

# Third Sector Together North West London

England & Wales · Charity number 1182593

## Details

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**Other names** H4ALL C.I.C, H4ALL CIO, 3ST NWL

**Status** Registered

**Legal form** CIO

**Registered** 2019-03-22

**Register** [View on the Charity Commission register](#)

## Contact

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**Website** <https://www.3stnwl.org.uk/>

## Activities

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**Objects:** The objects of the CIO are: (A) The advancement of the health and wellbeing, in particular: (I) by the development and delivery of health, wellbeing and other services; and (II) by promoting access to preventative resources provided by other voluntary sector organisations; and(B) The promotion and improvement of the efficiency and effectiveness of charities and not-for-profit, voluntary and community organisations in particular but not exclusively by the provision and management of office accommodation, conference, training and other facilities, services or support.

**Activities:** The advancement of the health and wellbeing of residents of the London Borough of Hillingdon and the surrounding areas

## Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies

## Geography

- Throughout London

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,160,240	£2,073,581	£2,205,444	27
2024-03-31	£1,817,200	£2,346,760	£2,118,785	29
2023-03-31	£1,927,083	£1,739,937	£2,648,345	35
2022-03-31	£1,734,684	£1,546,384	£2,461,200	37
2021-03-31	£1,538,072	£1,479,446	£2,272,900	36

## Trustees

Name	Role	Appointed
David Frederick Walker	Chair	2024-09-18
Christopher James Frederick Lawrence		2025-12-01
GRAEME Hood		2025-12-01
Husnara Malik		2026-01-12
Ian Louis Daimant		2024-03-02
Michael John Breen		2023-10-17
ROGER CALVERLEY		2021-02-16
Shamim Rahman		2025-10-01

**Third Sector Together North West London**

England & Wales - Charity number 1182593

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# Accounts

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**3ST**

**NORTH WEST  
LONDON**

# Third Sector Together North West London

(formerly H4All) CIO

Trustee report and financial statements

For the year ended 31 March 2025



# Third Sector Together North West London (formerly H4All) CIO

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For the year ended 31 March 2025

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## Third Sector Together North West London (formerly H4All) CIO

### Reference and administrative information

For the year ended 31 March 2025

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**Charity number:** 1182593

**Country of registration:** England & Wales

**Registered office:** ☐ Key House  
106 High Street  
Yiewsley, West Drayton, UB7 7BQ

**Trustees:** ☐ Trustees who served during the year and up to the date of this report were:

**Non-Executive:**

Roger Calverley

Michael Breen appointed 17 October 2023

Ian Diamant appointed 31 October 2023

David Walker Chair appointed June 2024, in role from 1 September 2024

Angela Wegener resigned 9 August 2024

Shamin Rahman appointed 1 October 2025

Graeme Hood appointed 1 December 2025

Christopher Lawrence appointed 1 December 2025

**Executive**

Vanessa Bonner resigned 28 January 2025

Julian Lloyd resigned 28 January 2025

Sally Chandler resigned 28 January 2025

Steve Curry resigned 28 January 2025

**Key Personnel:**

Fiona Hill Managing Director 1 June 2024

**Bankers:**

NatWest Bank plc

63 High Street

Ruislip

London, HA4 8JB

CAF Bank Ltd

25 Kings Hill Avenue

West Malling

Kent, ME19 4JQ

**Third Sector Together North West London (formerly H4All) CIO**

**Reference and administrative information**

**For the year ended 31 March 2025**

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**Solicitors:** □

Tozers LLP  
Broadwalk House  
Southernhay West  
Exeter, Devon EX1 1UA

**Auditor:**

Sayer Vincent LLP  
Chartered Accountants and Statutory Auditor  
110 Golden Lane  
London, EC1Y 0TG

Trustees' annual report

For the year ended 31 March 2025

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**Trustees' Annual Report**

The Trustees present their report and the audited financial statements for the year ended 31 March 2025.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the charity's trust deed and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

**Aims and objectives**

**Our vision**

Across NWL our aim is to inspire and support a cohesive, empowered third sector community in Northwest London, driving sustainable social impact and enhancing the quality of life for all residents through collaboration and shared resources.

In Hillingdon, we aspire to support delivery of integrated health and wellbeing services that empower individuals and communities to live healthier, happier lives through compassionate care and support,

**Our mission**

Our mission is to unite and strengthen the third sector in Northwest London by fostering collaboration, sharing resources, and building capacity. We aim to empower organisations to deliver impactful services that enhance the well-being and quality of life for all residents.

In Hillingdon, we provide local integrated health and wellbeing services that are compassionate, accessible, and tailored to the needs of our community. We strive to empower individuals and families to achieve their best health and wellbeing through comprehensive support and innovative care solutions.

**Value Statement**

We are committed to fostering a culture of collaboration, compassion, and excellence. Our core values include:

- Empowerment: We believe in empowering individuals, families, and organisations to achieve their fullest potential.
- Collaboration: We value the power of working together, sharing resources, and building strong partnerships to drive sustainable social impact.
- Compassion: We provide care and support with empathy, kindness, and respect for all.

## Third Sector Together North West London (formerly H4All) CIO

### Trustees' annual report

#### For the year ended 31 March 2025

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- **Innovation:** We strive to continuously improve and innovate our services to meet the evolving needs of our community.
- **Integrity:** We uphold the highest standards of honesty, transparency, and accountability in all our actions.
- **Sustainability:** We are committed to the creation of successful, sustainable environments where people thrive.

We combine the expertise of our member organisations and collaborate with others to ensure that residents benefit from quality, holistic services that are value for money. Our aim is to:

- Tackle enduring health inequalities.
- Educate and support residents to better understand and manage their long-term health conditions.
- Address the wider social determinants of health.
- Promote more appropriate usage of primary and secondary health and care services.
- Delay the demand for intensive care and support.

These values guide our mission to enhance the well-being and quality of life for all residents in Northwest London and Hillingdon.

#### Key messages:

- Promoting integration:** Within Hillingdon We will promote good health and wellbeing through coordinated advice, support and information. Our integrated services will be needs responsive and designed based on residents' 'lived experiences'.
- Innovating and reflecting:** We are creative and understand what improves life. Through regular reflection we will ensure continuous improvement and develop alternative models of care and support.
- Collaborative advantage:** We will bring scope, scale and value to new and emerging models of care. We will work closely with the NWL ICB regionally and Hillingdon Health and Care Partnership (HHCP) locally to reduce – or significantly delay – demand for health and care services and will work to capitalise on the detailed and extensive understanding of population health needs that is held by the wider third sector.
- Scalability and leadership:** We will provide third sector leadership across NW London and beyond to share our learning and to find collective solutions to the challenges faced by statutory health and care services.

## Third Sector Together North West London (formerly H4All) CIO

### Trustees' annual report

For the year ended 31 March 2025

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#### Context and background

Third Sector Together Northwest London, formerly H4All, changed its name and constitution in July 2023 to reflect its evolving role across NWL. Originally a joint venture charity developed by five Hillingdon-based charities, these legacy partners retain places on the 3ST Board of Trustees, and H4All remains a local brand in Hillingdon. Operational since September 2015, 3ST transitioned from a Community Interest Company (CIC) to a Charitable Incorporated Organisation (CIO) in March 2019. The organisation is no longer a joint venture vehicle, and its governance is evolving to support this change.

3ST is in a transitional phase and continues to develop. In 2024/25, it maintained the direct delivery of services in Hillingdon while strengthening its role in supporting the wider VCSE sector through representation and advocacy with the ICB. 3ST continues to pursue its stated ambition to become a contract management vehicle. From June 2026, Hillingdon based service delivery will shift to CIO Partners, reducing conflicts of interest and aligning with 3ST's intended role as a contract management body.

In Hillingdon, our Community Health, My Health and Community Development teams focus on:

- Health promotion and prevention: Promoting health and preventing illness through coaching, education, and encouraging healthier lifestyles. The H4All Community Health team offer a range of services, including personalised support from a Wellbeing Support Officer.
- Addressing wider health determinants: Taking a holistic approach to address social issues and help people manage long-term conditions, offering an alternative to clinical referrals for GPs.
- Partnership working: Collaborating with other health and care charities to leverage third-sector knowledge in designing and delivering health services. As part of the Hillingdon Health and Care Partnership (HHCP), we align services with community needs.

Additionally, 3ST continues to manage Key House, Yiewsley, as a resource centre, though its operation has been significantly modified ahead of the planned sale.

3ST NWL's role across the wider geographical footprint of NWL has significantly developed in the last 24 months through:

- Recruitment of Independent Chair and Trustees
- Recognition as the VCSE alliance partner by the NWL ICB,
- Securing funding, and representation on key governance boards.

This role continues to grow with the:

- Establishment of a membership portal
- An impact framework, and
- Advocacy for the VCSE with the ICB at national, regional and local levels.
- Development of a contract management vehicle to support the ICB and VCSE.

## Strategic Objectives

3ST success reflects our ability to respond rapidly to new opportunities. We work to five main high-level objectives, that reflect our role in Hillingdon and across NWL.

### 1. Develop the VCSE Alliance and infrastructure support

- Engage the broader third sector, across NWL and locally in Hillingdon with the ICB and placed based partnerships including the new neighbourhood structures, encouraging collaboration, and develop a population health model.

### 2. Interface with Statutory Commissioners and the Third Sector

- Grow social capital in NW London through 3ST NWL, our collaborative covering eight London boroughs.

### 3. Design and Deliver Health Services

- Reduce pressures on the NHS across the NW London Integrated Care Board (NWL ICB) footprint.

### 4. Strengthen Partnerships with Stakeholders

- Enhance relationships in the health and care economy across NW London and beyond and be recognised as thought leaders.

### 5. Develop Scalable Products

- Generate income and engage the NWL ICB with new opportunities. In the 2024–25 financial year, 3ST NWL has made significant progress towards these strategic objectives:
- Enhanced Social Capital: Successfully expanded our collaborative network across eight London boroughs, strengthening our influence and reach.
- Health Service Delivery: Implemented new health and wellbeing services, alongside existing services that have effectively reduced pressures on the NHS within the NWL ICB footprint.
- VCSE Alliance: Developed and engaged a broader third sector with emerging ICB Structure fostering collaboration and a population health model.

Trustees' annual report

For the year ended 31 March 2025

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- Stakeholder Partnerships: Strengthened partnerships with key stakeholders in the health and care economy, gaining recognition as thought leaders.
- Representation: Ensured strong representation and voice for VCSE at NWL, regionally and nationally
- Influencing: Strengthened the VCSE sector's influence within the NWL ICB system, delivering a VCSE conference and playing an integral role in the ICB Equity Summit
- Service Provision: Positioned the VCSE as a reliable service provider within the NWL ICB framework.
- Funding: Secured a range of small grants programmes to support grassroots organisations.

This report summarises what the charity has achieved against these objectives in the 2024–25 financial year.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees have considered how planned activities will contribute to the aims and objectives that have been set.

### Activities, achievements and performance

The charity's main activities and achievements in 2024–25 are detailed below:

#### 1. COMMUNITY DEVELOPMENT

One of our core aims for the year is to support 50 community groups to access training, guidance, or organisational development support. We are pleased to report that we have significantly exceeded this target, particularly through our work with grassroots and hard-to-reach organisations that often lack the internal capacity to access support elsewhere.

So far this year, we have supported:

- 39 groups through our workshops or training
- 25 organisations through our volunteer hub
- 20 organisations through one-to-one mentoring, signposting, or tailored support

This gives us a total of 83 different organisations supported, exceeding our target by 33 and engaged many small, volunteer-led groups that are most in need of capacity-building support.

In addition, we grew our Hillingdon Community Network distribution list by 31%, our target is 10%. This is attributed to further on the ground community mapping to build new connections with emerging community groups and strengthening relationships with existing groups.

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**a) Volunteer Hub**

This year the Volunteer Hub has recruited 175 new volunteers, which is a fantastic achievement. Many came from communities that don't always find it easy to get involved, including people referred through Job Centres, Seetec and Shaw Trust. These routes have helped us reach individuals who want to build confidence, gain experience, and develop skills for future employment. Our placement rate is 78% which we hope to improve next year by exploring new roles that align with popular interests.

**b) Hillingdon Community Network**

This year, a total of 38 organisations have attended at least one of our Hillingdon Community Network events. These quarterly forums provide a vital space for third sector organisations to:

- Build connections with other community organisations
- Explore emerging issues affecting local residents
- Share learning and best practice
- Access new opportunities that strengthen their sustainability and capacity

We are on track to meet our annual target of engaging 50 different organisations through the Network. In addition, our distribution list has grown by 31% against an annual target of 10%, significantly expanding our reach and strengthening engagement across the sector.

**c) Sector training**

We delivered 12 workshops in 2024/25, all of which have been sector-led to ensure they directly address the needs and concerns of local organisations. The sessions held this year, along with attendance figures, are as follows:

- Mental Health First Aid L1– 10 attendees
- Meet the Experts– 24 attendees
- Community Resilience Workshop (1)– 41 attendees
- Harefield Action Group– 14 attendees
- Cancer Screening Workshop– 10 attendees
- Fire Marshal Training– 11 attendees
- Emergency First Aid at Work– 9 attendees
- Community Resilience Workshop (2)– 20 attendees
- Bid Writing Workshop– 14 attendees
- Community Fundraising Workshop– 18 attendees
- Community Resilience Workshop (3)– 16 attendees
- Presentation Skills Workshop– 9 attendees

**UTI & Delirium**

Utilising ICB funding, 3ST launched a project to address urinary tract infections (UTIs) and delirium in older adults, particularly in communities with higher rates of infection and hospital admission.

**Trustees' annual report**

**For the year ended 31 March 2025**

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UTIs are a major contributor to avoidable hospital stays in people aged 65+, with dehydration and delayed treatment being key drivers. The project set out to improve awareness, early recognition, and prevention through practical, accessible education.

The initial plan focused on two deliverables:

- A short animation explaining UTI signs, symptoms, risks, hydration, and treatment, to be shared widely across health, community and digital channels.
- A train-the-trainer model, where a clinician would equip care home staff, social prescribers, volunteers and VCSE workers to spread consistent UTI-awareness messages across NWL.

As the work progressed, the project expanded significantly. 3ST formed a multi-agency working group with the NWL infection control team, public health, adult social care and CNWL urologists, aligning with existing work on hydration, UTI prevention and catheter training in care homes. This collaboration has increased the project's reach and ensured consistency with wider NWL priorities.

As a result, the animation, training resources and community materials developed will be used across a much wider network than originally planned, supporting large numbers of older adults, carers and frontline staff, and contributing to longer-term aims of reducing UTI-related admissions and improving hydration awareness.

### **Catheter Care**

Building on our previous falls-prevention work with CNWL, we identified a growing need among clinical staff in care homes and other settings for accessible education resources on catheter care. Evidence from the NWL Infection Control Team highlighted that poorly managed or infrequently changed catheters can lead to serious infections, reinforcing the importance of improved training for frontline staff.

In response, we proposed that the remaining funding from the care-home falls project be used to commission a dedicated catheter-care training resource. Working in partnership with a CNWL nurse, we developed and recorded a comprehensive training video, fully voiced and based on established clinical guidance. The resource covers essential aspects of catheter care and infection prevention, ensuring staff have clear, consistent information to support safe practice.

This training video has now been distributed across the borough and more widely throughout NWL. It is strengthening staff knowledge, improving clinical practice, and contributing to better outcomes for residents who require catheter support.

### **REN 2 Continuation**

As a continuation of ICS REN 2, delivered by NWL ARC in collaboration with local community and voluntary sectors and the Clinical Research Network (CRN), hosted public roadshows in Brent, Hounslow, Ealing, and Hillingdon to boost diversity in research participation. These roadshows focused on hypertension while facilitating broader conversations on other community health

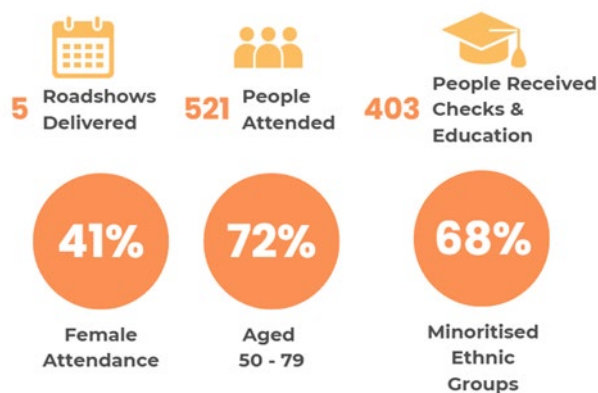
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For the year ended 31 March 2025

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concerns. Building on REN 1's success, REN 2 expanded its geographical reach and strengthened existing partnerships. The hypertension focus encouraged GP surgery involvement, increasing patient invitations through text messaging.

Using a data-driven approach to focus on hypertension. Each event delivered a complete care experience: blood pressure and BMI checks followed by immediate education sessions, ensuring residents understood their results and how to manage their health. This was achieved by continued partnership working in Hillingdon combining resources and expertise to deliver the best care for residents.



The image above highlights the outcomes from the latest round of REN roadshows. The data shows strong engagement, particularly among minoritised ethnic groups, and demonstrates that our continued commitment to these events is successfully reaching people who may not otherwise have taken part or been engaged before.

## 2. COMMUNITY HEALTH SERVICES

### Wellbeing Service

3ST continued to deliver its core Wellbeing Service under the H4All brand until March 2025. The service supports all people over the age of 18 years who are: living with one or more long-term conditions; at risk of deteriorating health or showing signs of frailty; not engaged in managing their condition(s); and/or who are socially isolated or lonely. 504 residents accessed this service in 2024-2025.

The service aims to delay or reduce the need for costly health services and promote more appropriate use of these services. It provides:

- Residents with the tools, strategies and understanding to better manage their long-term conditions and make better informed choices about their future health, wellbeing and quality of life.

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For the year ended 31 March 2025

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- A seamless link to the extensive health and wellbeing 'offer' in the third sector, which is preventative in nature. This is particularly appropriate for people who are lonely or isolated or whom, through the GP risk stratification process, are identified as being unstable or at risk of deterioration.
- A credible alternative to clinical referral for primary and secondary care staff.

**High-intensity user (HIU) service**

A non-clinical service that works intensively with the top 50 users of emergency health services, locally based staff are actively addressing the many social and psychological issues that cause individuals to over-use A&E and 999 services. This cohort accounts for £7 million of the annual health and care spend so by providing alternative sources of support, H4All is reducing their usage of, and dependence on, more costly frontline services

**Active case management – Care Connection teams (CCTs)**

A service provided the next cohort of around 4,000 high consumers of health services with H4All Wellbeing Support Assistants working as part of the borough's multi-agency Care Connection teams. This group of the population account for around 50% of the annual health spend and, through close and careful active management, H4All is also promoting more appropriate use of these resources. In 2024 – 2025 505 residents & carers received support from the team

**Oaktree Safely Home**

This supported discharge programme is delivered by 3ST and Age UK HHB, with the aim of making sure hospital discharges are safely managed. 193 residents accessed the service in 2024–25 and the team ensure that care packages are reinstated, aids and adaptations are in place, welfare benefits are claimed or reinstated and that all relevant family members or support services are notified and engaged with the discharge. Following a review and the success of the service, referrals into the Oak Tree Safely Home service have now extended to the Community Mental Health Team.

**3) MY HEALTH AND NEW PROJECTS**

**Back to Health**

The Hillingdon Back to Health project tackles health inequities in high-deprivation areas, initially focusing on ophthalmology appointments in the Colne Union PCN (~47,000 patients). It reduces no-show (DNA) rates through a data-driven approach, engaging patients via volunteer-led calls to address barriers, provide support, and connect to community services. A 2% absolute and 15% relative reduction in DNA rates was achieved for Ophthalmology patients in the target PCN, falling from 13.2% to 11.2% following the introduction of volunteer-supported reminder calls.

The greatest improvement was seen among patients living in the most deprived communities, where DNA rates dropped by a 29% relative reduction, helping to narrow inequalities previously seen across deprivation levels.

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#### For the year ended 31 March 2025

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Over the course of the programme, volunteers successfully engaged 1,522 patients (67%), identifying 221 appointments that would otherwise have been missed or unnecessary, with 77% of all conversations resulting in supportive actions that improved patient attendance, experience and outcomes.

Total Number of calls to date: 2263

Total Volunteers on the project: 12

Percentage of calls requiring some sort of action including clinical: 77%

#### MY HEALTH

KPI	Q1 2024	Q2 2024	Q3 2024	Q4 24/2025	Total
Number of workshop sign ups	184	541	985	442	2152
Number of Attendees	110	288	657	310	1365
Number of roadshow and community workshop attendees	215	404	27	160	806

Combined attendee total: 2171

The year began steadily, with modest engagement in Q1. A significant surge in participation occurred in Q3, largely driven by GP referrals. This growth reflected the impact of strengthened partnerships, volunteer support, and targeted campaigns. Engagement then stabilised in Q4, maintaining performance above the early-year baseline.

Key risks remain around reliance on GP incentives, variable referral engagement, and reduced external funding. Addressing these challenges and securing sustainable resources will be essential to maintain progress and build on the upward trajectory.

#### 4) Management of Key House:

3ST continues to manage Key House in Yiewsley, though operations have been streamlined ahead of the planned sale. In August 2025, the centre stopped providing office space to local charities to ensure vacant possession, a step taken following notices given by two tenants in March. The competitively priced meeting room remains available for use. The premises are aging, resulting in rising maintenance costs and diminishing returns, particularly as many smaller charities have shifted to home-working post-pandemic.

Trustees are currently awaiting the London Borough of Hillingdon (LBH) to formalise a legal agreement around the removal of the covenants before the sale can proceed.

## 5) Third Sector Alliance Infrastructure Support

In response to the evolving health commissioning environment, 3ST established a leadership role in developing a collaborative third-sector model across North West London. Following the approval for a full merger between the NWL ICB and the North Central London (NCL) ICB, 3ST is now strategically engaging to define its future role in partnership with the NCL Alliance. This collaboration is essential to create a co-designed third-sector framework that effectively serves the new, combined footprint. By working with wider partners across all 13 London boroughs of the expanded West and North London region, the joint approach seeks to increase the collective influence and representation of the third sector within the governance structures of the merged ICB.

### 3ST strives to:

- **Protect Influence:** Maintain the influence 3ST enjoys in Hillingdon via their seat on the local Borough-based Partnership, Hillingdon Health and Care Partners (HHCP), and ensure similar engagement in other boroughs.
- **Strategic Commissioning Link:** Serve as a strategic link between the third sector and the health and care system. Significant activity has taken place to support the transition of 3ST into the commissioning vehicle for 3ST NWL, including securing legal advice, making changes with the Charity Commission, protecting local services and assets, and developing robust agreements and governance structures.
- **Develop Local Agreements:** Continue the management, delivery, monitoring, and improvement of local Hillingdon contracts with legacy partners.
- **Integrated Health and Care System:** Operate as equal delivery partners, providing quality health and care support to the 2.4 million residents of NW London.
- **Service Design:** Use combined skills and experience to design services that promote population health, improve self-management of long-term conditions, address health inequalities, and contribute to system transformation.
- **London Role:** Strengthen 3ST's position as a recognised voice for the VCSE sector across London, working with partners, Integrated Care Boards, and citywide alliances to influence policy, secure resources, and ensure the voluntary sector is embedded in health and care decision-making at both borough and pan-London levels
- **National Role via Alliance42:** Actively participate in Alliance42, the national network of VCSE Alliances across England's 42 Integrated Care Systems. Through this role, 3ST contributes to shaping national health and care policy, advocating for the voluntary sector's role in prevention, tackling health inequalities, and embedding community voices in system transformation. This engagement ensures that local and London perspectives are represented at a national level, amplifying the impact of VCSE organisations in health and care decision-making.

3ST NWL is now recognised by the NWL ICS as the third sector representative body, with seats on the Partnership Board and Portfolio Boards. 3ST has developed a three-tier working model inclusive of all voluntary groups and organisations in North West London, effectively providing a gateway to

Trustees' annual report

For the year ended 31 March 2025

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the sector and ensuring resources are directed where they will be most effective, including at the heart of the region's diverse communities.

The 3ST Conference, held in September 2024, was a significant milestone for the partnership, bringing together 96 attendees from member organisations, local authorities, and sector partners. A central aim of the event was to strengthen relationships between the ICB and the VCSE sector, creating space for genuine collaboration and shared understanding. The conference also provided an opportunity to introduce, share, and sense-check the 3ST Impact Framework and Portal, ensuring they reflect the needs and experiences of the wider network. Workshops and panel discussions highlighted both the challenges facing the sector and the innovative responses emerging across the partnership. Feedback was overwhelmingly positive, emphasising the value of shared insight, peer support, and the renewed sense of purpose generated through the event. The learning captured will directly inform 3ST's strategic work over the coming year and reinforces our role as a convenor and catalyst for system-wide improvement.

We also recognise that NCL has established its own VCSE Alliance, and we are keen to build strong links between the two. By working collaboratively across NWL and NCL, we can share learning, align approaches, and ensure that the voluntary and community sector is consistently represented and supported across the wider system.

### Beneficiaries and Stakeholders

3STs beneficiaries and stakeholders include:

- a) All VCSE organisations involved in support resident Health and Wellbeing across NWL, this includes the 3ST Strategic Membership Group that comprises of 32 borough representatives. This includes the wider sector in Hillingdon through the Hillingdon Community Network.
- b) All residents in the London Borough of Hillingdon that meet the service specifications. Residents can self-refer to locally branded H4All services, are engaged with the services through outreach activity and public events, or can be referred by a health professional or another charity.
- c) The five legacy charities: Age UK Hillingdon Harrow and Brent, Disability Advice and Support Hillingdon (DASH), Harlington Hospice, Carers Trust Hillingdon and West London Minds.
- d) The NWL ICB, including eight Borough Based partnerships, HHCP Hillingdon Health and Care Partnership and the GP Confederation Hillingdon CIC.
- e) The London Borough of Hillingdon. The council is regularly updated on developments within 3ST and has been very supportive of the work 3ST has undertaken to improve closer working across the third sector.

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### Trustees' annual report

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- f) NHS England, NHS London and NW London Integrated Care System (ICS) Ultimately, beneficiaries will include the residents of NW London.

### Consultation

In its role supporting the VCSE Alliance, 3ST holds regularly meetings with the 3ST Strategic group. This group comprises of 4 representatives for each NWL Borough, including the local CVS/Infrastructure body to support wider engagement. This is further supplemented by an Alliance Executive Team, that ensures that 3ST is promoting the voice of the sector with the ICB. Both groups are regularly consulted with, and these views have supported the development of 3ST governance and strategy.

As a local brand H4All secures regular feedback on its services from stakeholders through a link on their website: <http://www.H4All.org.uk/community-engagement>

3ST convenes a regular meeting of the Hillingdon Health and Wellbeing Alliance, renamed as Hillingdon Community Network in March 2024, to ensure that the wider third sector is engaged with collaborative working.

3ST and the legacy partner charities support the Council and the HHCP partners with a broad range of resident engagement and consultation activities each year.

### Financial Review

3ST has continued to grow its services and has added several projects to both its Community Health and Community Development portfolios. This includes 5 years of grant funding for Community Development equating to £1.5m.

In 2024-25, 3ST continued to own and manage Key House, maintaining responsibility for providing affordable rental space to local community organisations and ensuring the upkeep of the building. Following a reduction in tenancy, 3ST has begun to move forward with plans to sell the property.

3ST began directly employing staff in June 2024, with three employees in post at the time of writing. Operational staff remain employed by partner charities and seconded to 3ST NWL, while Hospital and Falls services staff are employed within Age UK Hillingdon, Harrow and Brent. From June 2025, only staff associated with the Community Development Team will continue to be seconded into 3ST; all other staff will be directly managed within their respective projects by their employing organisations.

3ST income during the year ended 31 March 2025 increased by £343,340 – an increase of 19%. An overall surplus of £86,659 was generated.

## Third Sector Together North West London (formerly H4All) CIO

### Trustees' annual report

#### For the year ended 31 March 2025

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Reserves were £2,205,444 and are analysed as:

Restricted reserves comprising the Key House building in West Drayton		£1,350,000
Other restricted reserves		£84,539
Total restricted reserves		£1,434,539
Unrestricted reserves	£770,904	
<b>Total reserves</b>		<b>£2,205,444</b>

#### Reserves Policy and Going concern

3ST's reserves policy is kept under review given the changes that are being made to include the larger operational area of the eight boroughs of NW London. Articles have been changed with the Charity Commission to reflect the expanded operational area.

Currently the minimum level of the Operating Reserve is determined by key expenses to the organisation to ensure Trustees can meet all liabilities if key funded services need to be wound down. These are:

- Two to three months' running costs, plus statutory redundancy costs for employed staff. For seconded staff, redundancy or termination costs will be covered only for the period of their formal secondment to 3ST
- That seconded staff worked for their parent organisation prior to their work with 3ST will be met by the parent organisation.
- Cashflow reserves, where the payment of contract or grant income can be delayed by up to 6 months.
- £50,000 contingency fund
- Repair and maintenance costs for Key House: 3ST has the responsibility for ensuring that Key House remains a valuable asset for developing the third sector in Hillingdon.

The calculation to meet these conditions has resulted in an Operating Reserve of £465,000. We currently exceed this reserve level, and the Board expects to continue to meet this reserve ambition, and consider it investment strategy

3ST has contracts in place covering the next 12 months at current levels. It is looking to expand services and continues to receive infrastructure funding from the NWL ICS to support the development of 3ST NWL. In addition, funding is in place for further three years to support Community Development activities. As such, there are no material uncertainties, and the board considers 3ST NWL to be a going concern.

### Principal Risks & Uncertainties

The trustees review key risks and associated mitigating actions every six months, as detailed in the comprehensive 3ST Risk Register. Priorities remain to manage a balanced budget and prudently expand our role and services in line with the strategic plan, with new risks added as required.

The changing landscape of health commissioning presents a significant risk to the organisation, as both the NW London ICB and NCL ICB are reviewing contracts across their boroughs against a backdrop of financial pressures and the NHS 10-year plan. 3ST is actively engaging with the ICBs to lobby for a consistent and transparent approach to contract reviews for the VCSE sector, alongside specific discussions around Hillingdon-based contracts. In January 2024, 3ST benefitted from a £1.5 million grant over five years from the National Lottery to sustain and expand community development activity in Hillingdon, addressing a previously identified risk.

The sustainability of Key House continues to be identified as a risk, due to the reduced demand for office and meeting space in the sector and the high costs associated with maintaining an ageing building. The Board has agreed to pursue the sale of the property and is actively seeking the Removal of covenants to enable this. Progress has been delayed by officer capacity within the London Borough of Hillingdon, but the intention remains to secure a more cost-effective, fit-for-purpose building that better supports the aims of the charity

### Fundraising

3ST does not engage in any material fundraising activities. All its income comes from NHS-related contracts, Local Authority funding or grant applications from a range of Charitable Trusts and Foundations. 3ST benefitted from donations and these have been directed into a hardship fund for Hillingdon residents.

### Future Planning

3ST will continue to build on its established role as a key partner in the Hillingdon Health and Care Partnership (HHCP) and across the emerging structures of the NWL ICB, with representation on the ICS Board and all subsequent governance structures. As the NWL and NCL ICBs move towards merger, 3ST NWL will strengthen its leadership position, ensuring the VCSE sector is recognised as an equal delivery partner in the integrated health and care system.

A central priority is the continued utilisation and expansion of the 3ST Impact Framework tool, which has gained momentum across the ICB. This tool provides the foundation for evidencing outcomes, supporting VCSE contract management, and embedding the sector as a trusted partner. By directly linking the Impact Framework tool with NWL ICB data, 3ST will strengthen the case for investment and demonstrate the sector's contribution to tackling health inequalities. The tool also has potential application beyond the VCSE, further embedding 3ST NWL within the merged ICB.

**Trustees' annual report**

**For the year ended 31 March 2025**

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Through our role in the HHCP National Neighbourhood Programme, 3ST will continue to lobby for increased funding into the VCSE sector, ensuring that the Impact Framework tool is used to evidence the value of community-based delivery. Working with colleagues across London and nationally, 3ST will extend its influence around funding for VCSE alliances as mobilisation of the NHS 10-year plan begins.

**Structure, Governance and Management**

The organisation first registered as a Community Interest Company (CIC) on 25 September 2015. It changed its status to Charitable Incorporated Organisation (CIO) and registered with the Charity Commission on 22 March 2019. In July 2023 the organisation changed its constitution and name to Third Sector Together NWL, known as 3ST NWL. The organisation is no longer a joint venture vehicle. Original partners, now known as legacy partners, retain a reduced number of places on the 3ST Board, with the stated intention for places to reduce over time to reflect the change the nature of the organisation. Legal advice has been sought by Trustees that outlines their roles within the changed governance structure.

**Appointment of Trustees**

Trustees are appointed in line with the revised constitution, which includes a new role of Independent Chair. This is currently held by David Walker, who formally joined the Board in September 2024.

Legacy Partners have retained five places on the Board, with Executive Trustees standing down in January 2025. This transition enables 3ST to move towards its stated aim of recruiting five additional Trustees, including a Treasurer. At the time of writing, four new independent Trustees have already been appointed to the Board, including a Treasurer.

Earlier in the calendar year, the Board agreed that future appointments should prioritise independence, to reduce conflicts of interest and to strengthen governance as 3ST continues to evolve.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 5 to the accounts.

**Trustee induction and training**

All new trustees are provided with an induction and could spend time visiting the services should they wish to. All are provided with the Charity Commission 'Essential Trustee Guide' and have access to funding for any training that they identified that they need.

Trustees' annual report

For the year ended 31 March 2025

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**Related parties and relationships with other organisations**

The role of trustees has changed reflecting the change in constitution and the move away from a joint venture vehicle. As outlined in the constitution legacy partner Trustees retain an interest in the assets associated with Hillingdon – this includes Key House and Hillingdon based contracts.

- Mr Roger Calverley is also a trustee for Age UK, Hillingdon, Harrow and Brent.
- Mr Michael Breen is also a trustee for Harlington Hospice.
- Mr Ian Diamant is also a trustee for DASH.
- The appointment of a trustee representative for the West London Minds collaborative is currently underway

**Remuneration policy for key management personnel**

From June 2024, 3ST began directly employing staff, transferring two existing roles – the 3ST and H4All Managing Director and the Executive Board Support role. Two further roles have since been established.

Appropriate infrastructure has been put in place to support these roles, including policies, payroll, and pensions. In addition, 3ST seconds staff to support the Community Development Team. These secondees are employed by partner organisations including Age UK Hillingdon, Harrow & Brent, DASH, and Carers Trust Hillingdon, and therefore remain subject to the remuneration policies of their respective employers.

Given the small size of the directly employed team, remuneration levels are benchmarked against comparable roles in the VCSE and health and social care sectors, with consideration given to the responsibilities attached to each post. The remuneration of the Managing Director is specifically the responsibility of the Board, ensuring appropriate oversight and alignment with the charity's governance standards.

To keep costs low and reflect the needs of the organisation, 3ST has outsourced its finance manager and bookkeeping functions. This arrangement provides flexibility and cost-effectiveness while ensuring robust financial management. The effectiveness of this approach will be reviewed by the newly appointed Trustee Treasurer, with recommendations brought to the Board as part of ongoing governance oversight.

**Statement of responsibilities of the trustees**

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing financial statements giving a true and fair view, the trustees should follow best practice:–

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.

## Third Sector Together North West London (formerly H4All) CIO

### Trustees' annual report

#### For the year ended 31 March 2025

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- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011.

They are also responsible for safeguarding the assets of the charity hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

#### **Auditor**

Sayer Vincent LLP was appointed as the charity's auditor in 2021 and has expressed its willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees and signed on their behalf by:

**DAVID WALKER**  
**3ST CHAIR**

Date: 16 January 2026

## **Independent auditor's report**

To the members of

**Third Sector Together North West London (formerly H4All) CIO**

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### **Opinion**

We have audited the financial statements of Third Sector Together North West London (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charity's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Charities Act 2011

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Third Sector Together North West London's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## **Independent auditor's report**

To the members of

**Third Sector Together North West London (formerly H4All) CIO**

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### **Other information**

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- The information given in the trustees' annual report is inconsistent in any material respect with the financial statements;
- Sufficient accounting records have not been kept; or
- The financial statements are not in agreement with the accounting records and returns; or
- We have not received all the information and explanations we require for our audit

### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

## Independent auditor's report

### To the members of

#### Third Sector Together North West London (formerly H4All) CIO

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Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

#### Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or

## **Independent auditor's report**

**To the members of**

**Third Sector Together North West London (formerly H4All) CIO**

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non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charity's trustees as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Date: 28 January 2026  
Sayer Vincent LLP, Statutory Auditor  
110 Golden Lane, LONDON, EC1Y 0TG

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

### Third Sector Together North West London

#### Statement of financial activities

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
<b>Income from:</b>							
Charitable activities							
Health & Wellbeing Services		1,394,385	126,432	<b>1,520,817</b>	1,491,423	40,371	1,531,794
3rd Sector development (Hillingdon)	2	323,765	284,866	<b>608,631</b>	164,062	98,374	262,436
Key House trading	2	30,792	-	<b>30,792</b>	22,970	-	22,970
Other trading activities		-	-	-	-	-	-
<b>Total income</b>		<b>1,748,942</b>	<b>411,298</b>	<b>2,160,240</b>	<b>1,678,455</b>	<b>138,745</b>	<b>1,817,200</b>
<b>Expenditure on:</b>							
Charitable activities							
Health & Wellbeing Services	3	1,311,400	126,432	<b>1,437,832</b>	1,420,897	40,371	1,461,268
3rd Sector development (Hillingdon)	3	213,107	229,675	<b>442,782</b>	214,224	109,421	323,645
Key House trading	3	42,966	150,001	<b>192,967</b>	93,698	468,149	561,847
<b>Total expenditure</b>		<b>1,567,473</b>	<b>506,108</b>	<b>2,073,581</b>	<b>1,728,819</b>	<b>617,941</b>	<b>2,346,760</b>
<b>Net income / (expenditure) for the year</b>	4	<b>181,469</b>	<b>(94,810)</b>	<b>86,659</b>	<b>(50,364)</b>	<b>(479,197)</b>	<b>(529,560)</b>
Transfers between funds		-	-	-	2,751	(2,751)	-
<b>Net movement in funds</b>		<b>181,469</b>	<b>(94,810)</b>	<b>86,659</b>	<b>(47,613)</b>	<b>(481,948)</b>	<b>(529,560)</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		589,435	1,529,349	<b>2,118,785</b>	637,048	2,011,297	2,648,345
<b>Total funds carried forward</b>		<b>770,904</b>	<b>1,434,539</b>	<b>2,205,444</b>	<b>589,435</b>	<b>1,529,349</b>	<b>2,118,785</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 15a to the financial statements.

## Third Sector Together North West London

### Balance sheet

As at 31 March 2025

	Note	£	2025 £	£	2024 £
<b>Fixed assets:</b>					
Tangible assets	9		<b>1,362,493</b>		1,503,449
			<b>1,362,493</b>		1,503,449
<b>Current assets:</b>					
Debtors	10	<b>335,000</b>		705,318	
Cash at bank and in hand		<b>1,219,986</b>		781,725	
			<b>1,554,986</b>	1,487,043	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	11	<b>(712,035)</b>		(871,707)	
<b>Net current assets</b>			<b>842,951</b>		615,336
<b>Total net assets</b>			<b>2,205,444</b>		<b>2,118,785</b>
<b>The funds of the charity:</b>					
Restricted income funds	14a		<b>1,434,539</b>		1,529,349
Unrestricted income funds:					
General funds		<b>770,904</b>		589,435	
Total unrestricted funds			<b>770,904</b>		589,435
<b>Total charity funds</b>			<b>2,205,444</b>		<b>2,118,785</b>

Approved by the trustees on 16 January 2026 and signed on their behalf by

David Walker  
Chair

Third Sector Together North West London

Statement of cash flows

For the year ended 31 March 2025

	Note	2025 £	£	2024 £	£
<b>Cash flows from operating activities</b>					
Net income/ (expenditure) for the reporting period (as per the statement of financial activities)		86,659		(529,560)	
Depreciation charges		152,030		468,739	
Decrease /(Increase) in debtors		370,318		(115,203)	
(Decrease) /Increase in creditors		(159,672)		293,571	
<b>Net cash provided by operating activities</b>		<b>449,335</b>			<b>117,547</b>
<b>Cash flows from investing activities:</b>					
Purchase of fixed assets		(11,074)		(3,630)	
<b>Net cash provided by investing activities</b>		<b>438,261</b>			<b>113,917</b>
<b>Change in cash and cash equivalents in the year</b>		<b>438,261</b>			<b>113,917</b>
Cash and cash equivalents at the beginning of the year		781,725			667,808
<b>Cash and cash equivalents at the end of the year</b>		<b>1,219,986</b>			<b>781,725</b>

Analysis of cash and cash equivalents and of net debt

	At 1 April 2024 £	Cash flows £	Other non-cash changes £	At 31 March 2025 £
Cash at bank and in hand	781,725	438,261	-	1,219,986
<b>Total cash and cash equivalents</b>	<b>781,725</b>	<b>438,261</b>	<b>-</b>	<b>1,219,986</b>

## Third Sector Together North West London

### Notes to the financial statements

#### For the year ended 31 March 2025

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#### 1 Accounting policies

##### a) Statutory information

Third Sector Together North West London is a charitable incorporated organisation registered with the Charity Commission for England and Wales.

The registered office address is Lansdowne House, Saint Peters Way, Harlington, Middlesex UB3 5AB and the principal place of business is Key House, 106 High St, Yiewsley, West Drayton UB7 7BQ.

##### b) 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

##### c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

##### d) Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

##### e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

##### f) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

##### g) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Notes to the financial statements

For the year ended 31 March 2025

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**1 Accounting policies (continued)**

**h) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. The cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of staff time attributable to each activity, as follows:

● Health & Wellbeing Services	84%
● 3rd Sector Development (Hillingdon)	15%
● Key House trading	1%

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

**i) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**j) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The building value of £1,349,999 includes land valued at £451,870. Land is not depreciated. The building (Key House) is accounted for at historical cost less depreciation over 50 years.

The depreciation rates in use are as follows:

● Building assets	50 years
● Computer assets	4 years
● Fixtures and Fittings	4 years

**k) 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.

**l) 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.

**m) 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.

**n) Pensions**

There are no Third Sector Together North West London members of staff eligible for auto-enrolment and no staff member has voluntarily opted in. Seconded staff are opted in to their sovereign charity's pension scheme.

## Third Sector Together North West London

### Notes to the financial statements

#### For the year ended 31 March 2025

#### 2 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Hillingdon Health and Care Partners	331,162	-	<b>331,162</b>	328,845	-	328,845
NHS North West London CCG	873,409	-	<b>873,409</b>	979,586	-	979,586
The Confederation, Hillingdon CIC	1,320	-	<b>1,320</b>	-	-	-
Central and North West NHSFT	188,494	-	<b>188,494</b>	140,141	-	140,141
Greater London Authority	-	89,287	<b>89,287</b>	42,851	40,371	83,222
The Royal Marsden NHS Foundation Trust	-	37,145	<b>37,145</b>	-	-	-
<b>Sub-total for Health &amp; Wellbeing Services</b>	<b>1,394,385</b>	<b>126,432</b>	<b>1,520,817</b>	<b>1,491,423</b>	<b>40,371</b>	<b>1,531,794</b>
London Borough of Hillingdon	-	-	-	20,400	-	20,400
NHS North West London ICB	323,665	-	<b>323,665</b>	138,459	27,500	165,959
The National Lottery Community Fund	-	283,736	<b>283,736</b>	-	70,254	70,254
Donations	100	-	<b>100</b>	737	-	737
Other	-	1,130	<b>1,130</b>	4,466	620	5,086
<b>Sub-total for 3rd Sector development</b>	<b>323,765</b>	<b>284,866</b>	<b>608,631</b>	<b>164,062</b>	<b>98,374</b>	<b>262,436</b>
Rental income	30,520	-	<b>30,520</b>	22,838	-	22,838
Other	272	-	<b>272</b>	132	-	132
<b>Sub-total for Key House Trading</b>	<b>30,792</b>	<b>-</b>	<b>30,792</b>	<b>22,970</b>	<b>-</b>	<b>22,970</b>
<b>Total income from charitable activities</b>	<b>1,748,942</b>	<b>411,298</b>	<b>2,160,240</b>	<b>1,678,455</b>	<b>138,745</b>	<b>1,817,200</b>

## Third Sector Together North West London

### Notes to the financial statements

For the year ended 31 March 2025

#### 3a Analysis of expenditure (current year)

	Charitable activities					2025 Total £	2024 Total £
	Health & Wellbeing Services £	3rd Sector Development £	Key House Trading £	Governance costs £	Support costs £		
Staff costs (Note 5)	583,597	272,122	18,865	-	56,799	<b>931,383</b>	999,596
Age UK HHB Hospital Services	343,303	-	-	-	-	<b>343,303</b>	353,346
Other staff costs	42,264	26,292	-	-	7,673	<b>76,229</b>	100,242
Office costs	20,761	14,551	17,375	-	9,176	<b>61,863</b>	92,741
Other costs	44,849	536	4,619	35	4,726	<b>54,765</b>	83,589
Provision for doubtful debt	-	(57,411)	-	-	-	<b>(57,411)</b>	57,411
Direct project costs	257,876	133,039	-	-	-	<b>390,915</b>	117,837
Advertising and Marketing	-	-	-	-	-	-	-
Audit & Accountancy	-	-	-	18,600	-	<b>18,600</b>	19,030
Legal Fees	-	9,000	-	8,558	-	<b>17,558</b>	7,282
Bank Fees	-	-	-	-	535	<b>535</b>	471
Consulting	-	-	-	-	33,963	<b>33,963</b>	28,164
Depreciation	388	1,159	33,330	-	115	<b>34,992</b>	33,553
IT Software & Support	3,498	18,262	58	-	21,643	<b>43,461</b>	12,863
Insurance	-	-	-	-	6,387	<b>6,387</b>	5,449
Loss on fixed assets impairment	-	-	117,038	-	-	<b>117,038</b>	435,186
	<b>1,296,536</b>	<b>417,550</b>	<b>191,285</b>	<b>27,193</b>	<b>141,017</b>	<b>2,073,581</b>	<b>2,346,760</b>
Support costs	118,454	21,153	1,410	-	(141,017)	-	
Governance costs	22,842	4,079	272	(27,193)	-	-	
<b>Total expenditure 2025</b>	<b>1,437,832</b>	<b>442,782</b>	<b>192,967</b>	<b>-</b>	<b>-</b>	<b>2,073,581</b>	
Total expenditure 2024	1,461,268	323,645	561,847	-	-		2,346,760

Third Sector Together North West London

Notes to the financial statements

For the year ended 31 March 2025

3b Analysis of expenditure (prior year)

	Charitable activities					
	Health & Wellbeing Services £	3rd Sector Development £	Key House Trading £	Governance costs £	Support costs £	2024 Total £
Staff costs (Note 5)	717,056	193,930	18,471	-	70,139	999,596
Age UK HHB Hospital Services	353,346	-	-	-	-	353,346
Other staff costs	72,786	18,436	-	-	9,020	100,242
Office costs	5,634	1,032	72,868	-	13,207	92,741
Other costs	74,415	58,028	509	35	8,013	141,000
Direct project costs	97,513	19,761	-	-	563	117,837
Advertising and Marketing	-	-	-	-	-	-
Audit & Accountancy	-	-	-	19,030	-	19,030
Legal Fees	-	4,414	-	2,868	-	7,282
Bank Fees	-	-	-	-	19,030	19,030
Consulting	18,000	6,120	-	-	4,044	28,164
Depreciation	30	60	33,384	-	79	33,553
IT Software & Support	2,448	429	-	-	9,986	12,863
Insurance	-	-	-	-	5,449	5,449
Loss on fixed assets impairment	-	-	435,186	-	-	435,186
	<b>1,341,228</b>	<b>302,210</b>	<b>560,418</b>	<b>21,933</b>	<b>139,530</b>	<b>2,365,319</b>
Support costs	101,616	18,145	1,210	-	(139,530)	(18,559)
Governance costs	18,424	3,290	219	(21,933)	-	-
<b>Total expenditure 2024</b>	<b>1,461,268</b>	<b>323,645</b>	<b>561,847</b>	<b>-</b>	<b>-</b>	<b>2,346,760</b>

## Third Sector Together North West London

### Notes to the financial statements

#### For the year ended 31 March 2025

#### 4 Net movement in funds

This is stated after charging / (crediting):

	2025 £	2024 £
Depreciation	34,992	33,553
Auditor's remuneration (excluding VAT): Audit	<u>12,000</u>	<u>10,200</u>

#### 5 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	89,915	–
Social Security costs	8,006	–
Seconded staff costs	833,462	999,596
	<u>931,383</u>	<u>999,596</u>

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2025 No.	2024 No.
£60,000 – £69,999	<u>1</u>	<u>–</u>

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £213,557 (2024: £200,511).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2024: £nil). No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £nil (2024: £nil).

#### 6 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 27 for seconded staff and 2 for employees (2024: 29– seconded staff, nil– employees).

#### 7 Related party transactions

There are no related party transactions to disclose for 2025 (2024: none).

All trustees of Third Sector Together North West London represent other charities which are partnered with Third Sector Together North West London. Please see the full list of trustees on page 1 of this report. Third Sector Together North West London has transacted with these organisations during the year on an arms length basis.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

Third Sector Together North West London

Notes to the financial statements

For the year ended 31 March 2025

8 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

9 Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
<b>Cost or valuation</b>				
At the start of the year	1,664,814	9,564	17,693	<b>1,692,071</b>
Additions in year	-	-	11,074	<b>11,074</b>
Charge for the year- Impairment	(117,038)			<b>(117,038)</b>
Disposals in year	-	-	-	-
At the end of the year	<b>1,547,776</b>	<b>9,564</b>	<b>28,767</b>	<b>1,586,107</b>
<b>Depreciation</b>				
At the start of the year	164,814	8,185	15,623	<b>188,622</b>
Charge for the year	32,963	367	1,662	<b>34,992</b>
Charge for the year Impairment				
Eliminated on disposal	-	-	-	-
At the end of the year	<b>197,777</b>	<b>8,552</b>	<b>17,285</b>	<b>223,614</b>
<b>Net book value</b>				
<b>At the end of the year</b>	<b>1,349,999</b>	<b>1,012</b>	<b>11,482</b>	<b>1,362,493</b>
At the start of the year	<b>1,500,000</b>	<b>1,379</b>	<b>2,070</b>	<b>1,503,449</b>

Land valued at £451,870 is included within freehold property and not depreciated (2024: £451,870).

All of the above assets are used for charitable purposes.

In the most recent valuation, a further decrease in premises value has been noticed resulting from an overall local area properties prices fall. The impairment loss amount on revalued assets is £117,038

10 Debtors

	2025 £	2024 £
Other debtors	153,441	604,347
Prepayments	10,743	11,437
Accrued Income	170,816	89,534
	<b>335,000</b>	<b>705,318</b>

11 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	83,768	101,720
Accruals	78,028	65,623
Other creditors	11,824	236,527
Deferred income (note 12)	538,415	467,837
	<b>712,035</b>	<b>871,707</b>

Third Sector Together North West London

Notes to the financial statements

For the year ended 31 March 2025

12 Deferred income

Deferred income comprises income received in advance of delivery.

	2025 £	2024 £
Balance at the beginning of the year	467,837	293,469
Amount released to income in the year	(467,837)	(293,469)
Amount deferred in the year	538,415	467,837
Balance at the end of the year	<u>538,415</u>	<u>467,837</u>

13a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	12,494	–	1,349,999	1,362,493
Net current assets	758,410	–	84,540	842,951
<b>Net assets at 31 March 2025</b>	<u>770,904</u>	<u>–</u>	<u>1,434,539</u>	<u>2,205,444</u>

13b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	3,448	–	1,500,000	1,503,448
Net current assets	585,987	–	29,349	615,337
<b>Net assets at 31 March 2024</b>	<u>589,435</u>	<u>–</u>	<u>1,529,349</u>	<u>2,118,785</u>

Third Sector Together North West London

Notes to the financial statements

For the year ended 31 March 2025

14a Movements in funds (current year)

	At 1 April 2024 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2025 £
<b>Restricted funds:</b>					
<b>Health &amp; Wellbeing Services</b>					
Greater London Authority	-	89,287	(89,287)	-	-
The Royal Marsden NHS Foundation Trust	-	37,145	(37,145)	-	-
<b>3rd Sector Development</b>					
NHS NW London CCG	-	-	-	-	-
Donations	-	-	-	-	-
NHS North West London ICB	-	-	-	-	-
The National Lottery Community Fund	29,348	283,736	(228,545)	-	84,539
Other	-	1,130	(1,130)	-	-
<b>Key House</b>					
Key House	1,500,001	-	(150,001)	-	1,350,000
<b>Total restricted funds</b>	<b>1,529,349</b>	<b>411,298</b>	<b>(506,108)</b>	<b>-</b>	<b>1,434,539</b>
<b>General funds</b>	<b>589,435</b>	<b>1,748,942</b>	<b>(1,567,473)</b>		<b>770,904</b>
<b>Total unrestricted funds</b>	<b>589,435</b>	<b>1,748,942</b>	<b>(1,567,473)</b>	<b>-</b>	<b>770,904</b>
<b>Total funds</b>	<b>2,118,785</b>	<b>2,160,240</b>	<b>(2,073,581)</b>	<b>-</b>	<b>2,205,444</b>

The narrative to explain the purpose of each fund is given at the foot of the note below.

14b Movements in funds (prior year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2024 £
<b>Restricted funds:</b>					
<b>Health &amp; Wellbeing Services</b>					
Greater London Authority	-	40,371	(40,371)	-	-
<b>3rd Sector Development</b>					
NHS NW London CCG	40,396	-	(40,396)	-	-
CNOOC	-	-	-	-	-
Donations	2,751	-	-	(2,751)	-
NHS North West London ICB	-	27,500	(27,500)	-	-
The National Lottery Community Fund	-	70,254	(40,905)	-	29,348
Other	-	620	(620)	-	-
<b>Key House</b>					
Key House	1,968,150	-	(468,149)	-	1,500,001
<b>Total restricted funds</b>	<b>2,011,297</b>	<b>138,745</b>	<b>(617,940)</b>	<b>(2,751)</b>	<b>1,529,349</b>
<b>General funds</b>	<b>637,048</b>	<b>1,678,455</b>	<b>(1,728,819)</b>	<b>2,751</b>	<b>589,435</b>
<b>Total unrestricted funds</b>	<b>637,048</b>	<b>1,678,455</b>	<b>(1,728,819)</b>	<b>2,751</b>	<b>589,435</b>
<b>Total funds</b>	<b>2,648,345</b>	<b>1,817,200</b>	<b>(2,346,759)</b>	<b>-</b>	<b>2,118,785</b>

**14 Movements in funds (continued)**

**Purposes of restricted funds**

**Health and Wellbeing**

▪ **Greater London Authority**

To deliver targeted interventions to help families or individuals on low or no incomes to access advice and support.

▪ **The Royal Marsden NHS Foundation Trust**

To support the wider engagement programme of RMP and the People and Communities Strategic Forum

**3rd Sector Development**

▪ **LHC Community Benefit Fund**

To support the development of small 3rd sector organisations.

**Voluntary donations**

Restricted for supporting local residents suffering economic hardship.

**Key House**

Acquisition of a Hillingdon property that provides low cost accommodation for 3rd sector organisations, for the benefit of Hillingdon residents.

**Third Sector Together North West London**

England & Wales - Charity number 1182593

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# Accounts

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**3ST**

**NORTH WEST  
LONDON**

# Third Sector Together North West London

(formerly H4All) CIO

Trustee report and financial statements

For the year ended 31 March 2024



# Third Sector Together North West London (formerly H4All) CIO

## Contents

For the year ended 31 March 2024

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Reference and administrative information

For the year ended 31 March 2024

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<b>Charity number:</b>	1182593
<b>Country of registration:</b>	England & Wales
<b>Registered office:</b>	Key House 106 High Street Yiewsley, West Drayton, UB7 7BQ
<b>Trustees:</b>	Trustees who served during the year and up to the date of this report were: <b>Non-Executive:</b> Roger Calverley Hardeep Jhutti (resigned 31 October 2023) Margaret Roberts (resigned 31 October 2023) Jonathan Say (resigned 31 October 2023) Michael Breen (appointed 17 October 2023) Ian Diamant (appointed 31 October 2023) David Walker Chair (appointed June 2024, in role from 1 <sup>st</sup> September 2024) Angela Wegener (9 <sup>th</sup> August 2024)  <b>Executive:</b> Julian Lloyd Steven Curry Sally Chandler Vanessa Bonner Benn Keaveney (Deceased January 2024)
<b>Bankers:</b>	NatWest Bank plc 63 High Street Ruislip London, HA4 8JB  CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent, ME19 4JQ
<b>Solicitors:</b>	Tozers LLP Broadwalk House Southernhay West Exeter, Devon EX1 1UA

3ST NWL (formerly H4All) CIO

Reference and administrative information

For the year ended 31 March 2024

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**Auditor:**

Sayer Vincent LLP  
Chartered Accountants and Statutory Auditor  
110 Golden Lane  
London, EC1Y 0TG

Trustees' annual report

For the year ended 31 March 2024

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**Trustees' annual report**

The Trustees present their report and the audited financial statements for the year ended 31 March 2024. As detailed later in this report H4All has renamed itself 3ST (Third Sector Together) NWL, alongside changes to its constitution.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the charity's trust deed and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

**Aims and objectives**

**Our vision**

Across NWL our aim is to inspire and support a cohesive, empowered third sector community in North West London, driving sustainable social impact and enhancing the quality of life for all residents through collaboration and shared resources.

In Hillingdon, we aspire to support delivery of integrated health and wellbeing services that empower individuals and communities to live healthier, happier lives through compassionate care and support,

**Our mission**

Our mission is to unite and strengthen the third sector in North West London by fostering collaboration, sharing resources, and building capacity. We aim to empower organisations to deliver impactful services that enhance the well-being and quality of life for all residents.

In Hillingdon, we provide local integrated health and wellbeing services that are compassionate, accessible, and tailored to the needs of our community. We strive to empower individuals and families to achieve their best health and wellbeing through comprehensive support and innovative care solutions.

**Value statement**

We are committed to fostering a culture of collaboration, compassion, and excellence. Our core values include:

- Empowerment: We believe in empowering individuals, families, and organisations to achieve their fullest potential.
- Collaboration: We value the power of working together, sharing resources, and building strong partnerships to drive sustainable social impact.

## Third Sector Together North West London (formerly H4All) CIO

### Trustees' annual report

#### For the year ended 31 March 2024

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- **Compassion:** We provide care and support with empathy, kindness, and respect for all.
- **Innovation:** We strive to continuously improve and innovate our services to meet the evolving needs of our community.
- **Integrity:** We uphold the highest standards of honesty, transparency, and accountability in all our actions.
- **Sustainability:** We are committed to the creation of successful, sustainable environments where people thrive.

We combine the expertise of our member organisations and collaborate with others to ensure that residents benefit from quality, holistic services that are value for money. Our aim is to:

- Tackle enduring health inequalities.
- Educate and support residents to better understand and manage their long-term health conditions.
- Address the wider social determinants of health.
- Promote more appropriate usage of primary and secondary health and care services.
- Delay the demand for intensive care and support.

These values guide our mission to enhance the well-being and quality of life for all residents in North West London and Hillingdon.

#### Key messages:

- Promoting integration:** Within Hillingdon We will promote good health and wellbeing through coordinated advice, support and information. Our integrated services will be needs-responsive and designed based on residents' 'lived experiences'.
- Innovating and reflecting:** We are creative and understand what improves life. Through regular reflection we will ensure continuous improvement and develop alternative models of care and support.
- Collaborative advantage:** We will bring scope, scale and value to new and emerging models of care. We will work closely with the NWL ICB regionally and Hillingdon Health and Care Partnership (HHCP) locally to reduce – or significantly delay – demand for health and care services and will work to capitalise on the detailed and extensive understanding of population health needs that is held by the wider third sector.
- Scalability and leadership:** We will provide third sector leadership across NW London and beyond to share our learning and to find collective solutions to the challenges faced by statutory health and care services.

## Context and background

Third Sector Together North West London, formerly H4All, changed its name and constitution in July 2023 to reflect its evolving role across NWL. Originally a joint venture charity developed by five Hillingdon-based charities, these legacy partners retain places on the 3ST Board of Trustees, and H4All remains a local brand in Hillingdon. Operational since September 2015, 3ST H4All transitioned from a Community Interest Company (CIC) to a Charitable Incorporated Organisation (CIO) in March 2019. In 2021–22, Hillingdon Mind was replaced by West London Minds on the Board of Trustees and Executive. The organisation is no longer a joint venture vehicle, and its governance is evolving to support this change.

3ST is in a transitional state, it continues to directly deliver services in Hillingdon alongside its developing role supporting the wider VCSE through representation and advocacy with the ICB and its stated ambition to become a contract management vehicle.

In Hillingdon, our Community Health, My Health and Community Development teams focus on:

- a) Health promotion and prevention: Promoting health and preventing illness through coaching, education, and encouraging healthier lifestyles. The H4All Community Health team offer a range of services, including personalised support from a Wellbeing Support Officer.
- b) Addressing wider health determinants: Taking a holistic approach to address social issues and help people manage long-term conditions, offering an alternative to clinical referrals for GPs.
- c) Partnership working: Collaborating with other health and care charities to leverage third-sector knowledge in designing and delivering health services. As part of the Hillingdon Health and Care Partnership (HHCP), we align services with community needs.

Additionally, 3ST runs Key House, Yiewsley, as a resource centre for local voluntary organisations, offering hot desking and meeting rooms at competitive rates. The 3ST Board is considering the reducing need for space and how this impacts costs.

3ST NWL's role across the wider geographical footprint of NWL has significantly developed in the last 18 months through:

- Changes to constitution and governance structure,
- Recognition as the VCSE alliance partner by the NWL ICB,
- Securing funding, and representation on key governance boards.

This role continues to grow with the:

- Establishment of a membership portal
- An impact framework, and
- Advocacy for the VCSE with the ICB at regional and local levels.

- Development of a contract management vehicle to support the ICB and VCSE.

### Strategic objectives

3ST success reflects our ability to respond rapidly to new opportunities. We work to five main high-level objectives, that reflect our role in Hillingdon and across NWL.

#### 1. Develop the VCSE Alliance and infrastructure support

- Engage the broader third sector, across NWL and locally in Hillingdon with the ICB and placed based partnerships including the new neighbourhood structures, encouraging collaboration, and develop a population health model.

#### 2. Interface with Statutory Commissioners and the Third Sector

- Grow social capital in NW London through 3ST NWL, our collaborative covering eight London boroughs.

#### 3. Design and Deliver Health Services

- Reduce pressures on the NHS across the NW London Integrated Care Board (NWL ICB) footprint.

#### 4. Strengthen Partnerships with Stakeholders

- Enhance relationships in the health and care economy across NW London and beyond, and be recognised as thought leaders.

#### 5. Develop Scalable Products

- Generate income and engage the NWL ICB with new opportunities.

In the 2023–24 financial year, 3ST NWL has made significant progress towards these strategic objectives:

- **Enhanced Social Capital:** Successfully expanded our collaborative network across eight London boroughs, strengthening our influence and reach.
- **Health Service Delivery:** Implemented new health and wellbeing services, alongside existing services that have effectively reduced pressures on the NHS within the NWL ICB footprint.
- **VCSE Alliance:** Developed and engaged a broader third sector with emerging ICB Structure fostering collaboration and a population health model.
- **Stakeholder Partnerships:** Strengthened partnerships with key stakeholders in the health and care economy, gaining recognition as thought leaders..

Trustees' annual report

For the year ended 31 March 2024

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- **Scalable Products:** Developed and introduced scalable and saleable models of working, generating additional income and engaging the NWL ICB with new opportunities.
- **Representation:** Ensured strong representation and voice for NWL VCSE.
- **Influencing:** Strengthened the VCSE sector's influence within the NWL ICB system.
- **Service Provision:** Positioned the VCSE as a reliable service provider within the NWL ICB framework.

This report summarises what the charity has achieved against these objectives in the 2023–24 financial year.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees have considered how planned activities will contribute to the aims and objectives that have been set.

### Activities, achievements and performance

The charity's main activities and achievements in 2023–24 are detailed below:

1) **Community development:**

a) **Volunteer Hub**

In 2023–24, the Volunteer Hub recruited 152 volunteers and placed 59% of them by year end, 28 with external organisations. In addition, we successfully recruited all the volunteers needed for Daniella Logun Foundation's 2024 Christmas present drop by facilitating a corporate volunteering opportunity with Giff Gaff.

b) **Hillingdon Community Network (Health and Wellbeing Alliance)**

The former Health and Wellbeing Alliance underwent a rebrand on 3<sup>rd</sup> March 2024 and formally transitioned to the Hillingdon Community Network. This was in response to our members not feeling as though they identified with the previous name as many aren't directly linked to health. This also brought it's branding better in line with our existing publication the Hillingdon Community Voice. Membership of the Hillingdon Community Network has seen a 162% increase in its membership. Three network meetings have been facilitated this year, all held in person at Christ Church in Uxbridge. Meetings have covered local updates, roundtable discussions on barriers to the sector, discussions on improving social impact, a presentation on the new neighbourhood model, discussions on mutual gains in volunteering and lots of opportunities for networking.

c) **Sector training**

Our programme of training and workshops was put together with input from the sector using previous knowledge gathered by the team in 2023 and consultations from the sector in 2024. Training and workshops for the sector organised and delivered over the year included:

1. First Aid – Delivered by MGM Training, 11 attendees

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2. Bid Writing – Delivered by NCVO, 18 attendees
3. Awareness of Safeguarding Level 1 – Delivered by MGM Training, 10 attendees
4. Awareness of Mental Health – Delivered by MGM Training, 10 attendees
5. Volunteer Recruitment and Retention Workshop – Delivered by H4All, 28 attendees
6. Social Impact Workshop – Delivered by London Spotlight, 17 attendees
7. Social Impact Training – Delivered by London Spotlight, 10 attendees
8. Charity Skills in Finance – Delivered by NCVO, 12 attendees
9. Mental Health First Aid Training – Delivered by Hillingdon Mind, 13 attendees
10. Mental Health First Aid Training – Delivered by Hillingdon Mind, 14 attendees
11. Mutual Gains in Volunteering – Delivered by H4All, 22 attendees

In addition to core business, the team is developing – or has instigated with funding with the following projects:

#### **d) Help for Hillingdon**

Started in November 2021 via funding from the Greater London Authority, Help for Hillingdon is a programme that offers specialist personal finance, benefit and debt advice to Hillingdon residents in community settings through a partnership convened and managed by H4All's Community Development team. The partners are Bell Farm Christian Centre, Citizens Advice Hillingdon and Disability Advice and Support Hillingdon.

Data is provided by the partners directly to an organisation called Mime and an organisation called Wavehill analyses this data and provides us with a yearly report. In April 24 we were provided with some more in-depth analysis from April 23 to March 24.

- When looking into how the programme improved the health and wellbeing of advice seekers 89% of respondents said it had supported them a great extent. This is 93% higher than the London average of advice partnerships the GLA funds.
- In total 711 people were supported, 66% of which had never accessed advice before.
- 100% of surveyed advice respondents reported that their health and wellbeing had been improved.
- 168 advice seekers reported some kind of financial gain. This totalled £451,200, an average of £2,690 per person.

In March 2024, the programme secured some additional GLA funding to extend our work by another financial year, including the delivery in health settings.

#### **e) Compassionate Hillingdon**

Started in January 2022, Compassionate Hillingdon was a volunteer befriending scheme supporting adult Hillingdon residents who meet certain vulnerability criteria. The pilot project target was to recruit 30 Compassionate 'friends' and support 90 clients in the year-long pilot. In 2023 –24 we provided the service from April 2023 stepping it down in December 2023 following staffing issues and funding concerns. In that period 94 clients were supported, with over 1000 volunteer led interactions. All friends were supported into other roles or services during the last quarter of 2023–

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24. This project was highlighted as best practice by the ICB, with most clients are supported with regular phone calls from volunteers, with issues escalated to the service coordinator for action.

f) **Hillingdon Community Voice**

Our quarterly newsletter Hillingdon Community Voice is currently distributed all 233 members of the Hillingdon Community Network and features organisational updates, local news, funding opportunities and best practice learnings. It is supplemented with a fortnightly update from the team that includes updates on all our training, workshops, Hillingdon Community Network meetings and local updates.

□

Service:	Numbers engaged:
Hillingdon Community Network	233 member organisations
Help4Hillingdon	711 residents
Volunteer Hub	152 volunteers recruited 90 volunteers were successfully placed 3 new organisations sought volunteers 8 new roles were created

2) **Community Health Services:**

a) **Wellbeing Service**

3ST has continued to deliver its core Wellbeing Service under the H4All brand. The service was extended a couple of years ago from over-65s to all people over the age of 18 years who are: living with one or more long-term conditions; at risk of deteriorating health or showing signs of frailty; not engaged in managing their condition(s); and/or who are socially isolated or lonely. In 2023 – 2024 513 Residents were supported by this service, 55% were referred for support for a long-term health condition, and 22% were referred to support feelings of loneliness and isolation.

203 residents to wider VCSE organisations for support

The service aims to delay or reduce the need for costly health services and promote more appropriate use of these services. It provides:

- Residents with the tools, strategies and understanding to better manage their long-term conditions and make better informed choices about their future health, wellbeing and quality of life.
- A seamless link to the extensive health and wellbeing 'offer' in the third sector, which is preventative in nature. This is particularly appropriate for people who are lonely or isolated

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or whom, through the GP risk stratification process, are identified as being unstable or at risk of deterioration.

- A credible alternative to clinical referral for primary and secondary care staff.

**b) High-intensity user (HIU) service**

A non-clinical service that works intensively with the top 50 users of emergency health services, locally based staff are actively addressing the many social and psychological issues that cause individuals to over-use A&E and 999 services. This cohort accounts for £7 million of the annual health and care spend so by providing alternative sources of support, H4All is reducing their usage of, and dependence on, more costly frontline services

**c) Active case management – Care Connection teams (CCTs)**

A service provided the next cohort of around 4,000 high consumers of health services with H4All Wellbeing Support Assistants working as part of the borough's multi-agency Care Connection teams. This group of the population account for around 50% of the annual health spend and, through close and careful active management, H4All is also promoting more appropriate use of these resources. In 2023 – 2024 54 residents received intensive support from the team.

**d) Oaktree Safely Home**

This supported discharge programme is delivered by 3ST and Age UK H,H,B, with the aim of making sure hospital discharges are safely-managed. 161 residents accessed the service in 2023–24 and the team ensure that care packages are reinstated, aids and adaptations are in place, welfare benefits are claimed or reinstated and that all relevant family members or support services are notified and engaged with the discharge. Following a review and the success of the service, referrals into the Oak Tree Safely Home service have now extended to the Community Mental Health Team.

**3) My Health and New Projects**

**a) Back to Health**

The Hillingdon Back to Health project tackles health inequities in high-deprivation areas, initially focusing on ophthalmology appointments in the Colne Union PCN (~47,000 patients). It reduces no-show (DNA) rates through a data-driven approach, engaging patients via volunteer-led calls to address barriers, provide support, and connect to community services. A 2.3% absolute and 17.7% relative reduction in DNA rates has been achieved, dropping from 12.8% to 10.6% compared to the previous year. Emerging evidence shows the reduction was proportionally highest among patients in the most deprived areas, with a 43% relative decrease in DNA rates for IMD deciles 1–2 (from 17.9% to 10.2%).

Building on this success, the project will expand to urology, identified through hospital data as another high-impact area. This shift moves from a PCN approach to a neighbourhood-level model, focusing on the South-East neighbourhood. Aligning with local priorities ensures collaboration with the neighbourhood director and surgeries, testing scalability for future work.

## Third Sector Together North West London (formerly H4All) CIO

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Total Number of calls to date: 2070

Total Volunteers on the project: 12

Percentage of calls requiring a clinical follow up: 37%

Percentage of calls requiring some sort of action including clinical: 78%

#### b) MyHealth

KPI	Q1 2023	Q2 2023	Q3 2023	Q4 2024	Total
Number of workshop sign ups	394	321	208	618	1541
Number of clinical workshops held	45	35	33	41	154
Number of Attendees	310	246	153	362	1071
Number of roadshow and community workshop attendees	54	68	197	283	602

Combined attendee total: 1673

In addition to the above figures MyHealth has been successful in our reaccreditation of both our Diabetes type 2 and Pre-Diabetes structured education workshops. This was a crucial objective in 2024 to ensure we stayed as an accredited structured education to ensure we are contributing to neighbourhood targets as well as us utilising the accreditation to work more with the NWL Diabetes team. The MyHealth team has set objectives 2025/26 to expand our work to focus on the following areas

- **Dental** – Kids & Asylum Seekers
- **Hypertension** – Continue to be part of the neighbourhood offer of hypertension prevalence.
- **Diet & Nutrition** – Work at a neighbourhood level to tackle obesity through education and awareness

#### c) REN Roadshows

ICS REN 2, delivered by NWL ARC in collaboration with local community and voluntary sectors and the Clinical Research Network (CRN), hosted public roadshows in Brent, Hounslow, Ealing, and Hillingdon to boost diversity in research participation. These roadshows focused on hypertension while facilitating broader conversations on other community health concerns. Building on REN 1's success, REN 2 expanded its geographical reach and strengthened existing partnerships. The hypertension focus encouraged GP surgery involvement, increasing patient invitations through text messaging.

The roadshows offered comprehensive health education, including hypertension awareness, blood pressure testing, BMI assessments, and one-on-one consultations with healthcare professionals.

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In Hillingdon

- 1,566 residents attended
- 192 consented to research participation
- 785 provided feedback
- 397 joined educational sessions

Future roadshows will transition from a PCN to a neighbourhood-level model, reducing events from seven to three. This streamlined approach will optimise resources and secure greater buy-in from Hillingdon neighbourhoods by aligning roadshows with local health targets.

**d) Falls Prevention**

In collaboration with CNWL, Age UK, and Hillingdon Public Health, the initiative also targets the top 10 care homes with high fall rates based on LAS data. The aim of the project is to provide tools for self-managing fall risks through strength training and simple exercises to reduce A&E visits and hospital stays.

Local data highlights higher fall rates in care homes, extra care, and sheltered housing, leading to increased ambulance calls, ED visits, and hospital admissions. Staff in these settings, as well as primary care, require falls prevention training to address this issue. HHCP has introduced a virtual training program to equip staff with knowledge and skills in fall prevention, emphasizing strength and balance training aligned with NICE guidance.

These resources are designed for both care settings and home environments, ensuring widespread access for carers and individuals at risk of falls.

These videos will now be disseminated among the care homes through UCB sticks and publicised widely among HHCP through various meetings, newsletters and being published on a number of HHCP partners websites.

**4) Management of Key House:**

H4All continues to manage Key House, a Community Resource Centre in Yiewsley, which continues to offer office space to local charities, as well as hot-desking facilities and a large competitively-priced meeting room.

Trustees are currently considering their options in discussion with Hillingdon Council, as it is an old building with rising costs and diminishing returns, as many smaller charities have moved to home-working post-pandemic.

**5) Third Sector Alliance Infrastructure Support**

In response to the changing patterns of health commissioning, 3ST has developed a leadership role at a NW London regional level to develop a collaborative model of working across the third sector in the eight boroughs of NW London. Working with a broad range of partners from the London boroughs of Harrow, Brent, Ealing, Hounslow, Kensington and Chelsea, Hammersmith and Fulham,

### Trustees' annual report

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and Westminster, 3ST NWL continues to grow in size, structure, maturity, and influence. It is now formally recognised as the gateway to the third sector in NWL, with seats secured on all NWL ICB structures: [www.3stnwl.org.uk](http://www.3stnwl.org.uk).

3ST works to:

- **Protect Influence:** Maintain the influence 3ST enjoys in Hillingdon via their seat on the local Borough-based Partnership, Hillingdon Health and Care Partners (HHCP), and ensure similar engagement in other boroughs.
- **Strategic Commissioning Link:** Serve as a strategic link between the third sector and the health and care system. Significant activity has taken place to support the transition of 3ST into the commissioning vehicle for 3ST NWL, including securing legal advice, making changes with the Charity Commission, protecting local services and assets, and developing robust agreements and governance structures.
- **Develop Local Agreements:** Continue the management, delivery, monitoring, and improvement of local Hillingdon contracts with legacy partners.
- **Integrated Health and Care System:** Operate as equal delivery partners, providing quality health and care support to the 2.4 million residents of NW London.
- **Service Design:** Use combined skills and experience to design services that promote population health, improve self-management of long-term conditions, address health inequalities, and contribute to system transformation.

3ST NWL is now recognised by the NWL ICS as the third sector representative body, with seats on the Partnership Board and nine Portfolio Boards. 3ST has developed a three-tier working model inclusive of all voluntary groups and organisations in NW London, effectively providing a gateway to the sector and ensuring resources are directed where they will be most effective, including at the heart of the region's diverse communities.

#### Beneficiaries and stakeholders

3STs beneficiaries and stakeholders include:

- a) All VCSE organisations involved in support resident Health and Wellbeing across NWL, this includes the 3ST Strategic Membership Group that comprises of 32 borough representatives. This includes the wider sector in Hillingdon through the Hillingdon Community Network.
- b) All residents in the London Borough of Hillingdon that meet the service specifications. Residents can self-refer to locally branded H4All services, are engaged with the services through outreach activity and public events, or, can be referred by a health professional or another charity.

## Third Sector Together North West London (formerly H4All) CIO

### Trustees' annual report

#### For the year ended 31 March 2024

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- c) The five legacy charities: Age UK Hillingdon Harrow and Brent, Disability Advice and Support Hillingdon (DASH), Harlington Hospice, Carers Trust Hillingdon and West London Minds.
- d) The NWL ICB, including eight Borough Based partnerships, HHCP Hillingdon Health and Care Partnership and the GP Confederation Hillingdon CIC.
- e) The London Borough of Hillingdon. The council is regularly updated on developments within 3ST and has been very supportive of the work 3ST has undertaken to improve closer working across the third sector.
- f) NHS England, NHS London and NW London Integrated Care System (ICS) Ultimately, beneficiaries will include the residents of NW London.

### Consultation

In its role supporting the VCSE Alliance, 3ST holds regularly meetings with the 3ST Strategic group. This group comprises of 4 representatives for each NWL Borough, including the local CVS/Infrastructure body to support wider engagement. This is further supplemented by a Alliance Executive Team, that ensures that 3ST is promoting the voice of the sector with the ICB. Both groups are regularly consulted with, and these views have supported the development of 3ST governance and strategy.

As a local brand H4All secures regular feedback on its services from stakeholders through a link on their website: <http://www.H4All.org.uk/community-engagement>

3ST convenes a regular meeting of the Hillingdon Health and Wellbeing Alliance, renamed as Hillingdon Community Network in March 2024, to ensure that the wider third sector is engaged with collaborative working.

3ST and the legacy partner charities support the Council and the HHCP partners with a broad range of resident engagement and consultation activities each year.

## Third Sector Together North West London (formerly H4All) CIO

### Trustees' annual report

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#### Financial review

3ST has continued to grow its services and has added a number of projects to both its Community Health and Community Development portfolios. This includes 5 years of grant funding for Community Development equating to £1.5m.

3ST continues with the ownership and management of Key House, taking responsibility for providing low-cost rental space for local community organisations and ensuring the upkeep of the building. 3ST started to directly employ staff in June 2024, with a total of three employees at the time of writing. Operational staff are employed by the partner charities and seconded to 3ST NWL. Hospital and Falls services staff are employed and work in Age UK Hillingdon, Harrow and Brent.

3ST income during the year ended 31 March 2024 decreased by £109,885 – a decrease of 6%. An overall loss of £529,560 was generated including impairments to property.

Reserves were £2,118,785 and are analysed as:

Restricted reserves comprising the Key House building in West Drayton	£1,500,000
Other restricted reserves	£29,349
Total restricted reserves	£1,529,349
Free reserves	£589,435
<b>Total reserves</b>	<b>£2,118,785</b>

#### Reserves policy and going concern

3ST's reserves policy is kept under review given the changes that are being made to include the larger operational area of the eight boroughs of NW London. Articles have been changed with the Charity Commission to reflect the expanded operational area.

Currently the minimum level of the Operating Reserve is determined by key expenses to the organisation to ensure Trustees can meet all liabilities in the event that key funded services need to be wound down. These are:

- Two/three months running costs and statutory redundancy costs for employed staff, and for seconded staff for the period for which they have been seconded to 3ST. Redundancy costs for time that seconded staff worked for their parent organisation prior to their work with 3ST will be met by the parent organisation.  
Cashflow reserves, where the payment of contract or grant income can be delayed by up to two months.
- £50,000 contingency fund
- Repair and maintenance costs for Key House: 3ST has the responsibility for ensuring that Key House remains a valuable asset for developing the third sector in Hillingdon.

The calculation to meet these conditions has resulted in an Operating Reserve of £465,000. We currently met this reserve level, and the Board expects to continue to meet this reserve ambition.

3ST has contractually guaranteed revenues covering most of the next 12 months at previous year's levels. It is also expanding services and received infrastructure funding from the NWL ICS to support the development of 3ST NWL. In addition, it has secured funding for 5 years to support the Community Development funding. As such there are no material uncertainties, and the board consider 3ST NWL to be a going concern.

### Principal risks and uncertainties

The trustees review key risks and associated mitigating actions every six months, as detailed in the comprehensive 3ST Risk Register. Priorities are to manage a balanced budget and prudently expand our role and services in line with the strategic plan. New risks are added as required.

The changing face of health commission presents a risk to the organisation as the NW London ICB is reviewing all contracts across the eight boroughs, against a backdrop of ICB financial pressures and a levelling up agenda. 3ST is actively engaging with the ICB to lobby for a uniform approach to review for the VCSE alongside discussions around Hillingdon based contracts. 3ST benefitted in January 2024 from a £1.5 million grant over five years from the Lottery to sustain and expand community development activity in Hillingdon which was a previously identified risk.

The sustainability of Key House is identified as a risk for the organisation, due to the reduced need for office and meeting space in the sector, and the high costs associated with an aging building. The Board has agreed to exploring the sale of the building and is actively seeking the removal of covenants to support the sale, with a view to purchasing a more cost-effective fit for purpose building that will better support the aims of the charity.

### Fundraising

3ST does not engage in any material fundraising activities. All its income comes from NHS-related contracts, Local Authority funding or grant applications from a range of Charitable Trusts and Foundations.

### Plans for the future

3ST is currently well established as a key partner in the Hillingdon Health and Care Partnership (HHCP) and in all emerging structures for the NWL ICS, with 3ST seats on the ICS Board and all subsequent structures.

Leveraging experience and knowledge gained from our role across the ICS, 3ST NWL continues to develop its leadership role as the voice and advocate for the VCSE within the ICB. Our aim is to protect the hard-won influence achieved in local structures by the VCSE and ensure that 3ST NWL becomes an equal delivery partner in the integrated health and care system. We strive to be involved in service design and sector recovery and to be recognised for the role the sector plays in tackling health inequalities, alongside our ambition to be a contract management vehicle.

### Structure, governance and management

The organisation first registered as a Community Interest Company (CIC) on 25 September 2015. It changed its status to Charitable Incorporated Organisation (CIO) and registered with the Charity Commission on 22 March 2019. In July 2023 the organisation changed its constitution and name to Third Sector Together NWL, known as 3ST NWL. The organisation is no longer a joint venture vehicle. Original partners, now known as legacy partners, retain places on the 3ST Board, with the stated intention for places to reduce over time to reflect the change the nature of the organisation. Legal advice has been sought by Trustees that outlines their roles within the changed governance structure.

#### a) Appointment of trustees

Trustees are appointed in line with the revised constitution, which includes a new role of Independent Chair. This is currently held by David Walker, who formally joined the Board in September 2024.

Legacy Partners have retained five places on the Board, with an agreement for Executive Trustees to stand down in January 2025, to enable 3ST to move towards its stated desire to recruit five additional Trustees, including a treasurer.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 5 to the accounts.

Trustees' annual report

For the year ended 31 March 2024

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**b) Trustee induction and training**

All new trustees are provided with an induction and have the opportunity to spend time visiting the services should they wish to. All are provided with the Charity Commission 'Essential Trustee Guide' and have access to funding for any training that they identified that they need.

**c) Related parties and relationships with other organisations**

The role of trustees has changed reflecting the change in constitution and the move away from a joint venture vehicle. Advice has been sought by Trustees around conflict of interests and loyalties, with a new conflict of interest policy being developed to support governance. As outlined in the constitution legacy partner Trustees retain an interest in the assets associated with Hillingdon – this includes Key House, Hillingdon based contracts and reserves accumulated through Hillingdon based contracts.

- Mr Roger Calverley is also a trustee for Age UK, Hillingdon, Harrow and Brent.
- Mr Michael Breen is also a trustee for Harlington Hospice.
- Mr Ian Diamant is also a trustee for DASH.
- The appointment of a trustee representative for the West London Minds collaborative is currently underway

**d) Remuneration policy for key management personnel**

From June 2024 3ST directly employed staff, transferring two existing staff – 3ST and H4All Managing Director and the Executive Board Support roles. An additional role was recruited to in November 2024. Appropriate infrastructure has been put in place to support these role including policies, payroll and pensions.

3ST has a senior management team (SMT) that supports Hillingdon contract delivery, it comprises individuals from Age UK Hillingdon, Harrow & Brent, Harlington Hospice, DASH, and Carers Trust Hillingdon and Ealing. As such any new appointments to the SMT would reflect policies of their employer.

**Statement of responsibilities of the trustees**

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing financial statements giving a true and fair view, the trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.

**Trustees' annual report**

**For the year ended 31 March 2024**

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- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011.

They are also responsible for safeguarding the assets of the charity hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

**e) Auditor**

Sayer Vincent LLP was appointed as the charity's auditor in 2021 and has expressed its willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees and signed on their behalf by:

**David Walker**  
**Chair**

Date: 31 January 2025

## **Independent auditor's report**

### **To the members of**

### **Third Sector Together North West London (formerly H4All) CIO**

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Independent auditor's report to the trustees of Third Sector Together North West London (formerly H4All) CIO.

#### **Opinion**

We have audited the financial statements of Third Sector Together North West London (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charity's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Charities Act 2011

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Third Sector Together North West London's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## **Independent auditor's report**

To the members of

**Third Sector Together North West London (formerly H4All) CIO**

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### **Other information**

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- The information given in the trustees' annual report is inconsistent in any material respect with the financial statements;
- Sufficient accounting records have not been kept; or
- The financial statements are not in agreement with the accounting records and returns; or
- We have not received all the information and explanations we require for our audit

### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

## Independent auditor's report

To the members of

### Third Sector Together North West London (formerly H4All) CIO

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Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

#### Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or

## **Independent auditor's report**

**To the members of**

**Third Sector Together North West London (formerly H4All) CIO**

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non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charity's trustees as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Date: 31 January 2025  
Sayer Vincent LLP, Statutory Auditor  
110 Golden Lane, LONDON, EC1Y 0TG

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

## Third Sector Together North West London

### Statement of financial activities

For the year ended 31 March 2024

	Note	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
<b>Income from:</b>							
Charitable activities							
Health & Wellbeing Services	2	1,491,423	40,371	<b>1,531,794</b>	1,723,397	21,887	1,745,284
3rd Sector development (Hillingdon)	2	164,062	98,374	<b>262,436</b>	70,000	75,486	145,486
Key House trading	2	22,970	-	<b>22,970</b>	31,123	-	31,123
Other trading activities		-	-	-	5,190	-	5,190
<b>Total income</b>		<b>1,678,455</b>	<b>138,745</b>	<b>1,817,200</b>	<b>1,829,710</b>	<b>97,373</b>	<b>1,927,083</b>
<b>Expenditure on:</b>							
Charitable activities							
Health & Wellbeing Services	3	1,420,897	40,371	<b>1,461,268</b>	1,244,878	21,887	1,266,765
3rd Sector development (Hillingdon)	3	214,224	109,421	<b>323,645</b>	315,938	73,836	389,774
Key House trading	3	93,698	468,149	<b>561,847</b>	48,785	34,613	83,398
<b>Total expenditure</b>		<b>1,728,819</b>	<b>617,941</b>	<b>2,346,760</b>	<b>1,609,602</b>	<b>130,335</b>	<b>1,739,937</b>
<b>Net income / (expenditure) for the year</b>							
	4	(50,364)	(479,197)	<b>(529,560)</b>	220,108	(32,963)	187,146
Transfers between funds		2,751	(2,751)	-	-	-	-
<b>Net movement in funds</b>		<b>(47,613)</b>	<b>(481,948)</b>	<b>(529,560)</b>	<b>220,108</b>	<b>(32,963)</b>	<b>187,146</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		637,048	2,011,297	<b>2,648,345</b>	416,940	2,044,260	2,461,200
<b>Total funds carried forward</b>		<b>589,435</b>	<b>1,529,349</b>	<b>2,118,785</b>	<b>637,048</b>	<b>2,011,297</b>	<b>2,648,345</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 15a to the financial statements.

## Third Sector Together North West London

### Balance sheet

As at 31 March 2024

	Note	£	2024 £	£	2023 £
<b>Fixed assets:</b>					
Tangible assets	9		1,503,449		1,968,558
			<u>1,503,449</u>		<u>1,968,558</u>
<b>Current assets:</b>					
Debtors	10	705,318		590,115	
Cash at bank and in hand		781,725		667,808	
		<u>1,487,043</u>		<u>1,257,923</u>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	11	(871,707)		(578,136)	
			<u>615,336</u>		<u>679,787</u>
<b>Net current assets</b>			<u>615,336</u>		<u>679,787</u>
<b>Total net assets</b>			<u><u>2,118,785</u></u>		<u><u>2,648,345</u></u>
<b>The funds of the charity:</b>					
Restricted income funds	14a		1,529,349		2,011,297
Unrestricted income funds:					
General funds		589,435		637,048	
		<u>589,435</u>		<u>637,048</u>	
Total unrestricted funds			<u>589,435</u>		<u>637,048</u>
<b>Total charity funds</b>			<u><u>2,118,785</u></u>		<u><u>2,648,345</u></u>

Approved by the trustees on 31 January 2025 and signed on their behalf by

David Walker  
Chair

Third Sector Together North West London

Statement of cash flows

For the year ended 31 March 2024

	Note	2024 £	£	2023 £	£
<b>Cash flows from operating activities</b>					
Net income/ (expenditure) for the reporting period (as per the statement of financial activities)		(529,560)		187,146	
Depreciation charges		468,739		34,986	
Decrease /(Increase) in debtors		(115,203)		432,147	
(Decrease) /Increase in creditors		293,571		(402,049)	
<b>Net cash provided by operating activities</b>			<b>117,547</b>		<b>252,230</b>
<b>Cash flows from investing activities:</b>					
Purchase of fixed assets		(3,630)		-	
<b>Net cash provided by investing activities</b>			<b>113,917</b>		<b>252,230</b>
<b>Change in cash and cash equivalents in the year</b>			<b>113,917</b>		<b>252,230</b>
Cash and cash equivalents at the beginning of the year			<b>667,808</b>		<b>415,579</b>
<b>Cash and cash equivalents at the end of the year</b>			<b>781,725</b>		<b>667,808</b>

Analysis of cash and cash equivalents and of net debt

	At 1 April 2023 £	Cash flows £	Other non- cash changes £	At 31 March 2024 £
Cash at bank and in hand	667,808	113,917	-	<b>781,725</b>
<b>Total cash and cash equivalents</b>	667,808	113,917	-	<b>781,725</b>

## Third Sector Together North West London

### Notes to the financial statements

#### For the year ended 31 March 2024

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#### 1 Accounting policies

##### a) Statutory information

Third Sector Together North West London is a charitable incorporated organisation registered with the Charity Commission for England and Wales.

The registered office address is Lansdowne House, Saint Peters Way, Harlington, Middlesex UB3 5AB and the principal place of business is Key House, 106 High St, Yiewsley, West Drayton UB7 7BQ.

##### b) 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

##### c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

##### d) Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

##### e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

##### f) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

##### g) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**1 Accounting policies (continued)**

**h) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. The cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of staff time attributable to each activity, as follows:

● Health & Wellbeing Services	84%
● 3rd Sector Development (Hillingdon)	15%
● Key House trading	1%

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

**i) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**j) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The building value of £2,100,000 includes land valued at £451,870. Land is not depreciated. The building (Key House) is accounted for at historical cost less depreciation over 50 years.

The depreciation rates in use are as follows:

● Building assets	50 years
● Computer assets	4 years
● Fixtures and Fittings	4 years

**k) 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.

**l) 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.

**m) 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.

**n) Pensions**

There are no Third Sector Together North West London members of staff eligible for auto-enrolment and no staff member has voluntarily opted in. Seconded staff are opted in to their sovereign charity's pension scheme.

## Third Sector Together North West London

### Notes to the financial statements

For the year ended 31 March 2024

#### 2 Income from charitable activities

			2024			2023
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Hillingdon Health and Care Partners	328,845	-	<b>328,845</b>	560,420	-	560,420
London Borough of Hillingdon	-	-	-	-	21,887	21,887
NHS North West London CCG	979,586	-	<b>979,586</b>	973,188	-	973,188
Primary Care Trusts Hounslow	-	-	-	23,333	-	23,333
The Confederation, Hillingdon CIC	-	-	-	77,800	-	77,800
Central and North West NHSFT	140,141	-	<b>140,141</b>	-	-	-
Greater London Authority	42,851	40,371	<b>83,222</b>	88,656	-	88,656
<b>Sub-total for Health &amp; Wellbeing Services</b>	<b>1,491,423</b>	<b>40,371</b>	<b>1,531,794</b>	<b>1,723,397</b>	<b>21,887</b>	<b>1,745,284</b>
City Bridge Trust	-	-	-	-	11,350	11,350
London Borough of Hillingdon	20,400	-	<b>20,400</b>	70,000	62,486	132,486
NHS North West London ICB	138,459	27,500	<b>165,959</b>	-	-	-
The National Lottery Community Fund	-	70,254	<b>70,254</b>	-	-	-
Donations	737	-	<b>737</b>	-	-	-
Other	4,466	620	<b>5,086</b>	-	-	-
CNOOC	-	-	-	-	1,650	1,650
<b>Sub-total for 3rd Sector development</b>	<b>164,062</b>	<b>98,374</b>	<b>262,436</b>	<b>70,000</b>	<b>75,486</b>	<b>145,486</b>
Rental income	22,838	-	<b>22,838</b>	31,123	-	31,123
Other	132	-	<b>132</b>	-	-	-
<b>Sub-total for Key House Trading</b>	<b>22,970</b>	<b>-</b>	<b>22,970</b>	<b>31,123</b>	<b>-</b>	<b>31,123</b>
<b>Total income from charitable activities</b>	<b>1,678,455</b>	<b>138,745</b>	<b>1,817,200</b>	<b>1,824,520</b>	<b>97,373</b>	<b>1,921,893</b>

Third Sector Together North West London

Notes to the financial statements

For the year ended 31 March 2024

3a Analysis of expenditure (current year)

	Charitable activities					2024 Total £	2023 Total £
	Health & Wellbeing Services £	3rd Sector Development £	Key House Trading £	Governance costs £	Support costs £		
Staff costs (Note 5)	717,056	193,930	18,471	-	70,139	<b>999,596</b>	968,603
Age UK HHB Hospital Services	353,346	-	-	-	-	<b>353,346</b>	407,308
Other staff costs	72,786	18,436	-	-	9,020	<b>100,242</b>	80,504
Office costs	5,634	1,032	72,868	-	13,207	<b>92,741</b>	66,033
Other costs	74,415	58,028	509	35	8,013	<b>141,000</b>	46,644
Direct project costs	97,513	19,761	-	-	563	<b>117,837</b>	86,727
Advertising and Marketing	-	-	-	-	-	-	355
Audit & Accountancy	-	-	-	19,030	-	<b>19,030</b>	12,000
Legal Fees	-	4,414	-	2,868	-	<b>7,282</b>	10,538
Bank Fees	-	-	-	-	471	<b>471</b>	352
Consulting	18,000	6,120	-	-	4,044	<b>28,164</b>	-
Depreciation	30	60	33,384	-	79	<b>33,553</b>	34,986
IT Software & Support	2,448	429	-	-	9,986	<b>12,863</b>	20,061
Insurance	-	-	-	-	5,449	<b>5,449</b>	5,824
Loss on fixed assets impairment	-	-	435,186	-	-	<b>435,186</b>	-
	<b>1,341,228</b>	<b>302,210</b>	<b>560,418</b>	<b>21,933</b>	<b>120,971</b>	<b>2,346,760</b>	<b>1,739,936</b>
Support costs	101,616	18,145	1,210	-	(120,971)	-	-
Governance costs	18,424	3,290	219	(21,933)	-	-	-
<b>Total expenditure 2024</b>	<b>1,461,268</b>	<b>323,645</b>	<b>561,847</b>	<b>-</b>	<b>-</b>	<b>2,346,760</b>	
Total expenditure 2023	1,266,764	389,774	83,399	-	-		<b>1,739,936</b>

Third Sector Together North West London

Notes to the financial statements

For the year ended 31 March 2024

3b Analysis of expenditure (prior year)

	Charitable activities					2023 Total £
	Health & Wellbeing Services £	3rd Sector Development £	Key House Trading £	Governance costs £	Support costs £	
Staff costs (Note 5)	706,803	231,510	15,208	-	15,082	968,603
Age UK HHB Hospital Services	407,068	-	-	-	240	407,308
Other staff costs	49,289	13,045	950	-	17,221	80,504
Office costs	16,176	12,771	30,312	-	6,775	66,033
Other costs	3,567	36,524	839	126	5,589	46,644
Direct project costs	16,952	68,593	55	-	1,127	86,727
Advertising and Marketing	-	355	-	-	-	355
Audit & Accountancy	-	-	-	12,000	-	12,000
Legal Fees	-	9,170	1,368	-	-	10,538
Bank Fees	-	-	(108)	-	461	352
Consulting	-	-	-	-	-	-
Depreciation	-	-	34,043	-	944	34,986
IT Software & Support	10,172	7,674	57	-	2,157	20,061
Insurance	-	-	-	-	5,824	5,824
	1,210,027	379,641	82,723	12,126	55,419	1,739,936
Support costs	46,551	8,313	555	-	(55,419)	-
Governance costs	10,186	1,819	121	(12,126)	-	-
<b>Total expenditure 2023</b>	<b>1,266,764</b>	<b>389,774</b>	<b>83,399</b>	<b>-</b>	<b>-</b>	<b>1,739,936</b>

## Third Sector Together North West London

### Notes to the financial statements

#### For the year ended 31 March 2024

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#### 4 Net movement in funds

This is stated after charging / (crediting):

	2024 £	2023 £
Depreciation	33,553	34,986
Auditor's remuneration (excluding VAT): Audit	10,200	9,500
	<u>10,200</u>	<u>9,500</u>

#### 5 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	-	-
Social Security costs	-	-
Seconded staff costs	999,596	968,603
	<u>999,596</u>	<u>968,603</u>

No employee earned more than £60,000 during the year (2023: nil).

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £200,511 (2023: £171,082).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2023: £nil). No charity trustee received payment for professional or other services supplied to the charity (2023: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £nil (2023: £nil).

#### 6 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 29 (2023: 35).

#### 7 Related party transactions

There are no related party transactions to disclose for 2024 (2023: none).

All trustees of Third Sector Together North West London represent other charities which are partnered with Third Sector Together North West London. Please see the full list of trustees on page 1 of this report. Third Sector Together North West London has transacted with these organisations during the year on an arms length basis.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

### Third Sector Together North West London

#### Notes to the financial statements

For the year ended 31 March 2024

#### 8 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

#### 9 Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
<b>Cost or valuation</b>				
At the start of the year	2,100,000	8,094	15,533	<b>2,123,627</b>
Additions in year	-	1,470	2,160	<b>3,630</b>
Charge for the year- Impairment	(435,186)			
Disposals in year	-	-	-	-
At the end of the year	<b>1,664,814</b>	<b>9,564</b>	<b>17,693</b>	<b>1,692,071</b>
<b>Depreciation</b>				
At the start of the year	131,851	7,685	15,533	<b>155,069</b>
Charge for the year	32,963	500	90	<b>33,553</b>
Charge for the year Impairment				
Eliminated on disposal	-	-	-	-
At the end of the year	<b>164,814</b>	<b>8,185</b>	<b>15,623</b>	<b>188,622</b>
<b>Net book value</b>				
<b>At the end of the year</b>	<b>1,500,000</b>	<b>1,379</b>	<b>2,070</b>	<b>1,503,449</b>
At the start of the year	1,968,149	409	-	<b>1,968,558</b>

Land valued at £451,870 is included within freehold property and not depreciated (2023: £451,870).

All of the above assets are used for charitable purposes.

In the most recent valuation, a significant decrease in premises value has been noticed resulting from an overall local area properties prices fall. The impairment loss amount on revalued assets is £435,186.

#### 10 Debtors

	2024 £	2023 £
Other debtors	<b>604,347</b>	561,023
Prepayments	<b>11,437</b>	14,499
Accrued Income	<b>89,534</b>	14,593
	<b>705,318</b>	590,115

#### 11 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	<b>101,720</b>	103,735
Accruals	<b>65,623</b>	12,488
Other creditors	<b>236,527</b>	168,444
Deferred income (note 12)	<b>467,837</b>	293,469
	<b>871,707</b>	578,136

Third Sector Together North West London

Notes to the financial statements

For the year ended 31 March 2024

12 Deferred income

Deferred income comprises income received in advance of delivery.

	2024 £	2023 £
Balance at the beginning of the year	293,469	323,104
Amount released to income in the year	(293,469)	(323,104)
Amount deferred in the year	467,837	293,469
Balance at the end of the year	<u>467,837</u>	<u>293,469</u>

13a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	3,449	–	1,500,000	1,503,449
Net current assets	585,986	–	29,349	615,336
<b>Net assets at 31 March 2024</b>	<u>589,435</u>	<u>–</u>	<u>1,529,349</u>	<u>2,118,785</u>

13b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	408	–	1,968,150	1,968,558
Net current assets	636,640	–	43,147	679,787
<b>Net assets at 31 March 2023</b>	<u>637,048</u>	<u>–</u>	<u>2,011,297</u>	<u>2,648,345</u>

## Third Sector Together North West London

### Notes to the financial statements

For the year ended 31 March 2024

#### 14a Movements in funds (current year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2024 £
<b>Restricted funds:</b>					
<b>Health &amp; Wellbeing Services</b>					
Greater London Authority	-	40,371	(40,371)	-	-
<b>3rd Sector Development</b>					
NHS NW London CCG	40,396	-	(40,396)	-	-
Donations	2,751	-	-	(2,751)	-
NHS North West London ICB	-	27,500	(27,500)	-	-
The National Lottery Community Fund	-	70,254	(40,905)	-	29,348
Other	-	620	(620)	-	-
<b>Key House</b>					
Key House	1,968,150	-	(468,149)	-	1,500,001
<b>Total restricted funds</b>	<b>2,011,297</b>	<b>138,745</b>	<b>(617,941)</b>	<b>(2,751)</b>	<b>1,529,349</b>
<b>General funds</b>	<b>637,048</b>	<b>1,678,455</b>	<b>(1,728,819)</b>	<b>2,751</b>	<b>589,435</b>
<b>Total unrestricted funds</b>	<b>637,048</b>	<b>1,678,455</b>	<b>(1,728,819)</b>	<b>2,751</b>	<b>589,435</b>
<b>Total funds</b>	<b>2,648,345</b>	<b>1,817,200</b>	<b>(2,346,760)</b>	<b>-</b>	<b>2,118,785</b>

The narrative to explain the purpose of each fund is given at the foot of the note below.

#### 14b Movements in funds (prior year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
<b>Restricted funds:</b>					
<b>Health &amp; Wellbeing Services</b>					
London Borough of Hillingdon	-	21,887	(21,887)	-	-
<b>3rd Sector Development</b>					
London Borough of Hillingdon	-	62,486	(62,486)	-	-
City Bridge Trust	-	11,350	(11,350)	-	-
LHC Community Benefit Fund	-	-	-	-	-
NHS NW London CCG	40,396	-	-	-	40,396
CNOOC	-	1,650	(1,650)	-	-
Donations	2,751	-	-	-	2,751
<b>Key House</b>					
Key House	2,001,113	-	(32,963)	-	1,968,150
<b>Total restricted funds</b>	<b>2,044,260</b>	<b>97,373</b>	<b>(130,335)</b>	<b>-</b>	<b>2,011,297</b>
<b>General funds</b>	<b>416,940</b>	<b>1,829,710</b>	<b>(1,609,602)</b>	<b>-</b>	<b>637,048</b>
<b>Total unrestricted funds</b>	<b>416,940</b>	<b>1,829,710</b>	<b>(1,609,602)</b>	<b>-</b>	<b>637,048</b>
<b>Total funds</b>	<b>2,461,200</b>	<b>1,927,083</b>	<b>(1,739,937)</b>	<b>-</b>	<b>2,648,345</b>

**14 Movements in funds (continued)**

**Purposes of restricted funds**

**3rd Sector Development**

- **City Bridge Trust**  
To further develop the collaboration of 3rd sector Health & Wellbeing partners in Hillingdon, improving support for local residents.
- **China National Offshore Oil Corporation (CNOOC)**  
To support contact with local residents during the pandemic
- **London Borough of Hillingdon**  
To provide Dementia Befriending programme in Hillingdon.
- **LHC Community Benefit Fund**  
To support the development of small 3rd sector organisations.
- **NHS NW London CCG (was NHS Hillingdon CCG)**  
To scope the role of the Health & Wellbeing 3rd sector providers across North West London.

**Voluntary donations**

Restricted for supporting local residents suffering economic hardship

**Key House**

Acquisition of a Hillingdon property that provides low cost accommodation for 3rd sector organisations, for the benefit of Hillingdon residents.

**Third Sector Together North West London**

England & Wales - Charity number 1182593

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# Accounts

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# 3ST NWL (formerly H4All) CIO

Trustee report and financial statements  
For the year ended 31 March 2023



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3ST NWL (formerly H4All) CIO  
Reference and administrative information  
For the year ended 31 March 2023

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<b>Charity number:</b>	1182593
<b>Country of registration:</b>	England & Wales
<b>Registered office:</b>	c/o: Harlington Hospice Lansdown House St Peters Way Harlington, UB3 5AB
<b>Trustees:</b>	Trustees who served during the year and up to the date of this report were: <b>Non-Executive:</b> Roger Calverley Hardeep Jhutti (resigned 31 October 2023) Margaret Roberts (resigned 31 October 2023) Jonathan Say (resigned 31 October 2023) Michael Breen (appointed 17 October 2023)  <b>Executive:</b> Julian Lloyd Steven Curry Sally Chandler Vanessa Bonner Benn Keaveney
<b>Bankers:</b>	NatWest Bank plc 63 High Street Ruislip London, HA4 8JB  CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ,ME19 4JQ
<b>Solicitors:</b>	Tozers LLP Broadwalk House Southernhay West Exeter, Deven EX1 1UA
<b>Auditor:</b>	Sayer Vincent LLP Chartered Accountants and Statutory Auditor Invicta House 110 Golden Lane London, EC1Y 0TG

## Trustees' annual report

The Trustees present their report and the audited financial statements for the year ended 31 March 2023. As detailed later in this report H4All has renamed itself 3ST (Third Sector Together) NWL.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the charity's trust deed and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

## Aims and objectives

### 1) Our vision

At H4All we aspire to creating environments where residents have access to responsive, fully integrated quality support and advice that helps them to stay independent and to take control of their lives.

### 2) Our mission

As five voluntary sector organisations working together and with others, we will combine our specialist skills and knowledge to improve the health and wellbeing of the residents of the London Borough of Hillingdon and beyond as opportunities arise.

### 3) Value statement

We are committed to the creation of successful, sustainable environments where people thrive. H4All combines the expertise of its member organisations – and works with others – to ensure that residents benefit from quality, holistic services that are value for money and that aim to: tackle enduring health inequalities; educate and support residents to better understand and manage their long-term health conditions; address the wider social determinants of health; promote more appropriate usage of primary and secondary health and care services, and; delay the demand for intensive care and support.

### 4) Key messages:

- a) **Promoting integration:** We will promote good health and wellbeing through coordinated advice, support and information. Our integrated services will be needs-responsive and designed based on residents' 'lived experiences'.
- b) **Innovating and reflecting:** We are creative and understand what improves life. Through regular reflection we will ensure continuous improvement and develop alternative models of care and support.

- c) **Collaborative advantage:** We will bring scope, scale and value to new and emerging models of care. We will work closely with Hillingdon Health and Care Partnership (HHCP) to reduce – or significantly delay – demand for health and care services and will work to capitalise on the detailed and extensive understanding of population health needs that is held by the wider third sector.
- d) **Scalability and leadership:** We will provide third sector leadership across NW London and beyond to share our learning and to find collective solutions to the challenges faced by statutory health and care services.

## Context and background

H4All is a formal joint venture charity, developed by five Hillingdon-based charities: Harlington Hospice, Carers Trust Hillingdon, Age UK Hillingdon, Harrow & Brent, Disablement Advice and Support Hillingdon (DASH) and West London Minds. H4All has been operational since September 2015, originally as a Community Interest Company (CIC) and, since March 2019, as a Charitable Incorporated Organisation (CIO). In 2021–22, Hillingdon Mind was replaced by a collaboration of West London Minds on the Board of Trustees and Executive. H4All continues to enjoy a growing local, regional and national reputation as a thought-leader in the transformation of health services.

Locally, our Community Health and Community Development teams take a three-pronged approach to improving health and wellbeing:

- a) **Health promotion and prevention:** firstly, our work promotes health and the prevention of illness and disease through health coaching, education and encouragement to make healthier lifestyle choices. The H4All Community Health team and the five sovereign charities collectively offer a broad range of advice, exercise and wellbeing services for residents of all ages and abilities. Residents are offered a full lifestyle check (triage) and a bespoke package of services is 'prescribed' for them, as well as receiving personalised support from a Wellbeing Support Officer if required.
- b) **Tackling the wider determinants of health:** H4All takes an holistic – or whole-person – approach, which addresses social issues, thereby tackling the wider determinants of health, as well as providing health coaching, which helps people to better understand and manage their long-term conditions. Through this active case management, the service offers a credible alternative to clinical referral for General Practitioners and other clinicians.
- c) **Working with the wider third sector:** we also work with other health and care-facing charities to capitalise on the knowledge that is held by the third sector and to use this to inform the design, purchase and delivery of health services. Rather than trying to support people through long-established and often inflexible health services, we are working as one of the four partners of the Hillingdon Health and Care Partnership (HHCP) to align health services against the needs of the communities they serve. We are also funded to develop the capacity and knowledge of the sector to facilitate its engagement with new and emerging

NHS and primary care structures and since Covid, we have had a concerted focus on sector recovery.

Additionally, the sovereign charities have developed shared services and consistently explore ways to improve joint-working that result in cost-savings and the driving of resources to the frontline. We will continue to explore new ways of saving money and of sharing resources wherever possible.

H4All continues to run Key House, Yiewsley, as a resource centre for local voluntary organisations, with some based there and others that access hot desking or the meeting room at very competitive rates. The team continues to consider how they can maximise this opportunity for the good of the wider third sector in Hillingdon and is in discussion the Council about how this might be achieved.

## Strategic objectives

H4All's success to date has resulted in no small way because of our ability to respond rapidly to new opportunities. We work to six main high-level objectives, which serves as the operational framework within which we can 'sense-check' our work, sustain focus and avoid organisational 'drift':

- a) To be the interface between statutory commissioners and the wider third sector and make best use of – and grow – social capital in Hillingdon and across NW London via 3ST (Third Sector Together) NWL, our emerging NW London collaborative covering eight London boroughs.
- b) To design, deliver and grow health and wellbeing services as a means to reducing pressures on the NHS in Hillingdon and across NW London integrated Care Board (NWL ICB) footprint.
- c) To develop the Health and Wellbeing Alliance, engage the broader third sector with the new and emerging neighbourhood structures, encourage collaboration and develop a population health model used by commissioners.
- d) To continue to develop our partnerships with stakeholders in the health and care economy in Hillingdon, across NW London and beyond, and to be recognised as expert thought-leaders in the developing relationship between statutory and third sector services.
- e) To continue to explore opportunities to save or share costs, thus ensuring that we maximise the amount of resources invested in the front line, including the development of Key House as a vibrant and well-used community resource that supports third sector organisations in Hillingdon to grow and thrive.
- f) To develop a series of products, in particular scalable and saleable models of working, that can generate income for H4All and engage the NWL ICB with these opportunities.

This report summarises what the charity has achieved against these objectives in the 2022–23 financial year. It also gives an update on a further objective identified in the previous financial year which was to develop H4All as the contracting vehicle for 3ST NWL, which has progressed significantly in 2022–23 – see Activities, Achievements and Impact in section 4.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees have considered how planned activities will contribute to the aims and objectives that have been set.

## Activities, achievements and performance

The charity's main activities and achievements in 2022 –23 are detailed below:

### 1) Community development:

#### a) Volunteer Hub

In 2022–23, the Volunteer Hub registered 170 volunteers and placed 47 of them by year end, with other placements pending. 10 new organisations sought volunteers and 22 new volunteering roles were created. At year end, 61 roles were advertised for charities and organisations across the borough on the Volunteer Hub: [www.h4all.org.uk/volunteer-hub](http://www.h4all.org.uk/volunteer-hub)

#### b) Hillingdon Health and Wellbeing Alliance

Membership of the Hillingdon Health and Wellbeing Alliance (HHWA) has nearly doubled in size and now has 89 member organisations. Alliance meetings continued throughout the year face to face and on zoom, and members co-produced the sector training programme organised by the team.

#### c) Sector training

Training for the sector organised and delivered over the year included:

- Finding The Trustees You Need – Jun 2022
- Becoming a Trustee – Jul 2022
- Introduction to Fundraising – Nov 2022
- Bid Writing Workshops – Dec 2022
- Core Conversations – Mar 2023 & Apr 2023
- Fire Marshal Training – Dec 22

In addition to core business, the team is developing – or has instigated with new funding – the following projects:

#### d) Community Champions programme

Our 34 Community Champion volunteers were involved in a number of successful projects:

- The first built on a project during the pandemic, which was commissioned by London Borough of Hillingdon, originally to promote confidence in the Covid-19 vaccine in the heart of communities and in community languages. After initial delivery, we were able to open the project up to broader health themes, which included Right Care, Right Place, Pharmacy First, Preventing type 2 Diabetes and Mental Health.
- Champions supported Help for Hillingdon's Summer Roadshows which were a collaborative project with the local Primary Care Confederation. There were 6 roadshows in total – one for each Primary Care Network. Each had a different health focus which included obesity, hypertension, type 2 Diabetes, and cervical cancer. The Community Champions conducted surveys collecting data about residents' attitudes to Right Care, Right Place. From this questionnaire we found that most Hillingdon residents would go straight to their GP if they were unwell, and residents are just as likely to seek medical attention from A&E as they are their local pharmacy. Champions were given training in public engagement and preventing type 2 Diabetes to support them to staff stalls at each roadshow and distribute a variety of health messaging. Summer roadshows attracted 1,580 attendees.
- As part of Dementia Awareness week, Community Champions held a virtual Dementia Friends Session to raise awareness of dementia in our communities. Delivered by a Community Champion, they engaged H4All staff, Hillingdon residents, and health colleagues.
- Building on the success the Summer Roadshows, we delivered six Winter Wellness Roadshows. Champions were once again given a stall at each roadshow to engage the public with a wide variety of health messaging. As well health messaging from the last roadshows, the focus was on winter wellness, the cost-of-living crisis and mental health. Another questionnaire was also conducted at this roadshow, providing valuable feedback for primary care of residents' perceptions of GP surgeries. Winter Wellness roadshows attracted 1,330 attendees.
- In response to the cost-of-living crisis the London Borough of Hillingdon created 'Warm Welcome Centres' and Community Champions have been helping with development of these centres. Community Champions will deliver these health sessions at the centres and provide blood pressure checks.
- Finally, Champions supported 'Healthy Heart of the Community', a project funded by NWL NHS to spread healthy heart messaging to help residents to better understand hypertension. Information was given on understanding blood pressure, how to prevent hypertension, how to manage hypertension and what the risks of being hypertensive are. We took 260 blood pressures overall of which 28% were elevated.

### **e) Help for Hillingdon**

Started in November 2021 via funding from the Greater London Authority, Help for Hillingdon is a programme that offers specialist personal finance, benefit and debt advice to Hillingdon residents in community settings through a partnership convened and managed by H4All's Community Development team. The partners are Bell Farm Christian Centre, Citizens Advice Hillingdon and Disability Advice and Support Hillingdon.

To date the programme has reached 596 residents and has secured over £300k in benefits and financial entitlements. The partnership has also secured £1.5k Catalyst Samaritan Grant to bolster a hardship fund for residents in need. In January 2023, the programme secured some additional GLA funding to extend into health settings from April 2023 onwards. The expanded engagement activities will have a targeted and hyper-localised focus that concentrates intervention in specific locations, identifying areas with the worst health inequalities, locations without foodbanks and those with the most diverse communities.

### **f) Compassionate Hillingdon**

Started in January 2022, Compassionate Hillingdon is a volunteer befriending scheme supporting adult Hillingdon residents who meet certain vulnerability criteria. The pilot project target was to recruit 30 Compassionate 'friends' and support 90 clients in the year-long pilot. From April 2022 to March 2023, over 160 clients had the support of 45 volunteers. Most clients are supported with weekly phone calls, but some clients have volunteers who visit them at home or out in the community.

Volunteers accessed over 150 online training courses through the Care Skills Academy. The Compassionate Friend role and the training provided can help volunteers with an interest in finding employment in a health and social care role. Compassionate Hillingdon now has its own website where people can self-refer for support. The project links in with Harlington Hospice's My Wishes project to support people to make plans about their future health and social care preferences such as, creating an advance care plan that they can share with their GP and family members.

### **g) Lung Health screening programme**

Started in November 2021, the programme targets smokers and ex-smokers aged 55–74 years, and is delivered in partnership with Royal Marsden Partners and Age UK HHB. It has the two main objectives: for residents to be given the skills and information they need to take ownership of their lung health, and, the early detection of lung cancer.

In 2022–23, there were:

Total invitations to engage: 10,100

Total health checks delivered: 2,646 (26% uptake from invitation to health check)

Total baseline scans: 1,237 (47% conversion rate from health check to full lung scan)

## h) Hillingdon Community Voice

Our bi-monthly newsletter Hillingdon Community Voice is currently distributed to 219 groups, organisations and individuals in Hillingdon.

Service:	Numbers engaged 2022/23:
Community Champions	34 volunteers
Compassionate Hillingdon	160 residents 45 volunteers
Health and Wellbeing Alliance	89 member organisations
Help4Hillingdon	596 residents
Lung Health Engagement programme	2,646 residents engaged
Volunteer Hub	170 volunteers registered 10 new organisations sought volunteers 22 new roles were created 47 volunteers were successfully placed

## 2) Community Health Services:

### a) Wellbeing Service

H4All has continued to deliver its core Wellbeing Service. The service was extended a couple of years ago from over-65s to all people over the age of 18 years who are: living with one or more long-term conditions; at risk of deteriorating health or showing signs of frailty; not engaged in managing their condition(s); and/or who are socially isolated or lonely.

The service aims to delay or reduce the need for costly health services and promote more appropriate use of these services. It provides:

- Residents with the tools, strategies and understanding to better manage their long-term conditions and make better informed choices about their future health, wellbeing and quality of life.
- A seamless link to the extensive health and wellbeing 'offer' in the third sector, which is preventative in nature. This is particularly appropriate for people who are lonely or isolated or whom, through the GP risk stratification process, are identified as being unstable or at risk of deterioration.
- A credible alternative to clinical referral for primary and secondary care staff.

### b) High-intensity user (HIU) service

A non-clinical service that works intensively with the top 50 users of emergency health services, H4All staff are actively addressing the many social and psychological issues that cause individuals to over-use A&E and 999 services. This cohort accounts for £7 million of the annual health and care spend so by providing alternative sources of support, H4All is reducing their usage of, and

dependence on, more costly frontline services. In total 58 clients received intensive, long-term holistic support from the team.

The HIU service has received many accolades, most recently being awarded the Health Service Journal 'Urgent and Emergency Initiative of the Year' award in 2021, beating off stiff competition from the many large NHS Trusts and Foundations that entered. H4All was the only third sector organisation to win an award. The award triggered a visit from the Prime Minister, Boris Johnson, and has subsequently led to a nomination for a Parliamentary award. -

#### **c) Active case management – Care Connection teams (CCTs)**

A service provided the next cohort of around 4,000 high consumers of health services with H4All Wellbeing Support Assistants working as part of the borough's multi-agency Care Connection teams. This group of the population account for around 50% of the annual health spend and, through close and careful active management, H4All is also promoting more appropriate use of these resources. In year 640 residents also received intensive support from the team.

#### **d) Oaktree Safely Home**

This supported discharge programme is delivered by H4All and Age UK H,H,B, with the aim of making sure hospital discharges are safely-managed. 55 residents have accessed the service to date and the team ensure that care packages are reinstated, aids and adaptations are in place, welfare benefits are claimed or reinstated and that all relevant family members or support services are notified and engaged with the discharge. Following a review and the success of the service, referrals into the Oak Tree Safely Home service have now extended to the Community Mental Health Team.

#### **e) Winter Wellness**

In collaboration, H4All and REAP (Refugees in Effective and Active Partnership) received funding from the ICB to conduct winter messaging throughout the Hillingdon borough. This messaging focused on two cohorts of people: families and refugees/asylum seekers.

The team visited 4 hotels around Heathrow Airport that house asylum seekers and refugees. They spoke with 121 people, handing out information and gaining a better understanding of what current issues they face coming into the country. In addition to this work, the team also targeted a total of 9 Children Centres across the boroughs speaking with a further 173 families, giving them information about NHS and community services they can access and gathering feedback on any barriers or challenges to them accessing these.

#### **f) Winter Wellness Directory**

MyHealth, H4All & MIND Hillingdon co-produced a Winter Wellness Directory in Winter 2022. It gives residents a comprehensive guide to help them navigate the recent financial challenges and is full of advice to help them to stay well. The document is regularly updated and is available in 6 different community languages. These directories were given out across all activities at the hotels to help newly-arrived families to navigate different services within Hillingdon.

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The directory is now used widely across Hillingdon in a variety of setting including hospital, care homes and Hillingdon Council.

Service:	Apr – Jun 2022 (Q1)	Jul – Sep 2022 (Q2)	Oct – Dec 2022 (Q3)	Jan – Mar 2023 (Q4)	Total Q1 – Q4
<b>Wellbeing Service</b>					
Number of new clients	160	137	176	244	717
Number of returning clients (original referral was not in this quarter)	60	50	46	70	226
<b>Total Wellbeing Clients</b>	<b>220</b>	<b>202</b>	<b>222</b>	<b>314</b>	<b>958</b>
<b>CCT Service</b>					
Number of new clients	111	105	117	112	445
Number of returning clients (original referral was not in this quarter)	18	13	20	37	88
<b>Total CCT clients</b>	<b>129</b>	<b>118</b>	<b>137</b>	<b>150</b>	<b>534</b>
<b>HIU Service</b>					
Number of new clients	2	5	4	5	16
Number of returning clients (original referral was not in this quarter)	1	8	3	3	15
<b>Total HIU clients</b>	<b>3</b>	<b>13</b>	<b>7</b>	<b>8</b>	<b>31</b>
<b>Oaktree Safely Home</b>					
Number of new clients	5	6	3	6	20
Number of returning clients (original referral was not in this quarter)	1	2	6	4	13
<b>Total Oaktree clients</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>33</b>
<b>Neuro Rehab Service</b>					
NB: As the service began in October 2022 (beginning of the third quarter of the financial year April 2022 - 2023), the data shown will fall within that range, showing only 2 quarters.					
Number of new clients			21	17	38
Number of returning clients (original referral was not in this quarter)			-	8	8
<b>Total Neuro Rehab clients</b>			<b>21</b>	<b>25</b>	<b>46</b>
<b>Totals</b>					
<b>New clients</b>	278	253	321	384	1236
<b>All clients</b>	358	341	396	507	1602
<b>Total number of contacts:</b>	<b>25,151</b>				

### 3) Management of Key House:

H4All continues to manage Key House, a Community Resource Centre in Yiewsley, which continues to offer office space to local charities, as well as hot-desking facilities and a large competitively-priced meeting room.

Trustees are currently considering their options in discussion with Hillingdon Council, as it is an old building with rising costs and diminishing returns, as many smaller charities have moved to home-working post-pandemic. No decisions will be taken on the future of the building until early 2024.

### 4) 3ST (Third Sector Together) NWL:

In response to the changing patterns of health commissioning, H4All has taken a leadership role at a NW London regional level to develop their collaborative model of working across the third sector in the eight boroughs of NW London. Working with a broad range of partners from the London boroughs of Harrow, Brent, Ealing, Hounslow, Kensington and Chelsea, Hammersmith and Fulham and Westminster, under H4All's leadership, 3ST NWL is continuing to grow in size, structure, maturity and influence, with formal recognition as the gateway to the third sector in NWL and seats secured on all NWL ICB structures: [www.3stnwl.org.uk](http://www.3stnwl.org.uk)

H4All and its partners now work collectively in order to:

- Protect the hard-won influence H4All enjoys in Hillingdon via their seat on the local Borough-based Partnership, Hillingdon Health and Care Partners (HHCP) and that their partners have in other boroughs. They also work to level the playing field in terms of improving engagement in those boroughs that are less well developed in terms of third sector integration and influence.
- Provide a strategic commissioning link between the third sector and the health and care system. Work is currently underway to change the status of H4All into the commissioning vehicle for 3ST NWL, with significant activity taking place to: secure the correct legal advice; make relevant changes with the Charity Commission; protect local Hillingdon services and assets; develop robust agreements, governance structures and conditions of membership, and; protect H4All as a local brand for local services. It is anticipated that the formal dissolution of H4All as a legal entity and its replacement as 3ST NWL will take place later in 2023.
- Develop the local Hillingdon Alliance Agreement, so that the management, delivery, monitoring and continuous improvement of local Hillingdon contracts will continue to sit with the original H4All sovereign charities.
- Operate as part of the integrated health and care system as equal delivery partners, collaboratively providing quality health and care support to the 2.4 million residents of NW London.

- Use their extensive combined skills and experience to design services that: promote population health; improve residents' self-management of long-term conditions; address health inequalities; promote more effective usage of health and care services, and; contribute to system transformation through the design of innovative services that address some of the challenges faced by the system.

To this end, H4All has been a leading partner in the development of 3ST NWL. 3ST NWL is now recognised by the NWL ICS as the third sector representative body, with seats on the Partnership Board and nine Portfolio Boards. 3ST has also developed a three-tier working model that is inclusive of all voluntary groups and organisations that are operational in any of the eight boroughs of NW London, effectively providing a gateway to the sector and the ability to ensure that resources can be directed where they will be most effective, including at the heart of the region's diverse communities.

## **Beneficiaries and stakeholders**

H4All's beneficiaries and stakeholders include:

- a) All residents in the London Borough of Hillingdon that meet the service specifications. Residents can self-refer to H4All services, are engaged with the services through outreach activity and public events, or, can be referred by a health professional or another charity.
- b) The five sovereign charities: Age UK Hillingdon Harrow and Brent, Disability Advice and Support Hillingdon (DASH), Harlington Hospice, Carers Trust Hillingdon and West London Minds.
- c) Hillingdon CCG, HHCP (Hillingdon Health and Care Partnership) and the GP Confederation Hillingdon CIC.
- d) The London Borough of Hillingdon. The council is regularly updated on developments within H4All and has been very supportive of the work H4All has undertaken to improve closer working across the third sector.
- e) The wider third sector in Hillingdon through the Health and Wellbeing Alliance and the many small groups that access the central support function.
- f) NHS England, NW London Integrated Care System (ICS) and the broad range of third sector organisations working collaboratively with H4All in NW London. Ultimately, beneficiaries will include the residents of NW London.

## Consultation

H4All secures regular feedback on its services from stakeholders through a link on their website: <http://www.H4All.org.uk/community-engagement>

The sovereign organisations of H4All all have well-established programmes of consultation and all services that they deliver are designed based on the needs of their core user groups. Many hold regular forums and public events to ensure that residents can influence priorities, service development and new investment. H4All also convenes a regular meeting of the Hillingdon Health and Wellbeing Alliance to ensure that the wider third sector is engaged with collaborative working. H4All and the sovereign charities support the Council and the HHCP partners with a broad range of resident engagement and consultation activities each year.

## Financial review

H4All has continued to grow its services and has added a number of projects to both its Community Health and Community Development portfolios. Specific programmes are noted under Activities, Achievements and Performance (page 5 onwards)

H4All continues with the ownership and management of Key House, taking responsibility for providing low-cost rental space for local community organisations and ensuring the upkeep of the building. H4All has no directly employed staff. Operational staff are employed by the partner charities and seconded to H4All. Hospital and Falls services staff are employed and work in Age UK Hillingdon, Harrow and Brent.

H4All's income rose during the year ended 31 March 2023 increased by £192,398 – an increase of 11%. A small surplus of £187,147 was generated, building reserves to provide resilience to manage future uncertainties and to develop stability and sustainability.

Reserves grew to £2,648,346 and are analysed as:

Restricted reserves comprising the Key House building in West Drayton	£1,986,150
Other restricted reserves	£43,147
Total restricted reserves	£2,011,297
Free reserves	£637,048
Total reserves	£2,648,345

## Reserves policy and going concern

H4All's Reserves policy is under review given the changes that are being made to include the larger operational area of the eight boroughs of NW London. Articles have been changed with the Charity Commission to reflect the expanded operational area.

Currently the minimum level of the Operating Reserve is determined by key expenses to the organisation to ensure Trustees can meet all liabilities in the event that key funded services need to be wound down. These are:

- Two/three months running costs and statutory redundancy costs for employed staff, and for seconded staff for the period for which they have been seconded to H4All. Redundancy costs for time that seconded staff worked for their parent organisation prior to their work with H4All will be met by the parent organisation.

Cashflow reserves, where the payment of contract or grant income can be delayed by up to two months.

- £50,000 contingency fund
- Repair and maintenance costs for Key House: H4All has the responsibility for ensuring that Key House remains a valuable asset for developing the third sector in Hillingdon.

The calculation to meet these conditions has resulted in an Operating Reserve of £465,000. We currently met this reserve level and the Board expects to continue to meet this reserve ambition.

H4All has contractually guaranteed revenues covering most of the next 12 months at previous year's levels with inflation linked rises. It is also expanding services and seeking infrastructure funding from the NWL ICS to support the development of 3ST NWL. In addition, it has won new contracts that further underpins the forecast for 2023–24. As such there are no material uncertainties, and the board consider H4All CIO to be a going concern.

## **Principal risks and uncertainties**

The trustees review key risks and associated mitigating actions every six months, as detailed in the comprehensive H4All Risk Register. Priorities are to manage a balanced budget and prudently expand services in line with the strategic plan. New risks are added as required and the Executive and Board have been considering new risks associated with plans to move H4All into 3ST NWL as the third sector contracting vehicle for NW London.

The changing face of health commission presents a risk to the organisation as the NW London ICB is reviewing all contracts across the eight boroughs. In addition, the reduction in core funding for the Community Development team is also an added pressure, although current staff costs are spread across the range of smaller contracts that they deliver. A substantial bid for £1.5 million over five years has been submitted to the Lottery to sustain and expand community development activity, and, early indications are that they are likely to invest. This was successful and the project has been funded from January 2023.

## Fundraising

H4All does not engage in any material fundraising activities. All its income comes from NHS-related contracts, Local Authority funding or grant applications from a range of Charitable Trusts and Foundations.

## Plans for the future

H4All is currently well established as a key partner in the Hillingdon Health and Care Partnership (HHCP) and in all emerging structures for the NWL ICS, with 3ST seats on the ICS Board and all subsequent structures.

H4All, leveraging experience and knowledge successfully gained from their role within Hillingdon Health and Care Partners (HHCP), is keen to continue to develop its leadership role in the development of the third sector collaborative for NW London. The aim is to both protect the hard-won influence that they have achieved in local structures and to ensure that 3ST NWL becomes an equal delivery partner in the integrated health and care system, is involved in services design and sector recovery and is recognised for the role that the sector plays in tackling health inequalities.

## Structure, governance and management

The organisation first registered as a Community Interest Company (CIC) on 25 September 2015. It changed its status to Charitable Incorporated Organisation (CIO) and registered with the Charity Commission on 22 March 2019. The charity is constituted under a Joint Venture Agreement dated 31 May 2016, which is currently being reviewed with legal support to better reflect the organisation's NW London aspirations. This is being replaced by an alliance agreement.

Whilst arrangements will certainly change later in 2023 as H4All is repositioned as the brand and H4ALL CIC renamed as 3ST (Third Sector Together) NWL, current arrangements still stand at the end of the 2022-23 financial year. These are:

### a) Appointment of trustees

All the Trustees of the charity are appointed as per the Joint Venture Agreement and the Board consists of one Trustee representative and the five Chief Executives for each of the five sovereign charities. The Board operates a rotating chair arrangement, alternating between Executive and non-Executive Trustees. Non-Executive Trustees are elected by the Board of the sovereign charity to represent them and their own charity's interests on the Board.

In the Joint Venture Agreement, there is a clear delineation between decisions that can be taken by the H4All Board and those that will need agreement and sign off at sovereign charity Boards.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

## **b) Trustee induction and training**

All new trustees are provided with an induction and have the opportunity to spend time visiting the services should they wish to. All are provided with the Charity Commission 'Essential Trustee Guide' and have access to funding for any training that they identified that they need.

## **c) Related parties and relationships with other organisations**

Trustee representatives from each of the five partner charities have a duty to report back on H4All activity to sovereign Boards, but also carry a delegated responsibility to make decisions affecting H4All on behalf of the charity that elected them.

Where there is a requirement in the Joint Venture Agreement for all five partner charities to make decisions, both the Trustee representative and Executive Trustee will ensure that the sovereign Board is able to make an informed decision on the matter in hand. During the 2022–23 year:

- Mr Roger Calverley is also a trustee for Age UK, Hillingdon, Harrow and Brent.
- Ms Hardeep Jhutti is also a trustee for Carers Trust Hillingdon.
- Ms Margaret Roberts is also a trustee for Harlington Hospice.
- Mr Jonathan Say is also a trustee for DASH.
- The appointment of a trustee representative for the West London Minds collaborative is currently underway.

All trustees who represent other charities work on an arm's length basis.

## **d) Remuneration policy for key management personnel**

H4All does not directly employ management personnel. Its senior management team (SMT) comprises individuals from Age UK Hillingdon, Harrow & Brent, Harlington Hospice, DASH, West London Minds and Carers Trust Hillingdon. As such any new appointments to the SMT would reflect policies of these charities which would include a combination of internal and external benchmarking through sites such as Charity Jobs, Indeed, and external HR advisors.

## **Statement of responsibilities of the trustees**

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing financial statements giving a true and fair view, the trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

**3ST NWL (formerly H4All) CIO**  
**Trustees' annual report**  
**For the year ended 31 March 2023**

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The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011.

They are also responsible for safeguarding the assets of the charity hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

**e) Auditor**

Sayer Vincent LLP was appointed as the charity's auditor in 2021 and has expressed its willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees and signed on their behalf by:

**Sally Chandler**  
**Trustee**

Date: 26 January 2024

**Independent auditor's report  
To the members of  
3ST NWL (formerly H4All) CIO**

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Independent auditor's report to the trustees of 3ST NWL (formerly H4All) CIO.

**Opinion**

We have audited the financial statements of 3ST NWL (formerly H4All) CIO (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charity's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Charities Act 2011

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on 3ST NWL (formerly H4All) CIO's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- The information given in the trustees' annual report is inconsistent in any material respect with the financial statements;
- Sufficient accounting records have not been kept; or
- The financial statements are not in agreement with the accounting records and returns; or
- We have not received all the information and explanations we require for our audit

### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an

auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

### **Capability of the audit in detecting irregularities**

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater

**Independent auditor's report**  
**To the members of**  
**3ST NWL (formerly H4All) CIO**

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regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the charity's trustees as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

31 January 2024  
Sayer Vincent LLP, Statutory Auditor  
Invicta House, 110 Golden Lane, LONDON, EC1Y 0TG

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

3ST NWL (formerly H4All) CIO

Statement of financial activities

For the year ended 31 March 2023

	Note	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
<b>Income from:</b>							
Charitable activities							
Health & Wellbeing Services	2	1,723,397	21,887	<b>1,745,284</b>	1,473,175	-	1,473,175
3rd Sector development (Hillingdon)	2	70,000	75,486	<b>145,486</b>	54,606	163,229	217,835
Key House trading	2	31,123	-	<b>31,123</b>	35,570	-	35,570
Other trading activities		5,190	-	<b>5,190</b>	4,661	-	4,661
Voluntary income		-	-	-	264	3,179	3,443
<b>Total income</b>		<b>1,829,710</b>	<b>97,373</b>	<b>1,927,083</b>	<b>1,568,276</b>	<b>166,408</b>	<b>1,734,684</b>
<b>Expenditure on:</b>							
Charitable activities							
Health & Wellbeing Services	3	1,244,878	21,887	<b>1,266,765</b>	1,265,630	428	1,266,059
3rd Sector development (Hillingdon)	3	315,938	73,836	<b>389,774</b>	1,484	192,560	194,044
Key House trading	3	48,785	34,613	<b>83,398</b>	53,320	32,962	86,281
<b>Total expenditure</b>		<b>1,609,602</b>	<b>130,335</b>	<b>1,739,937</b>	<b>1,320,434</b>	<b>225,950</b>	<b>1,546,384</b>
<b>Net movement in funds</b>	4	220,108	(32,963)	<b>187,146</b>	247,842	(59,542)	188,300
<b>Reconciliation of funds:</b>							
Total funds brought forward		416,940	2,044,260	<b>2,461,200</b>	169,098	2,103,802	<b>2,272,900</b>
<b>Total funds carried forward</b>		<b>637,048</b>	<b>2,011,297</b>	<b>2,648,345</b>	<b>416,940</b>	<b>2,044,260</b>	<b>2,461,200</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 15a to the financial statements.

### 3ST NWL (formerly H4All) CIO

#### Balance sheet

As at 31 March 2023

	Note	£	2023 £	£	2022 £
<b>Fixed assets:</b>					
Tangible assets	9		<b>1,968,558</b>		<b>2,003,544</b>
			<b>1,968,558</b>		<b>2,003,544</b>
<b>Current assets:</b>					
Debtors	10	<b>590,115</b>		1,022,262	
Cash at bank and in hand		<b>667,809</b>		415,579	
		<b>1,257,923</b>		<b>1,437,841</b>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	11	<b>(578,136)</b>		(980,185)	
<b>Net current assets</b>			<b>679,787</b>		<b>457,656</b>
<b>Total net assets</b>			<b>2,648,345</b>		<b>2,461,200</b>
<b>The funds of the charity:</b>					
Restricted income funds	14a		<b>2,011,297</b>		<b>2,044,260</b>
Unrestricted income funds:					
General funds		<b>637,048</b>		416,940	
Total unrestricted funds			<b>637,048</b>		<b>416,940</b>
<b>Total charity funds</b>			<b>2,648,345</b>		<b>2,461,200</b>

Approved by the trustees on 26 January 2024 and signed on their behalf by

Sally Chandler  
Trustee

3ST NWL (formerly H4All) CIO

Statement of cash flows

For the year ended 31 March 2023

	Note	2023 £	£	2022 £	£
<b>Cash flows from operating activities</b>					
Net income for the reporting period (as per the statement of financial activities)		187,146		188,300	
Depreciation charges		34,986		35,483	
Decrease /(Increase) in debtors		432,147		(718,103)	
(Decrease) /Increase in creditors		(402,049)		490,325	
<b>Net cash provided by / (used in) operating activities</b>		<b>252,231</b>			<b>(3,995)</b>
<b>Cash flows from investing activities:</b>					
Purchase of fixed assets		-		-	
<b>Net cash (used in) investing activities</b>		<b>252,231</b>			<b>-</b>
<b>Change in cash and cash equivalents in the year</b>		<b>252,231</b>			<b>(3,995)</b>
Cash and cash equivalents at the beginning of the year		415,579		419,574	
<b>Cash and cash equivalents at the end of the year</b>		<b>667,809</b>		<b>415,579</b>	

Analysis of cash and cash equivalents and of net debt

	At 1 April 2022 £	Cash flows £	Other non- cash changes £	At 31 March 2023 £
Cash at bank and in hand	415,579	252,231	-	667,809
<b>Total cash and cash equivalents</b>	<b>415,579</b>	<b>252,231</b>	<b>-</b>	<b>667,809</b>

**1 Accounting policies**

**a) Statutory information**

H4All is a charitable incorporated organisation registered with the Charity Commission for England and Wales.

The registered office address is Lansdowne House, Saint Peters Way, Harlington, Middlesex UB3 5AB and the principal place of business is Key House, 106 High St, Yiewsley, West Drayton UB7 7BQ.

**b) 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a ‘true and fair’ view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a ‘true and fair view’. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

**c) Public benefit entity**

The charity meets the definition of a public benefit entity under FRS 102.

**d) Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**e) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether ‘capital’ grants or ‘revenue’ grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

**f) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**g) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Notes to the financial statements

For the year ended 31 March 2023

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**1 Accounting policies (continued)**

**h) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. The cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of staff time attributable to each activity, as follows:.

● Health & Wellbeing Services	84%
● 3rd Sector Development (Hillingdon)	15%
● Key House trading	1%

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

**i) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**j) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The building value of £2,100,000 includes land valued at £451,870. Land is not depreciated. The building (Key House) is accounted for at historical cost less depreciation over 50 years.

The depreciation rates in use are as follows:

● Building assets	50 years
● Computer assets	4 years
● Fixtures and Fittings	4 years

**k) 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.

**l) 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.

**m) 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.

**n) Pensions**

There are no H4All members of staff eligible for auto-enrolment and no staff member has voluntarily opted in. Seconded staff are opted in to their sovereign charity's pension scheme.

3ST NWL (formerly H4All) CIO

Notes to the financial statements

For the year ended 31 March 2023

2 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Hillingdon Health and Care Partners London Borough of Hillingdon	560,420	-	<b>560,420</b>	436,390	-	436,390
NHS North West London CCG	973,188	-	<b>973,188</b>	846,299	-	846,299
Primary Care Trusts Hounslow	23,333	-	<b>23,333</b>	160,070	-	160,070
The Confederation, Hillingdon CIC	77,800	-	<b>77,800</b>	6,668	-	6,668
Greater London Authority	88,656	-	<b>88,656</b>	23,748	-	23,748
Sub-total for Health & Wellbeing Services	1,723,397	21,887	<b>1,745,284</b>	1,473,175	-	1,473,175
City Bridge Trust London Borough of Hillingdon	-	11,350	<b>11,350</b>	-	112,200	112,200
LHC London Community	70,000	62,486	<b>132,486</b>	54,606	40,000	94,606
NHS Hillingdon Clinical Commission Group CNOOC	-	-	-	-	-	-
	-	1,650	<b>1,650</b>	-	11,029	11,029
Sub-total for 3rd Sector development	70,000	75,486	<b>145,486</b>	54,606	163,229	217,835
Rental income	31,123	-	<b>31,123</b>	35,570	-	35,570
Sub-total for Key House Trading	31,123	-	<b>31,123</b>	35,570	-	35,570
Total income from charitable activities	1,824,520	97,373	<b>1,921,893</b>	1,563,351	163,229	1,726,580

3ST NWL (formerly H4All) CIO

Notes to the financial statements

For the year ended 31 March 2023

3a Analysis of expenditure (current year)

	Charitable activities					2023 Total £	2022 Total £
	Health & Wellbeing Services £	3rd Sector Development £	Key House Trading £	Governance costs £	Support costs £		
Staff costs (Note 5)	706,803	231,510	15,208	-	15,082	<b>968,603</b>	930,670
Age UK HHB Hospital Services	407,068	-	-	-	240	<b>407,308</b>	301,478
Other staff costs	49,289	13,045	950	-	17,221	<b>80,504</b>	73,421
Office costs	16,176	12,771	30,312	-	6,775	<b>66,033</b>	46,000
Other costs	3,567	36,524	839	126	5,589	<b>46,644</b>	7,254
Direct project costs	16,952	68,593	55	-	1,127	<b>86,727</b>	97,286
Advertising and Marketing	-	355	-	-	-	<b>355</b>	2,327
Audit & Accountancy	-	-	-	12,000	-	<b>12,000</b>	13,587
Legal Fees	-	9,170	1,368	-	-	<b>10,538</b>	-
Bank Fees	-	-	(108)	-	461	<b>352</b>	514
Consulting	-	-	-	-	-	-	13,081
Depreciation	-	-	34,043	-	944	<b>34,986</b>	35,483
IT Software & Support	10,172	7,674	57	-	2,157	<b>20,061</b>	20,890
Insurance	-	-	-	-	5,824	<b>5,824</b>	4,393
	<b>1,210,027</b>	<b>379,641</b>	<b>82,723</b>	<b>12,126</b>	<b>55,419</b>	<b>1,739,936</b>	<b>1,546,384</b>
Support costs	46,551	8,313	555	-	(55,419)	-	
Governance costs	10,186	1,819	121	(12,126)	-	-	
<b>Total expenditure 2023</b>	<b>1,266,765</b>	<b>389,774</b>	<b>83,398</b>	<b>-</b>	<b>-</b>	<b>1,739,936</b>	
Total expenditure 2022	<b>1,266,059</b>	<b>194,044</b>	<b>86,281</b>	<b>-</b>	<b>-</b>		<b>1,546,384</b>

3ST NWL (formerly H4All) CIO

Notes to the financial statements

For the year ended 31 March 2023

3b Analysis of expenditure (prior year)

	Charitable activities					2022 Total £
	Health & Wellbeing Services £	3rd Sector Development £	Key House Trading £	Governance costs £	Support costs £	
Staff costs (Note 6)	762,669	124,426	20,992	-	22,583	930,670
Age UK HHB Hospital Services	301,478	-	-	-	-	301,478
Other staff costs	59,800	11,450	581	-	1,590	73,421
Office costs	8,261	1,109	29,833	-	6,797	45,999
Other costs	5,154	100	251	610	1,139	7,254
Direct project costs	63,056	34,230	-	-	-	97,286
Advertising and Marketing	2,285	-	-	-	42	2,327
Audit & Accountancy	-	-	-	13,587	-	13,587
Bank Fees	-	-	-	-	514	514
Consulting	2,200	9,750	-	1,131	-	13,081
Depreciation	-	-	34,043	-	1,440	35,483
IT Software & Support	12,217	4,240	-	-	4,433	20,890
Insurance	-	-	-	-	4,393	4,393
	1,217,121	185,305	85,699	15,328	42,931	1,546,384
Support costs	36,062	6,440	429	-	(42,931)	-
Governance costs	12,876	2,299	153	(15,328)	-	-
<b>Total expenditure 2022</b>	<b>1,266,059</b>	<b>194,044</b>	<b>86,281</b>	<b>-</b>	<b>-</b>	<b>1,546,384</b>

## Notes to the financial statements

## For the year ended 31 March 2023

**4 Net movement in funds**

This is stated after charging / (crediting):

	2023 £	2022 £
Depreciation	34,986	35,483
Auditor's remuneration (excluding VAT): Audit	9,500	7,900
	<u>9,500</u>	<u>7,900</u>

**5 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel**

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	–	4,306
Social Security costs	–	472
Seconded staff costs	968,603	925,892
	<u>968,603</u>	<u>930,670</u>

No employee earned more than £60,000 during the year (2022: nil).

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £171,082 (2022: £119,101).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £0 (2022: £0).

**6 Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was 35 (2022: 37).

**7 Related party transactions**

There are no related party transactions to disclose for 2023 (2022: none).

All trustees of H4All CIO represent other charities which are partnered with H4All CIO. Please see the full list of trustees on page 1 of this report. H4All CIO has transacted with these organisations during the year on an arms length basis.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

## Notes to the financial statements

## For the year ended 31 March 2023

## 8 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

## 9 Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
<b>Cost or valuation</b>				
At the start of the year	2,100,000	8,094	15,533	2,123,627
Additions in year	-	-	-	-
Disposals in year	-	-	-	-
At the end of the year	2,100,000	8,094	15,533	2,123,627
<b>Depreciation</b>				
At the start of the year	98,888	5,662	15,533	120,083
Charge for the year	32,963	2,024	-	34,986
Eliminated on disposal	-	-	-	-
At the end of the year	131,851	7,686	15,533	155,069
<b>Net book value</b>				
<b>At the end of the year</b>	1,968,149	409	-	1,968,558
At the start of the year	2,001,112	2,432	-	2,003,544

Land valued at £451,870 is included within freehold property and not depreciated.

All of the above assets are used for charitable purposes.

## 10 Debtors

	2023 £	2022 £
Trade debtors	-	-
Other debtors	561,023	1,016,439
Prepayments	14,499	5,823
Accrued Income	14,593	-
	<b>590,115</b>	<b>1,022,262</b>

## 11 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	103,735	34,588
Accruals	12,488	47,846
Other creditors	168,444	574,647
Deferred income (note 12)	293,469	323,104
	<b>578,136</b>	<b>980,185</b>

## 12 Deferred income

Deferred income comprises of income received in advance of delivery.

	2023 £	2022 £
Balance at the beginning of the year	323,104	35,237
Amount released to income in the year	323,104	(35,237)
Amount deferred in the year	293,469	323,104
Balance at the end of the year	<u>293,469</u>	<u>323,104</u>

## 13a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	409	–	1,968,150	1,968,558
Net current assets	636,640	–	43,147	679,787
<b>Net assets at 31 March 2023</b>	<u>637,048</u>	<u>–</u>	<u>2,011,297</u>	<u>2,648,345</u>

## 13b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	2,431	–	2,001,113	2,003,544
Net current assets	414,509	–	43,147	136,361
<b>Net assets at 31 March 2022</b>	<u>416,940</u>	<u>–</u>	<u>2,044,260</u>	<u>2,461,200</u>

## 14a Movements in funds (current year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
<b>Restricted funds:</b>					
<b>Health &amp; Wellbeing Services</b>					
London Borough of Hillingdon	-	21,887	(21,887)	-	-
<b>3rd Sector Development</b>					
London Borough of Hillingdon	-	62,486	(62,486)	-	-
City Bridge Trust	-	11,350	(11,350)	-	-
LHC Community Benefit Fund				-	-
NHS NW London CCG	40,396	-	-		40,396
CNOOC		1,650	(1,650)		-
Donations	2,751	-	-		2,751
<b>Key House</b>					
Key House	2,001,113	-	(32,963)	-	1,968,150
<b>Total restricted funds</b>	<b>2,044,260</b>	<b>97,373</b>	<b>(130,335)</b>	<b>-</b>	<b>2,011,297</b>
<b>General funds</b>	<b>416,940</b>	<b>1,829,710</b>	<b>(1,609,602)</b>	<b>-</b>	<b>637,048</b>
<b>Total unrestricted funds</b>	<b>416,940</b>	<b>1,829,710</b>	<b>(1,609,602)</b>	<b>-</b>	<b>637,048</b>
<b>Total funds</b>	<b>2,461,200</b>	<b>1,927,083</b>	<b>(1,739,937)</b>	<b>-</b>	<b>2,648,345</b>

The narrative to explain the purpose of each fund is given at the foot of the note below.

## 14b Movements in funds (prior year)

	At 31 March 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
<b>Restricted funds:</b>					
<b>3rd Sector Development</b>					
London Borough of Hillingdon	8,627	40,000	(48,627)	-	-
City Bridge Trust	-	112,200	(112,200)	-	-
LHC Community Benefit Fund	10,500	-	(10,500)	-	-
NHS NW London CCG	50,600	-	(10,204)	-	40,396
CNOOC		11,029	(11,029)		-
Donations	-	3,179	(428)		2,751
<b>Key House</b>					
Key House	2,034,075	-	(32,962)	-	2,001,113
<b>Total restricted funds</b>	<b>2,103,802</b>	<b>166,408</b>	<b>(225,950)</b>	<b>-</b>	<b>2,044,260</b>
<b>General funds</b>	<b>169,098</b>	<b>1,568,276</b>	<b>(1,320,434)</b>	<b>-</b>	<b>416,940</b>
<b>Total unrestricted funds</b>	<b>169,098</b>	<b>1,568,276</b>	<b>(1,320,434)</b>	<b>-</b>	<b>416,940</b>
<b>Total funds</b>	<b>2,272,900</b>	<b>1,734,684</b>	<b>(1,546,384)</b>	<b>-</b>	<b>2,461,200</b>

**14 Movements in funds (continued)**

**Purposes of restricted funds**

**3rd Sector Development**

- **City Bridge Trust**  
To further develop the collaboration of 3rd sector Health & Wellbeing partners in Hillingdon, improving support for local residents.
- **China National Offshore Oil Corporation (CNOOC)**  
To support contact with local residents during the pandemic
- **London Borough of Hillingdon**  
To provide Dementia Befriending programme in Hillingdon.
- **LHC Community Benefit Fund**  
To support the development of small 3rd sector organisations.
- **NHS NW London CCG (was NHS Hillingdon CCG)**  
To scope the role of the Health & Wellbeing 3rd sector providers across North West London.

**Voluntary donations**

Restricted for supporting local residents suffering economic hardship

**Key House**

Acquisition of a Hillingdon property that provides low cost accommodation for 3rd sector organisations, for the benefit of Hillingdon residents.

**Third Sector Together North West London**

England & Wales - Charity number 1182593

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# Accounts

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# H4All CIO

Trustees' report and financial statements  
For the year ended 31 March 2022



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For the year ended 31 March 2022

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Reference and administrative information

For the year ended 31 March 2022

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Charity number 1182593

Country of registration England & Wales

Registered office and operational address c/o: Harlington Hospice Association  
Lansdown House  
St Peter's Way  
Harlington  
Middlesex  
UB3 5AB

Trustees Trustees who served during the year were:

**Non-Executive:**

Roger Calverley  
Hardeep Jhutti  
Margaret Roberts  
Jonathan Say  
Komal Raja (resigned May 2022)

**Executive:**

Julian Lloyd  
Steven Curry  
Sally Chandler  
Vanessa Bonner  
Angela Stangoe (resigned November 2021)  
Benn Keaveney (appointed November 2021)

Bankers CAF Bank Ltd  
25 Kings Hill Avenue  
West Malling  
Kent, ME19 4JQ

Solicitors IBB Solicitors  
Capital Court, 30 Windsor Street  
Uxbridge, UB8 1AB

Auditor Sayer Vincent LLP  
Chartered Accountants and Statutory Auditor  
Invicta House  
108-114 Golden Lane  
London, EC1Y 0TL

## Trustees' annual report

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

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the charity's trust deed and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

## Aims and objectives

### 1) Our vision

At H4All we aspire to creating environments where residents have access to responsive, fully integrated quality support and advice that helps them to stay independent and to take control of their lives.

### 2) Our mission

As five voluntary sector organisations working together and with others, we will combine our specialist skills and knowledge to improve the health and wellbeing of the residents of the London Borough of Hillingdon and beyond as opportunities arise.

### 3) Value statement

We are committed to the creation of successful, sustainable environments where people thrive. H4All combines the expertise of its member organisations – and works with others – to ensure that residents benefit from quality, holistic services that are value for money and that aim to reduce demand for primary care and social services.

### 4) Key messages:

- a) **Promoting integration:** We will promote good health and wellbeing through coordinated advice, support and information. Our integrated services will be needs-responsive and designed based on residents' 'lived experiences'.
- b) **Innovating and reflecting:** We are creative and understand what improves life. Through regular reflection we will ensure continuous improvement and develop alternative models of care and support.
- c) **Collaborative advantage:** We will bring scope, scale and value to new and emerging models of care. We will work closely with the CCG and Hillingdon Health and Care Partnership to

reduce – or significantly delay – demand for health and care services and will work to capitalise on the detailed and extensive understanding of population health needs that is held by the wider third sector.

- d) **Scalability and leadership:** We will provide third sector leadership across NW London and beyond to share our learning and to find collective solutions to the challenges faced by statutory health and care services.

## Context and background

H4All is a formal joint venture company, developed by five Hillingdon-based charities: Harlington Hospice, Carers Trust Hillingdon, Age UK Hillingdon, Harrow & Brent, Disablement Association Hillingdon (DASH) and Hillingdon Mind. H4All has been operational since September 2015, originally as a Community Interest Company (CIC) and, since March 2019, as a Charitable Incorporated Organisation (CIO). H4All has a growing local, regional and national reputation as a thought-leader in the transformation of health and care services.

In 2021–22, Hillingdon Mind was replaced on the Board by a collaborative of three Mind organisations – West London Minds, who also represent original member, Hillingdon Mind. This move supports H4All's aspirations to expand activity into NW London to better engage with the new NW London Integrated Care System (ICS). See: Page 9: Activities 4) 3ST (Third Sector Together) NWL:

Locally, our Community Health and Community Development teams take a three-pronged approach to improving health and wellbeing:

- a) **Health promotion and prevention:** firstly, our work promotes health and the prevention of illness and disease through health coaching, education and encouragement to make healthier lifestyle choices. The H4All Community Health team and the five sovereign charities collectively offer a broad range of advice, exercise and wellbeing services for residents of all ages and abilities. Residents are offered a full lifestyle check (triage) and a bespoke package of services is 'prescribed' for them, as well as receiving personalised support from a Wellbeing Support Officer as appropriate.
- b) **Tackling the wider determinants of health:** H4All takes an holistic – or whole-person – approach, which addresses social issues, thereby tackling the wider determinants of health, as well as providing health coaching, which helps people to better understand and manage their long-term conditions. Through this active case management, the service offers a credible alternative to clinical referral for General Practitioners and other clinicians.
- c) **Working with the wider third sector:** we are working with other charities to capitalise on the knowledge that is held by the third sector and to use this to inform the design, purchase and delivery of health services. Rather than trying to support people through long-established and often inflexible health services, we are working as one of the four partners

of the Hillingdon Health and Care Partnership (HHCP) to align health services against the needs of the communities they serve. We are also funded to develop the capacity and knowledge of the sector to facilitate its engagement with new and emerging NHS and primary care structures and since Covid, we have had a concerted focus on sector recovery.

Additionally, the sovereign charities have developed shared services and consistently explore ways to improve joint-working that result in cost-savings and the driving of resources to the frontline. We will continue to explore new ways of saving money and of sharing resources wherever possible.

H4All continues to review the opportunities provided by their ownership of Key House. Development stalled somewhat in 2020–21 because of the pandemic and resultant restrictions, but the team is now considering how they can maximise the opportunity for the good of the wider third sector in Hillingdon.

### Strategic objectives

Of necessity H4All works to an emergent strategy and our success to date has resulted in no small way because of our ability to respond rapidly to new opportunities. We are agile and innovative and do not want to lose this creativity and energy by being too rigid or detailed in our developmental plans. However, trustees are also clear that we need to avoid 'mission-drift' so we have settled on the following six high level and aspirational objectives, which we believe will provide an operational framework with which to 'sense-check' our work:

- a) To be the interface between statutory commissioners and the wider third sector and make best use of – and grow – social capital in Hillingdon.
- b) To design, deliver and grow health and wellbeing services as a means to reducing pressures on the NHS in Hillingdon and beyond.
- c) To develop the Health and Wellbeing Alliance, engage the broader third sector with the new and emerging neighbourhood structures, encourage collaboration and develop a population health model used by commissioners.
- d) To continue to develop our partnerships with stakeholders in the health and care economy in Hillingdon, across NW London and beyond, and to be recognised as expert thought-leaders in the developing relationship between statutory and third sector services.
- e) To continue to explore opportunities to save or share costs, thus ensuring that we maximise the amount of resources invested in the front line, including the development of Key House as a vibrant and well-used community resource that supports third sector organisations in Hillingdon to grow and thrive.

- f) To develop a series of products, in particular scalable and saleable models of working, that can generate income for H4All and engage the NWL ICS with these opportunities.

**Cross-cutting objective:** To improve our digital connectivity in three ways: as five charities working together; as a leader for the wider third sector with a future need to collate disparate health data, and how we connect with NHS and GP systems.

This report looks at what the charity has achieved against these objectives in the reporting period. The trustees also review the aims, objectives and activities of the charity each year. There is activity to develop a further objective for 2022–23, which is the development of H4All as the contracting vehicle for 3ST NWL. This is currently being debated at H4All Board meetings and all sovereign charity Boards and legal advice is being sought.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees have considered how planned activities will contribute to the aims and objectives that have been set.

## Activities

The charity's main activities and achievements in 2021–22 are detailed below:

### 1) Community development:

All community development activity continues. In year, the **Volunteer Hub** has registered 202 volunteers and placed 70 of them to date. 16 new organisations sought volunteers and 35 new volunteering roles were created. [www.h4all.org.uk/volunteer-hub](http://www.h4all.org.uk/volunteer-hub)

Membership of the **Hillingdon Health and Wellbeing Alliance** (HHWA) has nearly doubled in size and now has 69 member organisations. Alliance meetings continued throughout the year on zoom and members have co-produced the sector training programme organised by the team.

In addition to 'business as usual', the team is developing – or has instigated with new funding – the following projects:

#### a) Community Champions programme

The Community Development team has had new funding to develop this established programme in partnership with the London Borough of Hillingdon. Initially developed to support Covid and vaccination programme messaging into the heart of communities, Community Champions have been refunded to improve vaccine uptake, as well as, in the longer term, to deliver key health messages into the heart of the communities we serve.

Trustees' annual report

For the year ended 31 March 2022

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38 volunteer Community Champions to date have been recruited from the heart of the many diverse communities across the borough. They have received a range of training to enable them to support the communities of which they are a prominent member, initially delivering vaccine uptake messages and tackling misinformation about the vaccine. The programme will be retained and developed to support more general health messages and links closely with H4All's My Health Hillingdon health education programme.

**b) Help for Hillingdon**

Started in November 2021 via funding from the Greater London Authority, Help for Hillingdon is a programme that offers advice in community settings through a partnership convened and managed by H4All. The partners are Bell Farm Christian Centre, Hillingdon Citizens Advice Bureau and DASH, one of the sovereign charities. Advice is being delivered predominantly in special schools and food banks. To date the programme has reached 273 residents and has secured over £250k in benefits and financial entitlements. The partnership has also secured £1.5k Catalyst Samaritan Grant to bolster a hardship fund for residents in need.

**c) Compassionate Hillingdon**

Started in January 2022, Compassionate Hillingdon is a volunteer befriending scheme supporting adult Hillingdon residents who meet certain vulnerability criteria. Potential service users are people who are nearing the end of their life, those living with a long – term or chronic health conditions and those who are lonely or socially isolated. The pilot project has targets to recruit 30 Compassionate 'friends' and support 90 clients in the year-long pilot. The programme only started in January and the team has been able to move over some of the care-calling volunteers who supported residents during the lockdown.

Therefore in the first quarter of delivery 34 volunteer Compassionate friends have been recruited (against the annual target of 30) and (104 vulnerable residents are being supported against the annual target of 90).

**d) Lung Health screening programme**

Started in November 2021, the programme targets smokers and ex-smokers aged 55–74 years, and is delivered in partnership with Royal Marsden Partners and Age UK HHB. It has the following objectives:

- Residents take ownership of their lung health
- 50% of the identified cohort engages with the screening programme
- Early detection of lung cancer

To 31 March 2022, 35% of the target cohort of over 11k residents were engaged after just two quarters of delivery against an interim target of 25% and 47% of those attending initial screening interviews have been referred for a CT scan.

## 2) Community Health Services:

### a) Wellbeing Service

H4All has continued to deliver its core Wellbeing Service. The service was extended a couple of years ago from over-65s to all people over the age of 18 years who are: living with one or more long-term conditions; at risk of deteriorating health or showing signs of frailty; not engaged in managing their condition(s); and/or who are socially isolated or lonely.

The service aims to delay or reduce the need for costly health services and promote more appropriate use of these services. It provides:

- Residents with the tools, strategies and understanding to better manage their long-term conditions and make better informed choices about their future health, wellbeing and quality of life.
- A seamless link to the extensive health and wellbeing 'offer' in the third sector, which is preventative in nature. This is particularly appropriate for people who are lonely or isolated or whom, through the GP risk stratification process, are identified as being unstable or at risk of deterioration.
- A credible alternative to clinical referral for primary and secondary care staff.

### b) High-intensity user (HIU) service

A non-clinical service that works intensively with the top 50 users of emergency health services, H4All staff are actively addressing the many social and psychological issues that cause individuals to over-use A&E and 999 services. This cohort accounts for £7 million of the annual health and care spend so by providing alternative sources of support, H4All is reducing their usage of, and dependence on, more costly frontline services. In total 58 clients received intensive, long-term holistic support from the team.

The HIU service has received many accolades, most recently being awarded the Health Service Journal 'Urgent and Emergency Initiative of the Year' award in 2021, beating off stiff competition from the many large NHS Trusts and Foundations that entered. H4All was the only third sector organisation to win an award. The award triggered a visit from the Prime Minister, Boris Johnson, and has subsequently led to a nomination for a Parliamentary award - outcome expected in 2022-23.

### c) Active case management - Care Connection teams (CCTs)

A service provided the next cohort of around 4,000 high consumers of health services with H4All Wellbeing Support Assistants working as part of the borough's multi-agency Care Connection teams. This group of the population account for around 50% of the annual health spend and, through close and careful active management, H4All is also promoting more appropriate use of these resources. In year 640 residents also received intensive support from the team.

**d) Oaktree Safely Home**

A new project, this supported discharge programme is delivered by H4All and Age UK H,H,B, with the aim of making sure hospital discharges are safely-managed. 55 residents have accessed the service to date and the team ensure that care packages are reinstated, aids and adaptations are in place, welfare benefits are claimed or reinstated and that all relevant family members or support services are notified and engaged with the discharge.

**e) My Health Hillingdon**

The MyHealth programme is an education and empowerment programme designed to give patients the knowledge, skills and confidence to take control of their health. It is delivered in partnership with Hillingdon Primary Care Confederation CIC.

The overall aim of the programme is to engage, educate and empower those living with long term conditions and other health issues, both physically and mentally to enable them to better self-care, self-manage and navigate services by increasing knowledge, skills, and confidence. The philosophy of the programme is to ensure that the residents of Hillingdon can access high quality, evidence-based care in a setting appropriate to their needs by transforming the way care is delivered by co-producing the programme with service users and carers, providers, the local authority and community and voluntary sector groups.

All workshops delivered through the MyHealth programme are completely free of charge and facilitated by a health professional. Our current list of workshops include:

- Type 2 Diabetes (Qismet Accredited)
- Pre-Diabetes (Qismet Accredited)
- Menopause
- Diet & Nutrition for Weight Loss
- Diet & Nutrition for Diabetes
- Hypertension & Cholesterol
- Pediatric Asthma
- COPD

**3) Management of Key House:**

H4All continues to manage Key House, a Community Resource Centre in Yiewsley. Whilst significantly impacted by the lockdown, we still manage the tenancies of the other charities that are based on the site and have restarted to plan for improving the building as a vibrant resource for the local community.

A public consultation and Open Day event was held in late 2021 to establish what the priorities were for both the local community and the many charities that operate within Hillingdon.

#### 4) 3ST (Third Sector Together) NWL:

In response to the changing patterns of health commissioning, H4All has taken a leadership role at a NW London regional level to develop their collaborative model of working across the third sector in the eight boroughs of NW London. Working with a broad range of partners from the London boroughs of Harrow, Brent, Ealing, Hounslow, Kensington and Chelsea, Hammersmith and Fulham and Westminster, under H4All's leadership, 3ST NWL was born. [www.3stnwl.org.uk](http://www.3stnwl.org.uk)

H4All and its partners have worked collectively in order to:

- Protect the hard-won influence H4All enjoys in Hillingdon via their seat on the local Integrated Care Partnership (ICP), Hillingdon Health and Care Partners (HHCP) and that other partners have in other boroughs
- Provide a strategic commissioning link between the third sector and the health and care system
- Operate as part of the integrated health and care system as equal delivery partners, collaboratively providing quality health and care support to the 2.4 million residents of NW London
- Use their extensive combined skills and experience to design services that: promote population health; improve residents' self-management of long-term conditions; address health inequalities; promote more effective usage of health and care services, and; contribute to system transformation through the design of innovative services that address some of the challenges faced by the system.

To this end, H4All has been a leading partner in the development of 3ST NWL. 3ST NWL is now recognised by the NWL ICS as the third sector representative body, with seats on the Partnership Board and nine Portfolio Boards. 3ST has also developed a three-tier working model that is inclusive of all voluntary groups and organisations that are operational in any of the eight boroughs of NW London, effectively providing a gateway to the sector and the ability to ensure that resources can be directed where they will be most effective, including at the heart of the region's diverse communities.

### Achievements and performance

As per H4All's vision and mission, the work that the organisation has undertaken in the year is making a significant contribution to the development of environments where residents have access to responsive and quality support and advice that helps them to stay independent and to take control of their lives.

## 1: Clients accessing Community Health Services

Service:	Apr – Jun 2021 (Q1)	Jul – Sep 2021 (Q2)	Oct – Dec 2021 (Q3)	Jan – Mar 2022 (Q4)	Total Q1 – Q4
<b>Wellbeing Service</b>					
Number of new clients	167	190	185	160	702
Number of returning clients (original referral was not in this quarter)	45	87	80	62	274
<b>Total Wellbeing Clients</b>	<b>212</b>	<b>277</b>	<b>265</b>	<b>222</b>	<b>976</b>
<b>CCT Service</b>					
Number of new clients	179	146	84	86	495
Number of returning clients (original referral was not in this quarter)	63	52	9	21	145
<b>Total CCT clients</b>	<b>242</b>	<b>198</b>	<b>93</b>	<b>107</b>	<b>640</b>
<b>HIU Service</b>					
Number of new clients	4	2	5	4	15
Number of returning clients (original referral was not in this quarter)	-	-	-	-	43
<b>Total HIU clients</b>	<b>47</b>	<b>49</b>	<b>44</b>	<b>55</b>	<b>58</b>
<b>Oaktree Safely Home</b>					
Number of new clients	14	8	4	5	31
Number of returning clients (original referral was not in this quarter)	-	10	9	5	24
<b>Total Oaktree clients</b>	<b>14</b>	<b>18</b>	<b>13</b>	<b>10</b>	<b>55</b>
<b>Total – new clients</b>	<b>364</b>	<b>346</b>	<b>278</b>	<b>255</b>	<b>1243</b>
<b>Total – all clients</b>	<b>515</b>	<b>542</b>	<b>415</b>	<b>394</b>	<b>1866</b>
<b>Total number of contacts:</b>	<b>28,450</b>				

## 2) Community development

Service:	Numbers engaged 2021/22:
Community Champions	38 volunteers
Compassionate Hillingdon (started January 2022)	104 residents 34 volunteers
Health and Wellbeing Alliance	69 member organisations
Help4Hillingdon (started Nov 21)	273 residents
Lung Health Engagement programme (started Nov 21)	150 residents supported
Volunteer Hub	202 volunteers registered with H4All 16 new organisations sought volunteers 35 new roles were created 70 volunteers were successfully placed

### Beneficiaries and stakeholders

H4All's beneficiaries and stakeholders include:

- a) All residents in the London Borough of Hillingdon that meet the service specifications. They can self-refer to H4All services or be referred by a health professional.
- b) The five sovereign charities: Age UK Hillingdon Harrow and Brent, Disablement Association Hillingdon (DASH), Harlington Hospice, Carers Trust Hillingdon and West London Minds.
- c) Hillingdon CCG, HHCP (Hillingdon Health and Care Partnership) and the GP Confederation Hillingdon CIC.

Trustees' annual report

For the year ended 31 March 2022

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- d) The London Borough of Hillingdon. The council is regularly updated on developments within H4All and has been very supportive of the work H4All has undertaken to improve closer working across the 3rd sector.
- e) The wider third sector in Hillingdon through the Health and Wellbeing Alliance and the many small groups that access the central support function.
- f) NHS England, NW London Integrated Care System (ICS) and the broad range of third sector organisations working collaboratively with H4All in NW London. Ultimately, beneficiaries will include the residents of NW London.

**Consultation**

H4All secures regular feedback on its services from stakeholders through a link on their website: <http://www.H4All.org.uk/community-engagement>

The sovereign organisations of H4All all have well-established programmes of consultation and all services that they deliver are designed based on the needs of their core user groups. Many hold regular forums and public events to ensure that residents can influence priorities, service development and new investment. H4All also convenes a regular meeting of the Hillingdon Health and Wellbeing Alliance to ensure that the wider third sector is engaged with collaborative work. H4All and the sovereign charities support the Council and the CCG with a broad range of resident engagement and consultation activities each year.

**Financial review**

H4All has continued to grow its services and therefore its turnover. The growth reflects the confidence of health Commissioners at both NHS and Primary Care Network level in partnership working with a proven third sector organisation. The specific programmes, as noted above, are –

- The Wellbeing Service in Hillingdon, our flagship programme that has been running since 2016, funded by the North West London ICB;
- The High Intensity User service commenced in January 2019, funded by North West London ICB via the Hillingdon Healthcare Programme (HHCP) with an additional resource for an extra member of staff given in year;
- Active Case Management service commenced in the autumn of 2019, another programme funded via North West London ICB;
- Hospital services programmes in Hillingdon for over 65-year olds, run by Age UK Hillingdon, Harrow and Brent, which include a Take Home & Settle service, Falls Prevention and support to older patients in the Accident & Emergency department of The Hillingdon Hospital

### Trustees' annual report

#### For the year ended 31 March 2022

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- My Health Hillingdon, delivered in partnership with the GP Confederation, funded by North West London ICB
- New investment in a series of Community Health Services: Lung Health screening, Compassionate Hillingdon, Community Champions and Help for Hillingdon.

The work to develop the third sector community in Hillingdon was funded by grants from the City Bridge Trust, London Borough of Hillingdon and the LHC Community fund.

H4All owns and manages Key House, taking responsibility for providing low cost rental space for local community organisations and ensuring the upkeep of the building. Operational and financial shared services staff are employed by the partner charities and seconded to H4All. Hospital services staff are employed by and work in Age UK Hillingdon, Harrow and Brent.

H4All's income during the year ended 31 March 2022 was £1,734,684 an increase of 14% compared to 2021. The surplus generated more than tripled to £188,300.

Reserves grew to £2,461,200, and are analysed as:

Restricted reserves comprising the Key House building in West Drayton	£2,001,113
Other restricted reserves	£43,147
Total restricted reserves	£2,044,260
Free reserves	£416,940
Total reserves	£2,461,200

#### Reserves policy and going concern

H4All's Reserves policy is under review given the changes that are being made to include the larger operational area of the eight boroughs of NW London. H4All's articles have been changed with the Charity Commission to provide flexibility for possible future operational changes.

Currently the minimum level of the Operating Reserve is determined by key expenses to the organisation to ensure Trustees can meet all liabilities in the event that key funded services need to be wound down. These are:

- Statutory redundancy costs for employed staff, and for seconded staff for the period for which they have been seconded to H4All. Redundancy costs for time that seconded staff worked for their parent organisation prior to their work with H4All will be met by the parent organisation.

Trustees' annual report

For the year ended 31 March 2022

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- Cashflow reserves, where the payment of contract or grant income can be delayed by up to two months. This does not include recharged costs to H4All partners, who accept delays in payment under these circumstances.
- Repair and maintenance costs for Key House: H4All has the responsibility for ensuring that Key House remains a valuable asset for developing the third sector in Hillingdon.

The calculation to meet these conditions has resulted in a required Operating Reserve of £250,000. The Board expect to meet their Reserve ambition for the foreseeable future.

At 31 March 2022, H4All's unrestricted reserves were £416,940, which is higher than the Board's required minimum operating reserve. The Board believes that is appropriate for H4All to carry higher reserves than the minimum set by the policy as the charity faces a period of uncertainty and high inflation.

H4All has contractually guaranteed revenues covering most of the next 12 months at previous year's levels with inflation linked rises. It is also expanding services and seeking infrastructure funding from North West London ICB to support the development of 3ST NWL.

H4All management has produced financial projections assessing the impact on H4All's reserves if:

1. A major contract is lost
2. Wage inflation continues to rise

Our projections indicate that H4All has adequate reserves to overcome these threats. After reviewing the projections, the trustees have concluded that H4All CIO can continue to trade as a going concern.

### Principal risks and uncertainties

The trustees regularly review key risks and mitigation policies which are reviewed at board meetings. Priorities are to manage a balanced budget and prudently expand services in line with the strategic plan.

Internal processes are constantly reviewed with the objective of increasing overall efficiency. H4All income for 22/23 is underpinned by multi-year contracts and inflation linked renewals, although contracts are all under review due to the changing face of commissioning. The acquisition of Key House has significantly strengthened the charities position. As a result, the board sees no material uncertainties in the coming 12 months.

## Fundraising

H4All does not engage in any material fundraising activities. All its income comes from NHS related contracts, Local Authority funding or grant applications from a range of Charitable Trusts and Foundations.

## Plans for the future

H4All is currently well established as a key partner in the Hillingdon Health and Care Partnership (HHCP) and in all emerging structures for the NWL ICS, with 3ST seats on the ICS Board and all subsequent structures.

H4All, leveraging experience and knowledge successfully gained from the HHCP partnership is keen to become a lead partner in this new system and has already placed key personnel onto the relevant boards. The aim is to both protect the hard-won influence that they have achieved in local structures and to ensure that 3ST, the Third Sector collaborative, becomes an equal delivery partner in the new system and is involved in services design and sector recovery.

## Structure, governance and management

The organisation first registered as a Community Interest Company (CIC) on 25 September 2015. It changed its status to Charitable Incorporated Organisation (CIO) and registered with the Charity Commission on 22 March 2019. The charity is constituted under a Joint Venture Agreement dated 31 May 2016.

### a) Appointment of trustees

All the Trustees of the charity are appointed as per the Joint Venture Agreement and the Board consists of at least one Trustee representative for each of the five sovereign charities. They are elected by the Board of the sovereign charity. There are also five Executive trustees, which are the five Charity Chief Executives from the sovereign charities.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 6 to the accounts.

### b) Trustee induction and training

All new trustees have access to an induction and any training they might need and have the opportunity to spend time with the current Chair to discuss the current status of the Board and organisation.

### c) Related parties and relationships with other organisations

### Trustees' annual report

#### For the year ended 31 March 2022

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Trustee representatives from each of the five partner charities have a duty to report back on H4All activity to sovereign Boards but also carry a delegated responsibility to make decisions affecting H4All on behalf of the charity that elected them.

Where there is a requirement in the Joint Venture Agreement for all five partner charities to make decisions, both the Trustee representative and Executive Trustee will ensure that the sovereign Board is able to make an informed decision on the matter in hand.

Mr Roger Calverley is also a trustee for Age UK, Hillingdon, Harrow and Brent.

Ms Hardeep Jhutti is also a trustee for Carers Trust Hillingdon.

Ms Margaret Roberts is also a trustee for Harlington Hospice.

Mr Jonathan Say is also a trustee for DASH.

The appointment of a trustee representative for the West London Mind collaborative is currently underway.

All trustees who represent other charities work on an arm's length basis.

#### **d) Remuneration policy for key management personnel**

H4All does not directly employ management personnel. Its senior management team (SMT) comprises individuals from Age UK Hillingdon, Harrow & Brent, Harlington Hospice, DASH, West London Mind and Carers Trust Hillingdon. As such any new appointments to the SMT would reflect policies of these charities which would include a combination of internal and external benchmarking through sites such as Charity Jobs, Indeed, and external HR advisors.

#### **e) Statement of responsibilities of the trustees**

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing financial statements giving a true and fair view, the trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.

**Trustees' annual report**

**For the year ended 31 March 2022**

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- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011.

They are also responsible for safeguarding the assets of the charity hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

**f) Auditor**

Sayer Vincent LLP was re-appointed as the charity's auditor during the year and has expressed its willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees and signed on their behalf by:

**Sally Chandler**  
**Trustee**

9 December 2022

## **Independent auditor's report**

**To the members of**

**H4All CIO**

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### **Opinion**

We have audited the financial statements of H4All CIO (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Charities Act 2011

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on H4All CIO's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## **Independent auditor's report**

To the members of

H4All CIO

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### **Other information**

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- The information given in the trustees' annual report is inconsistent in any material respect with the financial statements;
- Sufficient accounting records have not been kept; or
- The financial statements are not in agreement with the accounting records and returns; or
- We have not received all the information and explanations we require for our audit

### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

## Independent auditor's report

To the members of

H4All CIO

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Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

### Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or

## **Independent auditor's report**

**To the members of**

**H4All CIO**

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non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charity's trustees as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DATE 15 December 2022

Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

## Statement of financial activities

For the year ended 31 March 2022

	Note	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
<b>Income from:</b>							
Charitable activities							
Health & Wellbeing Services	2	1,473,175	-	<b>1,473,175</b>	1,270,711	-	1,270,711
3rd Sector development (Hillingdon)	2	54,606	163,229	<b>217,835</b>	39,100	174,700	213,800
Key House trading	2	35,570	-	<b>35,570</b>	34,459	-	34,459
Other trading activities		4,661	-	<b>4,661</b>	2,602	-	2,602
Voluntary income		264	3,179	<b>3,443</b>	-	-	-
<b>Total income</b>		<b>1,568,276</b>	<b>166,408</b>	<b>1,734,684</b>	<b>1,346,872</b>	<b>174,700</b>	<b>1,521,572</b>
<b>Expenditure on:</b>							
Charitable activities							
Health & Wellbeing Services	3	1,265,630	428	<b>1,266,058</b>	1,175,209	-	1,175,209
3rd Sector development (Hillingdon)	3	1,484	192,560	<b>194,044</b>	43,170	164,335	207,505
Key House trading	3	53,320	32,962	<b>86,282</b>	47,271	32,962	80,233
<b>Total expenditure</b>		<b>1,320,434</b>	<b>225,950</b>	<b>1,546,384</b>	<b>1,265,649</b>	<b>197,297</b>	<b>1,462,946</b>
<b>Net movement in funds</b>	4	<b>247,842</b>	<b>(59,542)</b>	<b>188,300</b>	<b>81,223</b>	<b>(22,597)</b>	<b>58,626</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		169,098	2,103,802	<b>2,272,900</b>	87,875	2,126,399	2,214,274
<b>Total funds carried forward</b>		<b>416,940</b>	<b>2,044,260</b>	<b>2,461,200</b>	<b>169,098</b>	<b>2,103,802</b>	<b>2,272,900</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 15a to the financial statements.

## H4All CIO

### Balance sheet

As at 31 March 2022

	Note	£	2022 £	£	2021 £
<b>Fixed assets:</b>					
Tangible assets	9		<u>2,003,544</u>		<u>2,039,027</u>
			<b>2,003,544</b>		<b>2,039,027</b>
<b>Current assets:</b>					
Debtors	10	1,022,262		304,159	
Cash at bank and in hand		<u>415,579</u>		<u>419,574</u>	
		<b>1,437,841</b>		<b>723,733</b>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	11	<u>(980,185)</u>		<u>(489,860)</u>	
<b>Net current assets</b>			<u><b>457,656</b></u>		<u><b>233,873</b></u>
<b>Total net assets</b>			<u><u><b>2,461,200</b></u></u>		<u><u><b>2,272,900</b></u></u>
<b>The funds of the charity:</b>	14a				
Restricted income funds			<b>2,044,260</b>		<b>2,103,802</b>
Unrestricted income funds:					
General funds		<u>416,940</u>		<u>169,098</u>	
Total unrestricted funds			<u><b>416,940</b></u>		<u><b>169,098</b></u>
<b>Total charity funds</b>			<u><u><b>2,461,200</b></u></u>		<u><u><b>2,272,900</b></u></u>

Approved by the trustees on 9 December 2022 and signed on their behalf by

Sally Chandler  
Trustee

## Statement of cash flows

For the year ended 31 March 2022

	Note	2022 £	£	2021 £	£
<b>Cash flows from operating activities</b>					
Net income for the reporting period (as per the statement of financial activities)		188,300		58,626	
Depreciation charges		35,483		38,886	
(Increase) in debtors		(718,103)		(235,900)	
Increase in creditors		490,325		320,083	
<b>Net cash provided by / (used in) operating activities</b>			<b>(3,995)</b>		<b>181,695</b>
<b>Cash flows from investing activities:</b>					
Purchase of fixed assets		-		-	
<b>Net cash (used in) investing activities</b>			<b>(3,995)</b>		<b>-</b>
<b>Change in cash and cash equivalents in the year</b>			<b>(3,995)</b>		<b>181,695</b>
Cash and cash equivalents at the beginning of the year			419,574		237,879
<b>Cash and cash equivalents at the end of the year</b>			<b>415,579</b>		<b>419,574</b>

## Analysis of cash and cash equivalents and of net debt

	At 1 April 2021 £	Cash flows £	Other non- cash changes £	At 31 March 2022 £
Cash at bank and in hand	419,574	(3,995)	-	<b>415,579</b>
<b>Total cash and cash equivalents</b>	<b>419,574</b>	<b>(3,995)</b>	<b>-</b>	<b>415,579</b>

Notes to the financial statements

For the year ended 31 March 2022

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**1 Accounting policies**

**a) Statutory information**

H4All is a charitable incorporated organisation registered with the Charity Commission for England and Wales.

The registered office address is Lansdowne House, Saint Peters Way, Harlington, Middlesex UB3 5AB and the principal place of business is Key House, 106 High St, Yiewsley, West Drayton UB7 7BQ.

**b) 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

**c) Public benefit entity**

The charity meets the definition of a public benefit entity under FRS 102.

**d) Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**e) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

**f) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**g) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

## Notes to the financial statements

For the year ended 31 March 2022

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**1 Accounting policies (continued)****h) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. The cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of staff time attributable to each activity, as follows:

● Health & Wellbeing Services	84%
● 3rd Sector Development (Hillingdon)	15%
● Key House trading	1%

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

**i) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**j) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The building value of £2,100,000 includes land valued at £451,870. Land is not depreciated. The building (Key House) is accounted for at historical cost less depreciation over 50 years.

The depreciation rates in use are as follows:

● Building assets	50 years
● Computer assets	4 years
● Fixtures and Fittings	4 years

**k) 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.

**l) 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.

**m) 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.

**n) Pensions**

There are no H4All members of staff eligible for auto-enrolment and no staff member has voluntarily opted in. Seconded staff are opted in to their sovereign charity's pension scheme.

## Notes to the financial statements

For the year ended 31 March 2022

## 2 Income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Hillingdon Health and Care Partners	436,390	-	<b>436,390</b>	378,417	-	378,417
NHS North West London CCG	846,299	-	<b>846,299</b>	728,696	-	728,696
Primary Care Trusts Hounslow	160,070	-	<b>160,070</b>	143,594	-	143,594
The Confederation, Hillingdon CIC	6,668	-	<b>6,668</b>	20,004	-	20,004
Greater London Authority	23,748	-	<b>23,748</b>	-	-	-
Sub-total for Health & Wellbeing Services	1,473,175	-	<b>1,473,175</b>	1,270,711	-	1,270,711
City Bridge Trust	-	112,200	<b>112,200</b>	-	112,200	112,200
London Borough of Hillingdon	54,606	40,000	<b>94,606</b>	39,100	30,000	69,100
LHC London Community	-	-	-	-	7,500	7,500
NHS Hillingdon Clinical Commission Group	-	-	-	-	25,000	25,000
CNOOC	-	11,029	<b>11,029</b>	-	-	-
Sub-total for 3rd Sector development	54,606	163,229	<b>217,835</b>	39,100	174,700	213,800
Rental income	35,570	-	<b>35,570</b>	34,459	-	34,459
Sub-total for Key House Trading	35,570	-	<b>35,570</b>	34,459	-	34,459
Total income from charitable activities	1,563,351	163,229	<b>1,726,580</b>	1,344,270	174,700	1,518,970

## Notes to the financial statements

For the year ended 31 March 2022

## 3a Analysis of expenditure (current year)

	Charitable activities					2022 Total £	2021 Total £
	Health & Wellbeing Services £	3rd Sector Development £	Key House Trading £	Governance costs £	Support costs £		
Staff costs (Note 5)	762,669	124,426	20,992	-	22,583	<b>930,670</b>	867,619
Age UK HHB Hospital Services	301,478	-	-	-	-	<b>301,478</b>	319,744
Other staff costs	59,800	11,450	581	-	1,590	<b>73,421</b>	64,873
Office costs	8,261	1,109	29,833	-	6,797	<b>46,000</b>	30,510
Other costs	5,154	100	251	610	1,139	<b>7,254</b>	19,811
Direct project costs	63,056	34,230	-	-	-	<b>97,286</b>	74,792
Advertising and Marketing	2,285	-	-	-	42	<b>2,327</b>	142
Audit & Accountancy	-	-	-	13,587	-	<b>13,587</b>	9,894
Bank Fees	-	-	-	-	514	<b>514</b>	364
Consulting	2,200	9,750	-	1,131	-	<b>13,081</b>	19,571
Depreciation	-	-	34,043	-	1,440	<b>35,483</b>	38,869
IT Software & Support	12,217	4,240	-	-	4,433	<b>20,890</b>	12,747
Insurance	-	-	-	-	4,393	<b>4,393</b>	4,012
	<b>1,217,120</b>	<b>185,305</b>	<b>85,700</b>	<b>15,328</b>	<b>42,931</b>	<b>1,546,384</b>	<b>1,462,946</b>
Support costs	36,062	6,440	429	-	(42,931)	-	
Governance costs	12,876	2,299	153	(15,328)	-	-	
<b>Total expenditure 2022</b>	<b>1,266,058</b>	<b>194,044</b>	<b>86,282</b>	<b>-</b>	<b>-</b>	<b>1,546,384</b>	
Total expenditure 2021	<b>1,228,032</b>	<b>201,710</b>	<b>49,704</b>	<b>-</b>	<b>-</b>		<b>1,462,946</b>

## Notes to the financial statements

For the year ended 31 March 2022

## 3b Analysis of expenditure (prior year)

	Charitable activities					2021 Total £
	Health & Wellbeing Services £	3rd Sector Development £	Key House Trading £	Governance costs £	Support costs £	
Staff costs (Note 6)	693,453	120,794	24,999	-	28,373	867,619
Age UK HHB Hospital Services	319,744	-	-	-	-	319,744
Other staff costs	55,443	6,257	993	-	2,181	64,873
Office costs	690	-	19,250	-	10,570	30,510
Other costs	695	7	-	-	19,108	19,811
Direct project costs	23,747	51,045	-	-	-	74,792
Advertising and Marketing	-	142	-	-	-	142
Audit & Accountancy	-	-	-	9,894	-	9,894
Bank Fees	-	-	-	-	364	364
Consulting	-	14,400	-	5,171	-	19,571
Depreciation	-	-	34,043	-	4,827	38,869
IT Software & Support	1,784	636	-	-	10,326	12,747
Insurance	-	-	-	-	4,012	4,012
	<b>1,095,557</b>	<b>193,281</b>	<b>79,284</b>	<b>15,065</b>	<b>79,760</b>	<b>1,462,946</b>
Support costs	66,998	11,964	798	-	(79,760)	-
Governance costs	12,654	2,260	151	(15,065)	-	-
<b>Total expenditure 2021</b>	<b>1,175,209</b>	<b>207,505</b>	<b>80,233</b>		<b>-</b>	<b>1,462,946</b>

## Notes to the financial statements

## For the year ended 31 March 2022

**4 Net movement in funds**

This is stated after charging / (crediting):

	2022 £	2021 £
Depreciation	35,483	38,886
Auditor's remuneration (excluding VAT): Audit	<u>7,900</u>	<u>7,500</u>

**5 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel**

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	4,306	7,574
Social Security costs	472	877
Seconded staff costs	<u>925,892</u>	<u>859,168</u>
	<u><u>930,670</u></u>	<u><u>867,619</u></u>

No employee earned more than £60,000 during the year (2021: nil).

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £119,101 (2021: £94,865).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £0 (2021: £0).

**6 Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was 37 (2021: 36).

**7 Related party transactions**

There are no related party transactions to disclose for 2022 (2021: none).

All trustees of H4All CIO represent other charities which are partnered with H4All CIO. Please see the full list of trustees on page 1 of this report. H4All CIO has transacted with these organisations during the year on an arms length basis.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

## Notes to the financial statements

For the year ended 31 March 2022

**8 Taxation**

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**9 Tangible fixed assets**

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
<b>Cost or valuation</b>				
At the start of the year	2,100,000	8,094	15,533	<b>2,123,627</b>
Additions in year	-	-	-	-
Disposals in year	-	-	-	-
At the end of the year	<u>2,100,000</u>	<u>8,094</u>	<u>15,533</u>	<u><b>2,123,627</b></u>
<b>Depreciation</b>				
At the start of the year	65,925	3,638	15,037	<b>84,600</b>
Charge for the year	32,963	2,024	496	<b>35,483</b>
Eliminated on disposal	-	-	-	-
At the end of the year	<u>98,888</u>	<u>5,662</u>	<u>15,533</u>	<u><b>120,083</b></u>
<b>Net book value</b>				
<b>At the end of the year</b>	<u><u>2,001,112</u></u>	<u><u>2,432</u></u>	<u><u>-</u></u>	<u><u><b>2,003,544</b></u></u>
At the start of the year	<u><u>2,034,075</u></u>	<u><u>4,456</u></u>	<u><u>496</u></u>	<u><u><b>2,039,027</b></u></u>

Land valued at £451,870 is included within freehold property and not depreciated.

All of the above assets are used for charitable purposes.

**10 Debtors**

	2022 £	2021 £
Trade debtors	-	900
Other debtors	<b>1,016,439</b>	230,144
Prepayments	<b>5,823</b>	12,489
Accrued Income	-	60,626
	<u><u><b>1,022,262</b></u></u>	<u><u>304,159</u></u>

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

	2022 £	2021 £
Trade creditors	<b>34,588</b>	384,519
Accruals	<b>47,846</b>	70,104
Other creditors	<b>574,647</b>	-
Deferred income (note 12)	<b>323,104</b>	35,237
	<u><u><b>980,185</b></u></u>	<u><u>489,860</u></u>

## Notes to the financial statements

## For the year ended 31 March 2022

## 12 Deferred income

Deferred income comprises of income received in advance of delivery.

	2022 £	2021 £
Balance at the beginning of the year	35,237	39,208
Amount released to income in the year	(35,237)	(39,208)
Amount deferred in the year	323,104	35,237
Balance at the end of the year	<u>323,104</u>	<u>35,237</u>

## 13a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	2,431	-	2,001,113	2,003,544
Net current assets	414,509	-	43,147	457,656
<b>Net assets at 31 March 2022</b>	<u>416,940</u>	<u>-</u>	<u>2,044,260</u>	<u>2,461,200</u>

## 13b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	4,952	-	2,034,075	2,039,027
Net current assets	164,146	-	69,727	136,361
<b>Net assets at 31 March 2021</b>	<u>169,098</u>	<u>-</u>	<u>2,103,802</u>	<u>2,272,900</u>

## Notes to the financial statements

For the year ended 31 March 2022

## 14a Movements in funds (current year)

	At 1 April 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
<b>Restricted funds:</b>					
<b>3rd Sector Development</b>					
London Borough of Hillingdon	8,627	40,000	(48,627)	-	-
City Bridge Trust	-	112,200	(112,200)	-	-
LHC Community Benefit Fund	10,500	-	(10,500)	-	-
NHS NW London CCG	50,600	-	(10,204)	-	40,396
CNOOC	-	11,029	(11,029)	-	-
Donations	-	3,179	(428)	-	2,751
<b>Key House</b>					
Key House	2,034,075	-	(32,962)	-	2,001,113
<b>Total restricted funds</b>	<b>2,103,802</b>	<b>166,408</b>	<b>(225,950)</b>	<b>-</b>	<b>2,044,260</b>
<b>General funds</b>	<b>169,098</b>	<b>1,568,276</b>	<b>(1,320,434)</b>	<b>-</b>	<b>416,940</b>
<b>Total unrestricted funds</b>	<b>169,098</b>	<b>1,568,276</b>	<b>(1,320,434)</b>	<b>-</b>	<b>416,940</b>
<b>Total funds</b>	<b>2,272,900</b>	<b>1,734,684</b>	<b>(1,546,384)</b>	<b>-</b>	<b>2,461,200</b>

The narrative to explain the purpose of each fund is given at the foot of the note below.

## 14b Movements in funds (prior year)

	At 31 March 2020 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2021 £
<b>Restricted funds:</b>					
<b>3rd Sector Development</b>					
City Bridge Trust	4,362	112,200	(116,562)	-	-
London Borough of Hillingdon	-	30,000	(21,373)	-	8,627
LHC Community Benefit Fund	15,000	7,500	(12,000)	-	10,500
NHS NW London CCG	40,000	25,000	(14,400)	-	50,600
<b>Key House</b>					
Key House	2,067,037	-	(32,962)	-	2,034,075
<b>Total restricted funds</b>	<b>2,126,399</b>	<b>174,700</b>	<b>(197,297)</b>	<b>-</b>	<b>2,103,802</b>
<b>General funds</b>	<b>87,875</b>	<b>1,363,372</b>	<b>(1,282,149)</b>	<b>-</b>	<b>169,098</b>
<b>Total unrestricted funds</b>	<b>87,875</b>	<b>1,363,372</b>	<b>(1,282,149)</b>	<b>-</b>	<b>169,098</b>
<b>Total funds</b>	<b>2,214,274</b>	<b>1,538,072</b>	<b>(1,479,446)</b>	<b>-</b>	<b>2,272,900</b>

**14 Movements in funds (continued)**

**Purposes of restricted funds**

**3rd Sector Development**

- **City Bridge Trust**  
To further develop the collaboration of 3rd sector Health & Wellbeing partners in Hillingdon, improving support for local residents.
- **China National Offshore Oil Corporation (CNOOC)**  
To support contact with local residents during the pandemic
- **London Borough of Hillingdon**  
To provide Dementia Befriending programme in Hillingdon.
- **LHC Community Benefit Fund**  
To support the development of small 3rd sector organisations.
- **NHS NW London CCG (was NHS Hillingdon CCG)**  
To scope the role of the Health & Wellbeing 3rd sector providers across North West London.

**Voluntary donations**

Restricted for supporting local residents suffering economic hardship

**Key House**

Acquisition of a Hillingdon property that provides low cost accommodation for 3rd sector organisations, for the benefit of Hillingdon residents.

**Third Sector Together North West London**

England & Wales - Charity number 1182593

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# Accounts

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Charity number: 1182593



# H4All CIO

Trustee report and financial statements  
For the year ended 31 March 2021

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For the year ended 31 March 2021

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Reference and administrative information

For the year ended 31 March 2021

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Charity number 1182593  
Country of registration England & Wales

Registered office c/o: Harlington Hospice Association  
Lansdowne House  
St Peter's Way  
Harlington  
Middlesex  
UB3 5AB

Operating address Key House  
106 High Street  
Yiewsley  
West Drayton  
Middlesex  
UB7 7BQ

Trustees Trustees who served during the year and up to the date of this report were:

**Non-Executive:**

Roger Calverley	(Age UK HHB Board appointed December 2020)
Ian Edwards	(resigned December 2020)
Hardeep Jhutti	(Carers Trust Hillingdon appointed September 2020)
Robert Parsons	(resigned April 2021)
Komal Raja	(Mind in Harrow appointed November 2021)
Margaret Roberts	(Harlington Hospice Association)
Vanessa Rumble	(deceased December 2020)
Jonathan Say	(DASH appointed February 2021)
Aegon Welsh	(resigned September 2020)

**Executive:**

Vanessa Bonner	(DASH)
Sally Chandler	(Carers Trust Hillingdon)
Stephen Curry	(Harlington Hospice Association)
Benn Keaveney	(HFEH Mind appointed November 2021)
Julian Lloyd	(Age UK HHB)
Angela Stangoe	(Hillingdon Mind resigned November 2021)

**Reference and administrative information**

**For the year ended 31 March 2021**

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<b>Partner organisations</b>	Age UK Hillingdon Harrow and Brent (Age UK HHB) Carers Trust Hillingdon Disability does not mean inability (DASH) Hammersmith Fulham Ealing and Hounslow Mind (HFEH Mind) Harlington Hospice Association
<b>Bankers</b>	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ
<b>Solicitors</b>	IBB Solicitors Capital Court 30 Windsor Street Uxbridge UB8 1AB
<b>Auditor</b>	Sayer Vincent LLP Chartered Accountants and Statutory Auditor Invicta House 108-114 Golden Lane London EC1Y 0TL

## Trustees' annual report

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

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the charity's trust deed and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

## Aims and objectives

### 1) Our vision

At H4All we aspire to creating environments where residents have access to responsive, fully integrated quality support and advice that helps them to stay independent and to take control of their lives.

### 2) Our mission

As five voluntary sector organisations working together and with others, we will combine our specialist skills and knowledge to improve the health and wellbeing of the residents of the London Borough of Hillingdon and beyond as opportunities arise.

### 3) Value statement

We are committed to the creation of successful, sustainable environments where people thrive. H4All combines the expertise of its member organisations – and works with others – to ensure that residents benefit from quality, holistic services that are value for money and that aim to reduce demand for primary care and social services.

### 4) Key messages:

- a) **Promoting integration:** We will promote good health and wellbeing through coordinated advice, support, and information. Our integrated services will be needs-responsive and designed based on residents' 'lived experiences'.
- b) **Innovating and reflecting:** We are creative and understand what improves life. Through regular reflection we will ensure continuous improvement and develop alternative models of care and support.
- c) **Collaborative advantage:** We will bring scope, scale, and value to new and emerging models of care. We will work closely with the CCG and Hillingdon Health and Care Partnership to reduce – or significantly delay – demand for health and care services and will work to

capitalise on the detailed and extensive understanding of population health needs that is held by the wider third sector.

- d) **Scalability and leadership:** We will provide third sector leadership across NW London and beyond to share our learning and to find collective solutions to the challenges faced by statutory health and care services.

## Context and background

H4All is a formal joint venture company, developed by five Hillingdon-based charities: Harlington Hospice, Carers Trust Hillingdon, Age UK Hillingdon, Harrow & Brent, Hillingdon Mind and Disablement Association Hillingdon (DASH). It has been operational since September 2015, originally as a Community Interest Company (CIC) and, since March 2019, as a Charitable Incorporated Organisation (CIO). H4All has a growing local, regional, and national reputation as a thought-leader in the transformation of health and care services and is now leading the development of a new collaboration of third sector organisations across the eight boroughs of NW London.

Our Community Health and Community Development teams take a three-pronged approach to improving health and wellbeing:

- a) **Health promotion and prevention:** firstly, our work promotes health and the prevention of illness and disease through health coaching, education, and encouragement to make healthier lifestyle choices. The H4All Community Health team and the five sovereign charities collectively offer a broad range of advice, exercise, and wellbeing services for residents of all ages and abilities. Residents are offered a full lifestyle check (triage) and a bespoke package of services is 'prescribed' for them, as well as receiving personalised support from a Wellbeing Support Officer as appropriate.
- b) **Tackling the wider determinants of health:** H4All takes an holistic – or whole-person – approach, which addresses social issues, thereby tackling the wider determinants of health, as well as providing health coaching, which helps people to better understand and manage their long-term conditions. Through this active case management, the service offers a credible alternative to clinical referral for General Practitioners and other clinicians. Through the use of pre- and post-intervention Patient Activation Measure (PAM) assessments, and by tracking GP data, we have been able to improve appropriate usage of GP appointments and hospital attendances, which can be monetised to demonstrate savings.
- c) **Working with the wider third sector:** we are working with other charities to capitalise on the knowledge that is held by the third sector and to use this to inform the design, purchase, and delivery of health services. Rather than trying to support people through long-established and often inflexible health services, we are working as one of the four partners of the Hillingdon Health and Care Partnership (HHCP) to align health services against the needs of the communities they serve. We are also funded to develop the capacity and

knowledge of the sector to facilitate its engagement with new and emerging NHS and primary care structures and since Covid, we have had a concerted focus on sector recovery.

Additionally, the five partner charities have developed shared services and consistently explore ways to improve joint-working that result in cost-savings and the driving of resources to the frontline. We will continue to explore new ways of saving money and of sharing resources wherever possible.

Finally, on 1 April 2019, H4All took over the ownership and management of Key House in Yiewsley. We were working to develop this fabulous resource to benefit our local communities and the groups and organisations that serve and support them, however, things stalled somewhat in 2020-21 because of the pandemic and resultant restrictions.

### Strategic objectives

Of necessity H4All works to an emergent strategy and our success to date has resulted in no small way because of our ability to respond rapidly to new opportunities. We are agile and innovative and do not want to lose this creativity and energy by being too rigid or detailed in our developmental plans. However, trustees are also clear that we need to avoid 'mission-drift' so we have settled on the following six high level and aspirational objectives, which we believe will provide an operational framework with which to 'sense-check' our work:

- a) To be the interface between statutory commissioners and the wider third sector and make best use of – and grow – social capital in Hillingdon.
- b) To design, deliver and grow health and wellbeing services as a means to reducing pressures on the NHS in Hillingdon and beyond.
- c) To develop the Health and Wellbeing Alliance, engage the broader third sector with the new and emerging neighbourhood structures, encourage collaboration and develop a population health model used by commissioners.
- d) To continue to develop our partnerships with stakeholders in the health and care economy in Hillingdon, across NW London and beyond, and to be recognised as expert thought-leaders in the developing relationship between statutory and third sector services.
- e) To continue to explore opportunities to save or share costs, thus ensuring that we maximise the amount of resources invested in the front line, including the development of Key House as a vibrant and well-used community resource that supports third sector organisations in Hillingdon to grow and thrive.
- f) To develop a series of products, in particular scalable and saleable models of working, that can generate income for H4All.

Trustees' annual report

For the year ended 31 March 2021

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**Cross-cutting objective:** To improve our digital connectivity in three ways: as five charities working together; as a leader for the wider third sector with a future need to collate disparate health data, and how we connect with NHS and GP systems.

The trustees review the aims, objectives, and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees have considered how planned activities will contribute to the aims and objectives that have been set.

## Activities

The charity's main activities and achievements in 2020–21 are detailed below. Whilst all our charitable activities usually focus entirely on the delivery of our aims and objectives and are undertaken to further H4All CIO's charitable purposes for the benefit of the public, the global pandemic has necessitated changes and/or additions to our usual activities. Our responses are detailed here:

### 1) Pandemic response:

In March 2020, H4All and its five sovereign partners working in partnership with the London Borough of Hillingdon launched a Corona Support Service and Emergency Food Hub. Our primary objectives were to support any Hillingdon residents impacted by Coronavirus, especially those:

- who had the virus
- who were having to self-isolate
- with disabilities
- who were frail, elderly, vulnerable
- without access to transport
- who were socially isolated or lonely.

The primary task was to ensure that those residents had access to:

- emergency food parcels
- general food shopping
- prescription medications
- essential health equipment

More bespoke support was also provided, including:

- priority post
- topping up gas/electric/phone
- access to baby products (formula, nappies etc.)

### Trustees' annual report

#### For the year ended 31 March 2021

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- sanitary products
- dog walking

The Emergency Food hub was managed and staffed by the Community Development team and its 30 community response volunteers, with premises and food ordering and storage provided by the Council. From March–July 2020, we:

- delivered 1,100 emergency food parcels
- collected 350 prescriptions
- distributed 850 freshly cooked meals received from Holland and Holland Shooting Club
- coordinated the Community volunteer programme and accessed volunteers from a range of services to assist where necessary. These included volunteers from the London Fire Brigade, local Councillors, Library Services and Safer Neighbourhood teams, as well as individual residents.

H4All also focused on support for those on the government shielding list and residents referred via local Care Connection teams. We offered:

- Care calling – regular weekly contact offering emotional support through phone and video calls
- Health coaching – through phone and video calls
- Social contact /check-ups through phone and video calls via a pool of trained volunteers
- Ensuring patients remain physically active whilst isolating using video calls and apps
- Care calling and emotional support and signposting for victims of domestic abuse
- Ensuring access to essential services – gas, electric, phone, post
- Registering residents for repeat prescriptions delivered by pharmacies
- Signposting to providers to support with finances, benefits, housing, employment
- Processing of bespoke needs/requests

#### Headline outcomes include:

- 354 volunteers were recruited and supported into various roles
- Weekly care calls are still being delivered to 86 residents by 37 volunteers, with a further 17 volunteers returning to work after their furlough and 63 residents no longer needing calls
- We provided volunteers to pharmacies to support the delivery and collection of pulse oximetry equipment for the monitoring of Covid symptoms in the community
- GP practices received an H4All transport resource pack to offer a range of options for their patients to ensure patients could safely attend their vaccinations. One of H4All's sovereign charities, Age UK HHB) was part of the combined Northwest London partnership between Uber and NWL Age UKs, offering free transport to vaccination centres for all residents over 50 years.

**Trustees' annual report**

**For the year ended 31 March 2021**

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- We coordinated the vaccine programme for third sector staff and volunteers, with 150 booked for their first vaccinations in the first wave for frontline health and care staff. The team continued to coordinate first and second wave vaccinations for all third sector staff until all were vaccinated.
- One of the H4All sovereign charities, Carers Trust Hillingdon, also supported the Council and HHCP to deliver the carer vaccination programme, ensuring that unpaid family carers had timely access to vaccinations.
- We received and distributed cash donations, which in turn prompted a Virgin 'Just Giving' page for other donations to support the sector's response the pandemic. Money raised was used to develop a small, discretionary Hardship Fund.

**1) Community development:**

**a) Sector recovery and development**

The Community Development team was instrumental in spearheading the sector's response to the pandemic, as well as working closely with the Council to support residents. Because of their proximity to the sector both through the combined Covid responses and the capacity building and infrastructure support they provide, the team was well placed to identify the huge unmet need across the sector in terms of its resilience, capacity and longer-term viability following the pandemic.

The financial impact of the pandemic on the third sector is well-documented and is playing out nationally, most notably disadvantaging both very large and very small charities. Many medium sized organisations are currently fairly buoyant due to the plethora of new grant funding to support their Covid responses, however, we are also taking a prudent approach as the impact of the pandemic on future funding is, as yet, unclear. We anticipate significant funding challenges over the next 2-3 years as grant givers and funding bodies try to recoup losses from the crisis and re-focus their investments to better respond to new and changing need for support, meaning currently funded services might struggle to secure ongoing investment.

In response to the impact on the many smaller groups and organisations, the Community Development team has worked hard with the diverse range of smaller voluntary groups and organisations that work in the heart of our communities to ensure their continued viability and promote sector recovery by:

- Hosting a virtual Health and Wellbeing Alliance meeting to better understand the impact of covid on the sector. Alliance membership now stands at 67 groups and organisations.
- Securing funding for a grants programme that offered small grant investment in IT and infrastructure to 'future proof' their operations. Six local groups benefitted from this funding.

## Trustees' annual report

### For the year ended 31 March 2021

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- Placing 27 volunteers in various roles to ensure groups' continued operation and/or increase their capacity for support.
- Providing training on managing and supporting volunteers, including two volunteer wellbeing programmes.

#### **b) Community Champions programme**

The Community Development team has developed a new programme in partnership with the London Borough of Hillingdon. Initially developed to support Covid and vaccination programme messaging into the heart of communities, Community Champions have become a key part of the team's communication with the communities we serve.

17 volunteer Community Champions to date have been recruited (against a target of 30). They have received a range of training to enable them to support the communities of which they are a prominent member, initially delivering Covid safety messages, the roles evolved to deliver vaccination information and Champions have played a role in tackling misinformation about the vaccine. The programme will be retained and developed post-Covid to support more general health messages and will link closely with the new My Health Hillingdon health education programme.

## **2) Community Health Services:**

#### **a) Wellbeing Service**

H4All has continued to deliver its core Wellbeing Service. The service has been extended from over-65s to all people over the age of 18 years who are: living with one or more long-term conditions; at risk of deteriorating health or showing signs of frailty; not engaged in managing their condition(s); and/or who are socially isolated or lonely. The service aims to delay or reduce the need for costly health services and promote more appropriate use of these services. It provides:

- Residents with the tools, strategies and understanding to better manage their long-term conditions and make better informed choices about their future health, wellbeing, and quality of life.
- A seamless link to the extensive health and wellbeing 'offer' in the third sector, which is preventative in nature. This is particularly appropriate for people who are lonely or isolated or whom, through the GP risk stratification process, are identified as being unstable or at risk of deterioration.
- A credible alternative to clinical referral for primary and secondary care staff.

#### **b) High-intensity user (HIU) service**

A non-clinical service that works intensively with the top 50 users of emergency health services, H4All staff are actively addressing the many social and psychological issues that cause individuals to over-use A&E and 999 services. This cohort accounts for £7 million of the annual health and care spend so by providing alternative sources of support, H4All is reducing their usage of, and dependence on, more costly frontline services.

**c) Active case management**

A service provided the next cohort of around 4,000 high consumers of health services with H4All Wellbeing Support Assistants working as part of the borough's multi-agency Care Connection teams. This group of the population account for around 50% of the annual health spend and, through close and careful active management, H4All is also promoting more appropriate use of these resources.

**d) NHSE Social prescribing Link Worker programme**

H4All also competitively tendered for the contract in Hounslow and has developed and delivered the Linkworker programme there in partnership with Groundwork. H4All manages the Link Workers for three of the five Hounslow Primary Care Networks, with Groundwork managing the other two. However, the organisations combined resources and H4All provided all the training and development, with Groundwork managing the recruitment and HR elements of the programme.

**e) My Health Hillingdon**

This is a new service in H4All's portfolio and is delivered in partnership with Hillingdon Primary Care Confederation CIC. My Health is an accredited education programme for Hillingdon residents, which aims to empower people to take control of their own health and long-term conditions through a programme of interactive workshops. We are expanding the programme, which now includes conditions such as Diabetes type 2, COPD (respiratory breathing conditions), Children's Asthma and Healthy Hearts. In addition, My Health has achieved an official accreditation for the Diabetes type 2 and Pre-Diabetes workshops.

**3) Management of Key House:**

H4All continues to manage of Key House, a Community Resource Centre in Yiewsley. Whilst significantly impacted by the lockdown, we still manage the tenancies of the other charities that are based on the site and have restarted to plan for improving the building as a vibrant resource for the local community.

**4) NW London development:**

In response the changing patterns of health commissioning, H4All has taken a leadership role at a NW London level to develop their collaborative model of working across the third sector in the eight boroughs of NW London. Working with a broad range of partners from the London boroughs of Harrow, Brent, Ealing, Hounslow, Kensington and Chelsea, Hammersmith and Fulham and Westminster, under H4All's leadership the sector is organising itself to simplify access to the thousands of charities across the area for statutory sector commissioners.

Supported by the objectives of the NHS England Long Term Plan, H4All and its partners are promoting the sector as a critical partner in the recovery and redesign of health services. Additionally, they are articulating how the sector can support the emerging NW London Integrated Care System (ICS) to address health inequalities, tackle the wider (social) determinants of health,

### Trustees' annual report

#### For the year ended 31 March 2021

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prevent long-term condition deterioration, promote more effective condition management, develop 'social prescribing' models of working, and function as an equal delivery partner in the new system.

Progress to date includes:

- Inclusion in NHSE Third Sector Development programme with small associated investment in our development
- Signed off on Governing Principles and Joint Working agreement
- Agreed logo and branding
- Started sending out sector messaging and engaging the wider sector
- Working to develop System messaging, including agreeing our expectations of the system
- Have reps on relevant on ICS Board, Portfolio Boards and Local Care Board working groups and are in discussion with Borough Leadership teams
- Working through infrastructure bodies to improve and level out engagement with borough-level structures and supporting wider sector engagement.

For more information visit: [www.3stnwl.org.uk](http://www.3stnwl.org.uk)

### Achievements and performance

As per H4All's vision and mission, the work that the organisation has undertaken in the year is making a significant contribution to the development of environments where residents have access to responsive and quality support and advice that helps them to stay independent and to take control of their lives. H4All has a growing reputation locally, regionally, and nationally and is now developing new programmes of work both inside and outside the London Borough of Hillingdon. However, due to external circumstances beyond our control, 2020-21 has seen a lengthy interruption in terms of the development of our services. Despite this we won a new contract to deliver the My Health programme and have a number of new opportunities in the pipeline, as well as the great strides we have made in terms of our partnership working at a NW London level.

Headline statistics by service are:

#### a) Covid response:

- 1,777 total residents supported
- 493 of these were already known to the service pre-Covid
- 1,284 were new clients via the Covid Hub and shielding lists
- They were supported via 7,239 contacts over 1,806 hours

#### b) Wellbeing Service:

- 766 new clients
- 287 returning clients
- 1,053 total residents supported via 11,754 contacts over 2,976 hours
- From March - August all staff from this team were part of the Covid19 response

Trustees' annual report

For the year ended 31 March 2021

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**c) High intensity user service:**

- 23 new clients
- 5 returning clients
- 28 total residents supported via 4,950 contacts over 1,942 hours

**d) Active case management via Care Connection teams:**

- 862 new clients
- 605 returning clients
- 1,467 total residents supported via 14,586 contacts over 2,498 hours
- From March – August all staff from this team were part of the Covid19 response

**e) Social-prescribing link worker programme:**

- We recruited and trained 10 Link workers for three Primary Care Networks
- They supported a total of 269 clients in their roles, prior to being redeployed to support primary care activity during the pandemic, most notably supporting the vaccination hubs.

## Beneficiaries and stakeholders

H4All's beneficiaries and stakeholders include:

- a) All residents in the London Borough of Hillingdon that meet the service specifications. They can self-refer to H4All services or be referred by a health professional.
- b) The five sovereign charities: Age UK Hillingdon Harrow and Brent, Disablement Association Hillingdon (DASH), Harlington Hospice, Carers Trust Hillingdon, and Hillingdon Mind.
- c) Hillingdon CCG, HHCP (Hillingdon Health and Care Partnership) and the GP Confederation Hillingdon CIC.
- d) The London Borough of Hillingdon. The council is regularly updated on developments within H4All and has been very supportive of the work H4All has undertaken to improve closer working across the 3rd sector.
- e) The wider third sector in Hillingdon through the Health and Wellbeing Alliance and the many small groups that access the central support function.
- f) NHS England, NW London Integrated Care System (ICS) and the broad range of third sector organisations working collaboratively with H4All in NW London. Ultimately, beneficiaries will include the residents of NW London.

## Consultation

H4All secures regular feedback on its services from stakeholders through a link on their website: <http://www.H4All.org.uk/community-engagement>

### Trustees' annual report

#### For the year ended 31 March 2021

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The sovereign organisations of H4All all have well-established programmes of consultation and all services that they deliver are designed based on the needs of their core user groups. Many hold regular forums and public events to ensure that residents can influence priorities, service development and new investment. H4All also convenes a regular meeting of the Hillingdon Health and Wellbeing Alliance to ensure that the wider third sector is engaged with collaborative work. H4All and the sovereign charities support the Council and the CCG with a broad range of resident engagement and consultation activities each year.

#### Financial review

H4All has continued to grow its services and therefore turnover, despite the challenging backdrop in 2020/21. The growth reflects the confidence of health Commissioners at both NHS and Primary Care Network level in partnership working with a proven third sector organisation. The specific programmes, as noted above, are –

- The Wellbeing Service in Hillingdon, our flagship programme that has been running since 2016, funded by the Hillingdon Clinical Commissioning Group (CCG);
- The High Intensity User service commenced in January 2019, funded by Hillingdon CCG via the Hillingdon Healthcare Programme (HHCP) with an additional resource for an extra member of staff given in year;
- Active Case Management service commenced in the autumn of 2019; another programme funded via the Hillingdon CCG;
- Social Prescribing services in Hounslow, funded by three of the five Primary Care Networks;
- Hospital services programmes in Hillingdon for over 65-year-olds, run by Age UK Hillingdon, Harrow and Brent, which include a Take Home & Settle service, Falls Prevention, and support to older patients in the Accident & Emergency department of The Hillingdon Hospital
- My Health Hillingdon, delivered in partnership with the GP Confederation, funded by Hillingdon CCG

The work to develop the third sector community in Hillingdon has been funded by grants from the City Bridge Trust, London Borough of Hillingdon and the LHC Community fund. The City Bridge Trust grant runs for three years from May 2019. The team are actively seeking new resource to continue to fund the Community Development team for the sector support work from 2022 onwards, which they anticipate will come for a number of sources across contracts and via a corporate grant from the Council. However, a funding application to the Big Lottery has also been submitted.

H4All continues with the ownership and management of Key House, taking responsibility for providing low-cost rental space for local community organisations and ensuring the upkeep of the building. Key House employs the only direct employee of the charity, the building's caretaker. Operational and financial shared services staff are employed by the partner charities and seconded to H4All. Hospital services staff are employed and work in Age UK Hillingdon, Harrow and Brent.

Finally, H4All has secured funding to develop two new programmes of work in the 2021/22 financial year: Lung Health and Compassionate Neighbours.

At the end of the reporting period H4All holds funds of £2,272,900 of which £2,103,802 is restricted funding. Key House property, included in the restricted fund, was valued at £2,100,000 on acquisition, and is now valued at £2,034,075 as its value is being depreciated over 50 years.

H4All holds unrestricted funds of £169,098. In 2021 H4All has achieved its planned reserves, supporting stability and sustainability.

#### **Reserves policy and going concern**

H4All's Reserves policy describes the rationale for holding and calculating its Operating Reserve. The minimum level of the Operating Reserve is determined by key expenses to the organisation to ensure Trustees can meet all liabilities in the event that key funded services need to be wound down. These are:

- Statutory redundancy costs for employed staff, and for seconded staff for the period for which they have been seconded to H4All. Redundancy costs for time that seconded staff worked for their parent organisation prior to their work with H4All will be met by the parent organisation.
- Cashflow reserves, where the payment of contract or grant income can be delayed by up to two months. This does not include recharged costs to H4All partners, who accept delays in payment under these circumstances.
- Repair and maintenance costs for Key House: the merger of H4All CIO with Key House Trust has passed over the responsibility for ensuring that Key House remains a valuable asset for developing the third sector in Hillingdon.

The calculation to meet these conditions has resulted in a target operating reserve of £155,250. At 31 March 2021, unrestricted reserves, excluding fixed assets, totalled £164,146, slightly higher than the target reserves.

H4All has been a significant partner with the Hillingdon and North West London CCGs during the pandemic. H4All Board members are playing a key role in developing the role of the third sector in North West London's response to the NHS National Plan. H4All has received seed corn funding of £65,000 FROM NHS England for the 2019/20 and 2020/21 financial years to scope the third sector role for this programme.

H4All has contractually guaranteed revenues covering most of the next 12 months at previous year's levels with inflation linked rises. It also is expanding services particularly in Social Prescribing arena that provides a good contribution to H4All. In addition, it has won new contracts such as My Health

## H4All CIO

### Trustees' annual report

#### For the year ended 31 March 2021

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Hillingdon that further underpins the forecast for 2021. As such there are no material uncertainties, and the board consider H4All CIO to be a going concern.

#### Principal risks and uncertainties

The trustees regularly review key risks and mitigation policies which are reviewed at board meetings. Priorities are to manage a balanced budget and prudently expand services in line with the strategic plan.

Internal processes are constantly reviewed with the objective of increasing overall efficiency. H4All income for 21/22 is underpinned by multi-year contracts and inflation linked renewals. The acquisition of Key House has significantly strengthened the charity's position. As a result, the board sees no material uncertainties in the coming 12 months.

#### Fundraising

H4All does not engage in any material fundraising activities. All its income comes from NHS related contracts, Local Authority funding or grant applications from a range of Charitable Trusts and Foundations.

#### Plans for the future

H4All is currently well established as a key partner in the Hillingdon Health and Care Partnership (HHCP). Over the past 12 months we have seen the emergence of a wider North West London (NWL) CCG and Integrated Care System (ICS).

H4All, leveraging experience and knowledge successfully gained from the HHCP partnership is keen to become a lead partner in this new system and has already placed key personnel onto the relevant boards. The aim is to both protect the hard-won influence that they have achieved in local structures and to ensure that 3ST, the Third Sector collaborative, becomes an equal delivery partner in the new system and is involved in services design and sector recovery.

#### Structure, governance, and management

The organisation first registered as a Community Interest Company (CIC) on 25 September 2015. It changed its status to Charitable Incorporated Organisation (CIO) and registered with the Charity Commission on 22 March 2019.

The charity is constituted under a Joint Venture Agreement dated 31 May 2016.

##### a) Appointment of trustees

All the Trustees of the charity are appointed as per the Joint Venture Agreement and the Board consists of at least one Trustee representative for each of the five sovereign charities. They are elected by the Board of the sovereign charity.

### Trustees' annual report

#### For the year ended 31 March 2021

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The Board of Trustees is authorised to appoint new directors to fill vacancies arising through the resignation or death of an existing Trustee. Following a review of the organisation's governance in 2019, the sovereign charities' Chief Executives were appointed as Trustees in late 2019.

Following the resignation of the longstanding Chair of Trustees, Ian Edwards, due to his election as Leader of the Council, the Board has agreed to trial an Independent Chair. Work is underway to develop a role description and person specification and it is the intention to recruit a Chair that will be able to further H4All's aspirations across NW London.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 6 to the accounts.

#### **b) Trustee induction and training**

All new trustees have access to an induction and any training they might need and have the opportunity to spend time with the current Chair to discuss the current status of the Board and organisation.

#### **c) Related parties and relationships with other organisations**

Trustee representatives from each of the five partner charities have a duty to report back on H4All activity to the sovereign Boards but also carry a delegated responsibility to make decisions affecting H4All on behalf of the charity that elected them.

Where there is a requirement in the Joint Venture Agreement for all five partner charities to make decisions, both the Trustee representative and Executive Trustee will ensure that the sovereign Board is able to make an informed decision on the matter in hand.

All trustees who represent other charities work on an arm's length basis.

#### **d) Remuneration policy for key management personnel**

H4All does not directly employ management personnel. Its senior management team (SMT) comprises individuals from the partner charities. As such any new appointments to the SMT would reflect policies of these charities which would include a combination of internal and external benchmarking through sites such as Charity Jobs, Indeed, and external HR advisors.

#### **e) Statement of responsibilities of the trustees**

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing financial statements giving a true and fair view, the trustees should follow best practice and:

**Trustees' annual report**

**For the year ended 31 March 2021**

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- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011.

They are also responsible for safeguarding the assets of the charity hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

**f) Auditor**

Sayer Vincent LLP was re-appointed as the charity's auditor during the year and has expressed its willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees on 28 January 2022 and signed on their behalf by:

Sally Chandler  
Trustee

## Independent auditor's report

to the members of

H4All CIO

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### Opinion

We have audited the financial statements of H4All CIO (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Charities Act 2011

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on H4All's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for

## **Independent auditor's report**

**to the members of**

**H4All CIO**

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the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- The information given in the trustees' annual report is inconsistent in any material respect with the financial statements;
- Sufficient accounting records have not been kept; or
- The financial statements are not in agreement with the accounting records and returns; or
- We have not received all the information and explanations we require for our audit

### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but

## Independent auditor's report

to the members of

H4All CIO

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is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

### Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater

## Independent auditor's report

to the members of

H4All CIO

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regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission, or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## Use of our report

This report is made solely to the charity's trustees as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

31 January 2022

Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

## Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2021

	Note	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
<b>Income from:</b>							
Charitable activities							
Health & Wellbeing Services	2	1,270,711	-	<b>1,270,711</b>	912,780	-	912,780
3rd Sector development (Hillingdon)	2	39,100	174,700	<b>213,800</b>	-	172,991	172,991
Key House trading	2	50,959	-	<b>50,959</b>	68,400	-	68,400
Other trading activities	3	2,602	-	<b>2,602</b>	234	-	234
Acquisition of Key House	16	-	-	-	66,635	2,100,000	2,166,635
<b>Total income</b>		<b>1,363,372</b>	<b>174,700</b>	<b>1,538,072</b>	<b>1,048,049</b>	<b>2,272,991</b>	<b>3,321,040</b>
<b>Expenditure on:</b>							
Charitable activities							
Health & Wellbeing Services	4	1,228,032	-	<b>1,228,032</b>	886,593	24,392	910,985
3rd Sector development (Hillingdon)	4	37,375	164,335	<b>201,710</b>	16,797	123,628	140,425
Key House trading	4	16,742	32,962	<b>49,704</b>	63,726	2,637	66,363
<b>Total expenditure</b>		<b>1,282,149</b>	<b>197,297</b>	<b>1,479,446</b>	<b>967,116</b>	<b>150,657</b>	<b>1,117,773</b>
<b>Net movement in funds</b>	5	<b>81,223</b>	<b>(22,597)</b>	<b>58,626</b>	<b>80,933</b>	<b>2,122,334</b>	<b>2,203,267</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		87,875	2,126,399	<b>2,214,274</b>	6,942	4,065	11,007
<b>Total funds carried forward</b>		<b>169,098</b>	<b>2,103,802</b>	<b>2,272,900</b>	<b>87,875</b>	<b>2,126,399</b>	<b>2,214,274</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 15a to the financial statements.

## H4All CIO

### Balance sheet

As at 31 March 2021

	Note	£	2021 £	£	2020 £
<b>Fixed assets:</b>					
Tangible assets	10		<b>2,039,027</b>		2,077,913
			<b>2,039,027</b>		2,077,913
<b>Current assets:</b>					
Debtors	11	<b>304,159</b>		68,259	
Cash at bank and in hand		<b>419,574</b>		237,879	
		<b>723,733</b>		306,138	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	12	<b>(489,860)</b>		(169,777)	
<b>Net current assets</b>			<b>233,873</b>		136,361
<b>Total net assets</b>			<b>2,272,900</b>		2,214,274
<b>The funds of the charity:</b>	15a				
Restricted income funds			<b>2,103,802</b>		2,126,399
Unrestricted income funds:					
General funds		<b>169,098</b>		87,875	
Total unrestricted funds			<b>169,098</b>		87,875
<b>Total charity funds</b>			<b>2,272,900</b>		2,214,274

Approved by the trustees on 28 January 2022 and signed on their behalf by

Sally Chandler  
Trustee

## Statement of cash flows

For the year ended 31 March 2021

	Note	2021 £	£	2020 £	£
<b>Cash flows from operating activities</b>					
Net income for the reporting period (as per the statement of financial activities)		58,626		2,203,267	
Less – non-cash transfer of acquisition Key House		–		(2,100,000)	
Depreciation charges		38,886		36,033	
(Increase) in debtors		(235,900)		(15,830)	
Increase in creditors		320,083		64,674	
<b>Net cash provided by / (used in) operating activities</b>		<b>181,695</b>		<b>188,144</b>	
<b>Cash flows from investing activities:</b>					
Purchase of fixed assets		–		(11,939)	
<b>Net cash (used in) investing activities</b>		<b>–</b>		<b>(11,939)</b>	
<b>Change in cash and cash equivalents in the year</b>					
Cash and cash equivalents at the beginning of the year			181,695		176,205
<b>Cash and cash equivalents at the end of the year</b>	a		<b>419,574</b>		<b>237,879</b>

## Analysis of cash and cash equivalents and of net debt

	At 1 April 2020 £	Cash flows £	Other non- cash changes £	At 31 March 2021 £
Cash at bank and in hand	237,879	181,695	–	419,574
<b>Total cash and cash equivalents</b>	<b>237,879</b>	<b>181,695</b>	<b>–</b>	<b>419,574</b>

Notes to the financial statements

For the year ended 31 March 2021

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**1 Accounting policies**

**a) Statutory information**

H4All is a charitable incorporated organisation registered with the Charity Commission for England and Wales.

The registered office address is Lansdowne House, Saint Peters Way, Harlington, Middlesex UB3 5AB and the principal place of business is Key House, 106 High St, Yiewsley, West Drayton UB7 7BQ.

**b) 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

**c) Public benefit entity**

The charity meets the definition of a public benefit entity under FRS 102.

**d) Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**e) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

**f) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**g) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

## Notes to the financial statements

For the year ended 31 March 2021

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**1 Accounting policies (continued)****h) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of literature occupied by each activity.

● Health & Wellbeing Services	76%
● 3rd Sector Development (Hillingdon)	12%
● Key House trading	4%
● Support costs	7%
● Governance costs	1%

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity.

● Health & Wellbeing Services	84%
● 3rd Sector Development (Hillingdon)	15%
● Key House trading	1%

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

**i) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**j) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The building value of £2,100,000 includes land valued at £451,870. Land is not depreciated. The building (Key House) is accounted for at historical cost less depreciation over 50 years.

The depreciation rates in use are as follows:

● Building assets	50 years
● Computer assets	4 years
● Fixtures and Fittings	4 years

**k) 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.

**l) 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.

**m) 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.

**n) Pensions**

There are no H4All members of staff eligible for auto-enrolment and no staff member has voluntarily opted in. Seconded staff are opted in to their sovereign charity's pension scheme.

## Notes to the financial statements

For the year ended 31 March 2021

**2 Income from charitable activities**

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
NHS Hillingdon Clinical Commission Group	1,059,178	-	<b>1,059,178</b>	856,589	-	856,589
NHS North West London Clinical Commission Group	47,935	-	<b>47,935</b>	-	-	-
Primary Care Trusts Hounslow	143,594	-	<b>143,594</b>	56,191	-	56,191
The Confederation, Hillingdon CIC	20,004	-	<b>20,004</b>	-	-	-
Sub-total for Health & Wellbeing Services	1,270,711	-	<b>1,270,711</b>	912,780	-	912,780
City Bridge Trust	-	112,200	<b>112,200</b>	-	102,850	102,850
London Borough of Hillingdon	39,100	30,000	<b>69,100</b>	-	15,141	15,141
LHC London Community	-	7,500	<b>7,500</b>	-	15,000	15,000
NHS Hillingdon Clinical Commission Group	-	25,000	<b>25,000</b>	-	40,000	40,000
Sub-total for 3rd Sector development	39,100	174,700	<b>213,800</b>	-	172,991	172,991
Rental income	50,959	-	<b>50,959</b>	68,400	-	68,400
Sub-total for Key House Trading	50,959	-	<b>50,959</b>	68,400	-	68,400
Total income from charitable activities	1,360,770	174,700	<b>1,535,470</b>	981,180	172,991	1,154,171

**3 Income from other trading activities**

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Other income	2,602	-	<b>2,602</b>	234	-	234
	2,602	-	<b>2,602</b>	234	-	234

H4All CIO

Notes to the financial statements

For the year ended 31 March 2021

4a Analysis of expenditure (current year)

	Charitable activities					2021 Total £	2020 Total £
	Health & Wellbeing Services £	3rd Sector Development £	Key House Trading £	Governance costs £	Support costs £		
Staff costs (Note 6)	734,571	126,916	25,992	-	28,621	<b>916,100</b>	666,279
Age UK HHB Hospital Services	319,744	-	-	-	-	<b>319,744</b>	282,949
Other staff costs	14,324	135	361	-	1,933	<b>16,753</b>	22,523
Rent	12,132	4,368	-	-	-	<b>16,500</b>	16,500
Office costs	690	-	18,255	-	6,964	<b>25,909</b>	27,910
Other costs	-	-	3,869	-	1,432	<b>5,301</b>	4,324
Sundry expenses	24,407	97	-	-	712	<b>25,216</b>	2,368
3rd Sector programmes	-	50,956	-	-	-	<b>50,956</b>	-
Advertising and Marketing	-	142	-	-	-	<b>142</b>	2,859
Audit & Accountancy	-	-	-	9,894	-	<b>9,894</b>	14,100
Bank Fees	-	-	69	-	295	<b>364</b>	448
Consulting	14,400	-	-	5,171	-	<b>19,571</b>	5,685
Depreciation	-	-	-	-	38,887	<b>38,887</b>	36,033
IT Software & Support	1,784	636	-	-	10,326	<b>12,746</b>	12,191
Insurance	-	-	-	-	4,011	<b>4,011</b>	3,389
Irrecoverable VAT	-	-	-	-	17,352	<b>17,352</b>	12,560
Legal costs	-	-	-	-	-	-	7,655
	<b>1,122,052</b>	<b>183,250</b>	<b>48,546</b>	<b>15,065</b>	<b>110,533</b>	<b>1,479,446</b>	<b>1,117,773</b>
Support costs	93,268	16,246	1,019	-	(110,533)	-	
Governance costs	12,712	2,214	139	(15,065)	-	-	
<b>Total expenditure 2021</b>	<b>1,228,032</b>	<b>201,710</b>	<b>49,704</b>	<b>-</b>	<b>-</b>	<b>1,479,446</b>	
<b>Total expenditure 2020</b>	<b>910,985</b>	<b>140,425</b>	<b>66,363</b>	<b>-</b>	<b>-</b>		<b>1,117,773</b>

## Notes to the financial statements

For the year ended 31 March 2021

## 4b Analysis of expenditure (prior year)

	Charitable activities					2020 Total £
	Health & Wellbeing Services £	3rd Sector Development £	Key House Trading £	Governance costs £	Support costs £	
Staff costs (Note 6)	499,186	111,928	37,170	-	17,995	666,279
Age UK HHB Hospital Services	282,949	-	-	-	-	282,949
Other staff costs	17,761	2,247	685	-	1,830	22,523
Rent	12,496	4,004	-	-	-	16,500
Office costs	3,718	270	17,928	-	5,994	27,910
Other costs	1,153	135	401	-	2,635	4,324
Sundry expenses	880	84	365	-	1,039	2,368
Advertising and Marketing	-	-	-	-	2,859	2,859
Audit & Accountancy	-	-	-	14,100	-	14,100
Bank Fees	-	-	70	-	378	448
Consulting	-	-	-	5,685	-	5,685
Depreciation	-	-	-	-	36,033	36,033
IT Software & Support	3,392	725	84	-	7,990	12,191
Insurance	-	-	-	-	3,389	3,389
Irrecoverable VAT	-	-	-	-	12,560	12,560
Legal costs	-	-	-	7,655	-	7,655
	821,535	119,393	56,703	27,440	92,702	1,117,773
Support costs	73,185	17,217	2,300	-	(92,702)	-
Governance costs	16,265	3,815	7,360	(27,440)	-	-
<b>Total expenditure 2020</b>	<b>910,985</b>	<b>140,425</b>	<b>66,363</b>	<b>-</b>	<b>-</b>	<b>1,117,773</b>

## Notes to the financial statements

## For the year ended 31 March 2021

**5 Net movement in funds**

This is stated after charging / (crediting):

	2021 £	2020 £
Depreciation	38,886	36,033
Auditor's remuneration (excluding VAT): Audit	7,500	14,100
	<u>7,500</u>	<u>14,100</u>

**6 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel**

Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	7,574	13,028
Redundancy and termination costs	–	1,824
Social security costs	877	2,726
Seconded staff costs	907,649	648,701
	<u>916,100</u>	<u>666,279</u>

No employee earned more than £60,000 during the year (2020: nil).

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £94,865 (2020: £78,347).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £0 (2020: £0).

**7 Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was 36 (2020: 27).

**8 Related party transactions**

There are no related party transactions to disclose for 2021 (2020: none).

All trustees of H4All CIO represent other charities which are partnered with H4All CIO. Please see the full list of trustees on page 1 of this report. H4All CIO has transacted with these organisations during the year on an arms length basis.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

## Notes to the financial statements

For the year ended 31 March 2021

## 9 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

## 10 Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
<b>Cost or valuation</b>				
At the start of the year	2,100,000	8,094	15,533	2,123,627
Additions in year	-	-	-	-
Disposals in year	-	-	-	-
At the end of the year	2,100,000	8,094	15,533	2,123,627
<b>Depreciation</b>				
At the start of the year	32,963	1,597	11,154	45,714
Charge for the year	32,962	2,041	3,883	38,886
Eliminated on disposal	-	-	-	-
At the end of the year	65,925	3,638	15,037	84,600
<b>Net book value</b>				
At the end of the year	2,034,075	4,456	496	2,039,027
At the start of the year	2,067,037	6,497	4,379	2,077,913

Land valued at £451,870 acquired in the year is included within freehold property and not depreciated.

All of the above assets are used for charitable purposes.

## 11 Debtors

	2021 £	2020 £
Trade debtors	900	1,495
Other debtors	230,144	66,340
Prepayments	12,489	424
Accrued Income	60,626	-
	<b>304,159</b>	<b>68,259</b>

## 12 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	384,519	116,119
Accruals	70,104	14,450
Deferred income (note 13)	35,237	39,208
	<b>489,860</b>	<b>169,777</b>

## Notes to the financial statements

## For the year ended 31 March 2021

## 13 Deferred income

Deferred income comprises of income received in advance of delivery.

	2021 £	2020 £
Balance at the beginning of the year	39,208	35,600
Amount released to income in the year	(39,208)	(35,600)
Amount deferred in the year	35,237	39,208
Balance at the end of the year	<u>35,237</u>	<u>39,208</u>

## 14a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	4,952	-	2,034,075	2,039,027
Net current assets	164,146	-	69,727	233,873
<b>Net assets at 31 March 2021</b>	<u>169,098</u>	<u>-</u>	<u>2,103,802</u>	<u>2,272,900</u>

## 14b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	10,876	-	2,067,037	2,077,913
Net current assets	76,999	-	59,362	136,361
<b>Net assets at 31 March 2020</b>	<u>87,875</u>	<u>-</u>	<u>2,126,399</u>	<u>2,214,274</u>

## Notes to the financial statements

For the year ended 31 March 2021

## 15a Movements in funds (current year)

	At 1 April 2020 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2021 £
<b>Restricted funds:</b>					
<b>3rd Sector Development</b>					
City Bridge Trust	4,362	112,200	(116,562)	-	-
London Borough of Hillingdon	-	30,000	(21,373)	-	8,627
LHC Community Benefit Fund	15,000	7,500	(12,000)	-	10,500
NHS NW London CCG	40,000	25,000	(14,400)	-	50,600
<b>Key House</b>					
Key House	2,067,037	-	(32,962)	-	2,034,075
<b>Total restricted funds</b>	<b>2,126,399</b>	<b>174,700</b>	<b>(197,297)</b>	<b>-</b>	<b>2,103,802</b>
<b>General funds</b>	<b>87,875</b>	<b>1,363,372</b>	<b>(1,282,149)</b>	<b>-</b>	<b>169,098</b>
<b>Total unrestricted funds</b>	<b>87,875</b>	<b>1,363,372</b>	<b>(1,282,149)</b>	<b>-</b>	<b>169,098</b>
<b>Total funds</b>	<b>2,214,274</b>	<b>1,538,072</b>	<b>(1,479,446)</b>	<b>-</b>	<b>2,272,900</b>

The narrative to explain the purpose of each fund is given at the foot of the note below.

## 15b Movements in funds (prior year)

	At 1 April 2019 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2020 £
<b>Restricted funds:</b>					
<b>3rd Sector Development</b>					
City Bridge Trust	4,065	102,850	(102,553)	-	4,362
London Borough of Hillingdon	-	15,141	(15,141)	-	-
LHC Community Benefit Fund	-	15,000	-	-	15,000
NHS Hillingdon	-	40,000	-	-	40,000
<b>Key House</b>					
Key House	-	2,100,000	(32,963)	-	2,067,037
<b>Total restricted funds</b>	<b>4,065</b>	<b>2,272,991</b>	<b>(150,657)</b>	<b>-</b>	<b>2,126,399</b>
<b>Revaluation reserve</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>General funds</b>	<b>6,942</b>	<b>1,048,049</b>	<b>(967,116)</b>	<b>-</b>	<b>87,875</b>
<b>Total unrestricted funds</b>	<b>6,942</b>	<b>1,048,049</b>	<b>(967,116)</b>	<b>-</b>	<b>87,875</b>
<b>Total funds</b>	<b>11,007</b>	<b>3,321,040</b>	<b>(1,117,773)</b>	<b>-</b>	<b>2,214,274</b>

**15 Movements in funds (continued)****Purposes of restricted funds****3rd Sector Development**▪ **City Bridge Trust**

To further develop the collaboration of 3rd sector Health & Wellbeing partners in Hillingdon, improving support for local residents.

▪ **London Borough of Hillingdon**

To provide Dementia Befriending programme in Hillingdon.

▪ **LHC Community Benefit Fund**

To support the development of small 3rd sector organisations.

▪ **NHS NW London CCG (was NHS Hillingdon CCG)**

To scope the role of the Health & Wellbeing 3rd sector providers across North West London.

**Key House**

Acquisition of a Hillingdon property that provides low cost accommodation for 3rd sector organisations, for the benefit of Hillingdon residents.

**16 Acquisition of Key House (prior year)**

On 30th March 2019 H4All acquired the assets of Key House Trust, a Hillingdon charity, on its closure. Assets included a property – Key House – in West Drayton, and the balance of assets and liabilities of Key House Trust on that date.

**Valuation at date of acquisition**

	£
Fixed assets	2,100,000
Cash	66,635
	<u>2,166,635</u>