annual-report-2021-2022>

## **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 will continue to 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. and at year end our unrestricted, undesignated reserves stood at £97,115 (four months). Full reserves stood at £214,561 including

£78,946 of carried forward restricted reserves and £38,500 of designated reserves to cover costs including potential redundancy.

Finally, we'd like to thank those Board members who stepped down at the end of March 2022, Rosalyn Davies, Judi Byrne, Elena Miranda and Annie Pannelay. Annie remains in touch and in 2022 has helped us set up our first corporate volunteering event. Our Board are all acting in a voluntary capacity, and although we cover expenses, we have not made any payments to trustees.

**Healthwatch Islington**  
**Company No. 08407852**  
**Directors' Report For The Year Ended 31 March 2022**

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The directors present their report and the financial statements for the year ended 31 March 2022.

**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**

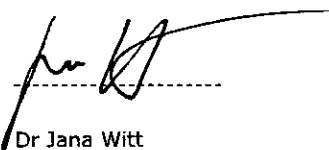
The directors who held office during the year were as follows:

Ms Rosalyn Davies	RESIGNED	27/07/2021
Dr Annie Pannelay	RESIGNED	05/10/2021
Dr Jana Witt		
Mr Ralph Hughes		
Dr Elena Miranda	RESIGNED	22/03/2022
Mrs Angelica Larkin		
Mrs Judith Byrne	RESIGNED	22/03/2022
Mr Ewan MacLeod	APPOINTED	22/03/2022
Ms Kate Overall	APPOINTED	22/03/2022
Ms Chloe Wright	APPOINTED	22/03/2022

**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

31/05/2022

**Healthwatch Islington  
Accountant's Report  
For The Year Ended 31 March 2022**

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**Chartered Accountant's report to the directors on the preparation of the unaudited statutory accounts of Healthwatch Islington for the year ended 31 March 2022**

In order to assist you to fulfil your duties under the Companies Act 2006, I have prepared for your approval the accounts of Healthwatch Islington for the year ended 31 March 2022 which comprise the Income and Expenditure Account, the Balance Sheet and the related notes from the company's accounting records and from information and explanations you have given to us.

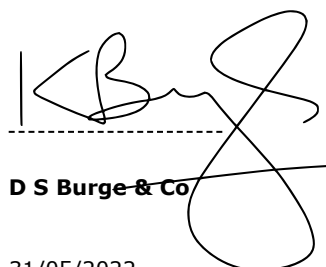
As a practising member of the Institute of Chartered Accountants in England and Wales (ICAEW), we are subject to its ethical and other professional requirements which are detailed at <http://www.icaew.com/en/membership/regulations-standards-and-guidance>.

This report is made solely to the directors of Healthwatch Islington, as a body, in accordance with the terms of our engagement letter dated . Our work has been undertaken solely to prepare for your approval the accounts of Healthwatch Islington and state those matters that we have agreed to state to the directors of Healthwatch Islington, as a body, in this report in accordance with ICAEW Technical Release 07/16 AAF. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Healthwatch Islington and its directors, as a body, for our work or for this report.

It is your duty to ensure that Healthwatch Islington has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and profit or loss of Healthwatch Islington. You consider that Healthwatch Islington is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit of the accounts of Healthwatch Islington. 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.

Signed



**D S Burge & Co**

31/05/2022

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



**Healthwatch Islington  
Income and Expenditure Account  
For The Year Ended 31 March 2022**

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	<b>Notes</b>	<b>2022 £</b>	<b>2021 £</b>
<b>TURNOVER</b>		265,062	293,428
Cost of sales		(33,188)	(78,232)
		<hr/>	<hr/>
<b>GROSS SURPLUS</b>		231,874	215,196
Administrative expenses		(205,849)	(198,115)
		<hr/>	<hr/>
<b>OPERATING SURPLUS</b>		26,025	17,081
Other interest receivable and similar income		30	49
		<hr/>	<hr/>
<b>SURPLUS FOR THE FINANCIAL YEAR</b>		<u>26,055</u>	<u>17,130</u>

The notes on pages 7 to 8 form part of these financial statements.

**Healthwatch Islington  
Balance Sheet  
As at 31 March 2022**

		2022	2021
	Notes	£	£
<b>FIXED ASSETS</b>			
Tangible Assets	3	597	1,282
		597	1,282
<b>CURRENT ASSETS</b>			
Debtors	4	47,569	840
Cash at bank and in hand		171,955	128,441
		219,524	129,281
<b>Creditors: Amounts Falling Due Within One Year</b>	5	(85,451)	(21,948)
<b>NET CURRENT ASSETS (LIABILITIES)</b>		134,073	107,333
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		134,670	108,615
<b>NET ASSETS</b>		134,670	108,615
Income and Expenditure Account		134,670	108,615
<b>MEMBERS' FUNDS</b>		134,670	108,615

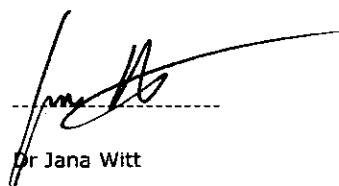
For the year ending 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

31/05/2022

The notes on pages 7 to 8 form part of these financial statements.

**Healthwatch Islington  
Statement of Changes in Equity  
For The Year Ended 31 March 2022**

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	<b>Income and Expenditure Account</b>
	<b>£</b>
As at 1 April 2020	91,485
Profit for the year and total comprehensive income	17,130
As at 31 March 2021 and 1 April 2021	<u>108,615</u>
Profit for the year and total comprehensive income	26,055
As at 31 March 2022	<u>134,670</u>

# Healthwatch Islington

## Notes to the Financial Statements

### For The Year Ended 31 March 2022

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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 (2021: 5)

#### 3. Tangible Assets

	<b>Fixtures &amp; Fittings</b>	<b>Computer Equipment</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost</b>			
As at 1 April 2021	411	4,066	4,477
Additions	578	-	578
As at 31 March 2022	989	4,066	5,055
<b>Depreciation</b>			
As at 1 April 2021	145	3,050	3,195
Provided during the period	247	1,016	1,263
As at 31 March 2022	392	4,066	4,458
<b>Net Book Value</b>			
As at 31 March 2022	597	-	597
As at 1 April 2021	266	1,016	1,282

**Healthwatch Islington**  
**Notes to the Financial Statements (continued)**  
**For The Year Ended 31 March 2022**

**4. Debtors**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
<b>Due within one year</b>		
Prepayments and accrued income	47,353	840
Net wages	216	-
	<u>47,569</u>	<u>840</u>

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

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Trade creditors	849	3,576
Other taxes and social security	1,320	1,105
Other creditors	2,897	3,493
Accruals and deferred income	80,385	13,774
	<u>85,451</u>	<u>21,948</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 2022**

	<b>2022</b>		<b>2021</b>	
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>TURNOVER</b>				
Sales		265,062		293,428
<b>COST OF SALES</b>				
Subcontractor costs	30,970		77,740	
Other direct costs	2,218		492	
		<u>(33,188)</u>		<u>(78,232)</u>
<b>GROSS SURPLUS</b>		231,874		215,196
<b>Administrative Expenses</b>				
Wages and salaries	162,107		154,842	
Employers NI	11,832		11,307	
Employers pensions - defined contributions scheme	8,058		7,290	
Volunteer training and expenses	388		31	
Staff training	280		-	
Travel and subsistence expenses	5		-	
Volunteer recognition	160		268	
Rent	5,016		7,424	
Computer software, consumables and maintenance	2,316		4,906	
Insurance	1,406		1,297	
Printing, postage and stationery	708		108	
Advertising and marketing costs	2,242		685	
Telecommunications and data costs	3,607		1,626	
Accountancy fees	3,480		3,480	
Legal fees	371		35	
Consultancy fees	2,255		2,717	
Subscriptions	163		159	
Bank charges	143		146	
Depreciation	1,264		1,107	
Sundry expenses	48		687	
		<u>(205,849)</u>		<u>(198,115)</u>
<b>OPERATING SURPLUS</b>		26,025		17,081
<b>Other interest receivable and similar income</b>				
Bank interest receivable	30		49	
		<u>30</u>		<u>49</u>
<b>SURPLUS FOR THE FINANCIAL YEAR</b>		<u>26,055</u>		<u>17,130</u>