

HEALTHWATCH CITY OF LONDON

England & Wales · Charity number 1184771

Details

Status Registered

Legal form CIO

Registered 2019-08-05

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

Contact

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Activities

Objects: THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP BY:(A) PROVIDING INFORMATION AND ADVICE TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICES;(B) MAKING THE VIEWS AND EXPERIENCES OF MEMBERS OF THE GENERAL PUBLIC KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS;(C) ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY AND EQUALITY OF ACCESS TO LOCAL HEALTH AND CARE SERVICES AND FACILITIES AND;(D) PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, SCRUTINIZING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES.

Activities: The advancement of health and social care by: (a) providing information and advice to the general public about local health and social care services;(b) making the views and experiences of members of the general public known to health and social care providers and commissioners;(c) enabling local people to have a voice in the development, delivery, improvement and equality of access to local

Classification

- **How:** Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** LOCAL
- City Of London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£98,200	£91,182	-	-
2024-03-31	£104,192	£75,162	-	-
2023-03-31	£87,868	£63,474	-	-
2022-03-31	£91,092	£78,077	-	-
2021-03-31	£73,010	£67,036	-	-

Trustees

Name	Role	Appointed
Gail Marie Beer MBA FRSA	Chair	2019-11-01
Francis Stevenson		2018-04-01
Lynn Strother		2019-10-03
Malcolm Ian Waters		2019-12-05
Sonja Judith Guy-Briscoe		2024-01-24

Accounts

Company registration number: CE018434

Charity registration number: 1184771

Healthwatch City of London

(A charitable incorporated organisation)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

MG Group (Professional Services) Limited
Chartered Accountants
166 College Road
Harrow
Middlesex
HA1 1BH

Healthwatch City of London

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Healthwatch City of London

Reference and Administrative Details

Trustees

Ms Gail Marie Beer (Chair)
Francis Stevenson (Treasurer)
Lynn Strother
Malcolm Waters
Sonja Judith Guy-Briscoe

Associate Board Members

Stuart Mackenzie
Janet Porter
Dr Cynthia White

Staff Team

Rachel Cleave, General Manager
Liesa Sandt, Communications and Engagement Officer
Caitlan Barrow, Volunteer and Projects Officer

Registered Office

Portsoken Community Centre
20 Little Somerset Street
London
E1 8AH

Company Registration Number CE018434

Charity Registration Number 1184771

Bankers

National Westminster Bank Plc
250 Bishopsgate
London
EC2M 4AA

Independent Examiner

Gavin Fernandes FCA, CTA
MG Group (Professional Services) Limited
Chartered Accountants
166 College Road
Harrow
Middlesex
HA1 1BH

Healthwatch City of London

Trustees' Report

The trustees present the annual report together with the financial statements of the charitable incorporated organisation for the year ended 31 March 2025.

Structure, governance and management

Description of the Charity's Trusts

- **Type of Governing Document:** Constitution adopted on 11th July 2019.
- **How the Charity is constituted:** Healthwatch City of London ("HWCoL") is a Charitable Incorporated Organisation whose only voting members are its charity trustees.
- **Trustee selection method:** Trustees are appointed for an initial term of four years by a resolution passed at a properly convened meeting of the charity trustees. All trustees are expected to provide a CV and are interviewed by the Board.

Supporting Governance Activities:

Trustee Appointments: All Trustees give their time voluntarily. As a charity trustee, each Trustee is entitled to be reimbursed from the property of HWCoL or may pay out of such property reasonable expenses properly incurred by him/ her when acting on behalf of HWCoL. On appointment new Trustees receive a copy of the constitution, a copy of the latest annual report and statement of accounts, and staff handbook. Trustees are directed to read all HWCoL's policies, including its decision-making Policy.

DBS Checks: In accordance with HWCoL policy, all volunteers and staff must undergo Disclosure and Barring checks to enable them to carry out enter and view activities relating to health and social care services. These checks are carried out on commencement of employment, or in the case of volunteers, on appointment. HWCoL uses an approved service provider to carry out these checks.

Training: Trustees are expected to make use of Healthwatch England training modules and Charity Commission guidance to keep up to date with legal and regulatory requirements relevant to the discharge of their governance responsibilities.

Healthwatch City of London

Trustees' Report

Objectives and activities

The objectives and activities of HWCOL are governed by its Constitution, the contractual obligations which it has undertaken to its main commissioner, the City of London Corporation, and the licence granted by Healthwatch England.

Summary of the objects of the charity set out in its governing document:

HWCOL's Constitution provides that the objects of the charity are the advancement of Health and Social Care by:

- (a) providing information and advice to the public about local Health and Social Care services.
- (b) making the views and experiences of members of the public known to Health and Social Care providers and commissioners.
- (c) enabling local people to have a voice in the development, delivery, improvement, and equality of access to local Health and Social Care services and facilities and.
- (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing, and monitoring local Health and Social Care services and facilities.

SUMMARY OF THE MAIN ACTIVITIES UNDERTAKEN FOR THE PUBLIC BENEFIT IN RELATION TO THESE OBJECTS

HWCOL was awarded the contract to deliver Healthwatch services for the City of London in September 2019. The contract was awarded for an initial three-year period, with the option to extend, one year at a time, for a further two years. It was agreed in September 2022 that the contract would be extended for one year to September 2023, and agreement was subsequently reached on a final one-year extension to September 2024.

In September 2024 HWCOL was awarded a new contract for a three-year period to August 2027, with the potential to extend for a further two years to August 2029.

In planning HWCOL's activities for the year 2024/25, the Trustees kept in mind at their meetings both the Charity Commission's guidance on public benefit and the objectives of the charity.

During 2024/25, HWCOL monitored how Health and Social care Services were providing their services. The small team closely monitored the effectiveness of the Integrated Care System, including the Integrated Care Board, the Integrated Care Partnership, the Shoreditch Park and City Primary Care Network (PCN) and the Shoreditch Park and City Neighbourhood, seeking to ensure that they are responsive to the needs of and engage with City residents.

Healthwatch City of London

Trustees' Report

HWCOL listened to patients' concerns regarding the introduction of the new appointment booking system at the Neaman Practice (the only GP's practice based in the City of London) and made good progress in the resolution of these concerns through focus groups and a Patient Panel on the subject.

Healthwatch have a legal power to visit health and social care services to see them in action. These visits are called Enter and View visits and their purpose is to collect evidence of what works well and what could be improved to make people's experiences better. This year HWCOL carried out a visit to the Cardiology Department at St Bartholomew's Hospital and produced a report with recommendations (referred to in more detail below). HWCOL also visited the Neaman Practice but the report was not published in the timeframe of this return.

HWCOL held eight Patient Panels on areas which residents told us were of most concern to them. The topics covered were: (1) medicines management, (2) understanding diabetes, (3) mental health and social isolation, (4) the provision of cardiopulmonary resuscitation (CPR) training with the London Ambulance Service, (5) the City of London Health and Wellbeing Strategy, (6) the Sexual and Reproductive Health Strategy, (7) the Special Educational Needs and Disabilities (SEND) Strategy and (8) Adult Social Care Strategy.

Monthly newsletters were produced to ensure that City Residents had the most up to date information from across Health and Social care in the City. HWCOL updated its website on a regular basis, disseminating important patient information. In 2024/25, HWCOL produced 12 newsletters, including one informing residents of the opening hours of healthcare facilities and pharmacies during the festive period. HWCOL also held two Board meetings in public as well as holding its Annual Public Meeting and Annual General Meeting, a Health Mela event, a Health in the City Day and a Christmas party to which the public were invited.

During 2024/25, HWCOL carried out the following project for the benefit of the public:

Digital Apps: A help or a Hindrance? Understanding and accessing digital healthcare apps

This year HWCOL undertook a focused research project in response to concerns from residents regarding their experiences when accessing NHS Services digitally. As health providers increase their use of digital technology to deliver and support their services, the number of apps and platforms patients have to use has rapidly increased, without the support needed for patients to navigate them.

Our report found that many residents felt confused and frustrated when attempting to use these apps. The project mapped digital technologies in use across North East London Hospitals and GPs, assessed what was on offer, how they worked and how easy they were to use.

Our key findings were:

- 1) there is a lack of accessibility for patients and carers,
- 2) the number of different apps and digital platforms which service users need to have to access their healthcare remains unclear, and
- 3) there is a lack of language and disability options

Healthwatch City of London

Trustees' Report

These findings were set out in our report, which was provided to Chief Information Officers and Digital leads from across the North East London Integrated Care System (NEL ICS). The report was acknowledged by the CIO of the ICS, who is using the recommendations and suggestions in new policies he will be introducing and in furtherance of his ultimate goal to ensure consistency across digital applications for all NHS patients in the ICS.

Barts Health NHS Trust Cardiology Department Enter and View Report

HWCoL undertook an Enter and View visit to the cardiology department based at St Bartholomew's Hospital.

The visit focused on the administrative teams and processes within the department and on patient communication. The team interviewed both staff, the management team and patients during the visit, with a pre-visit survey being carried out to enable patients to tell us their concerns.

The three key recommendations from the report focused on the need for:

- 1) Consistency of systems used across the department
- 2) Consistency of letter templates and patient information
- 3) Publication of waiting times for available appointments

The report was sent to David Curran, Director of nursing at St Bartholomew's Hospital, who acknowledged these recommendations. The recommendations in the report have been adopted not only in the cardiology department at St Bartholomew's Hospital but also in outpatients departments across Barts Health NHS Trust hospitals.

Patient Advice and Liaison Service (PALS): A review of PALS services available to City of London Residents

HWCoL undertook a project to look at PALS provision across those health services which City residents access. The project looked at how easily PALS can be located, accessed and contacted for patients, and sought to give providers some insight into the user's experience.

The three key recommendations focused on the need for:

- 1) Standardising the navigation process to get to the PALS webpage on each service provider's website.
- 2) User-friendly and consistent language to ensure PALS advice is as accessible as possible.
- 3) Developing downloadable leaflets that provide detailed information, including translations and easy to read versions.

The report was sent to all CEOs of the service providers who currently host a PALS service. Homerton Healthcare NHS Foundation Trust have used the report to improve their PALS service after discussions with the Chair of the Trust.

Healthwatch City of London

Trustees' Report

SUMMARY OF THE MAIN ACHIEVEMENTS OF THE CHARITY DURING THE YEAR

During 2024/25 HWCoL used a wide range of approaches to gain insights about the experiences of local users of Health and Social Care services. The channels of communication used included phone, email, webform through the website, social media and virtual meetings of community groups and forums to reach a broader group of residents, workers, and students:

- HWCoL worked with the City of London to ensure that HWCoL's newsletters and bulletins were available through all the City Corporation's communication channels, including newsletters to residents of City-owned estates, estates' websites and business healthy communications.
- HWCoL increased its use of social media including X (previously Twitter) Instagram and Facebook to reach out to the local community.

HWCoL's newsletters and communication reached up to 2,000 people over the year, providing up-to-date information on Health and Social Care provision and public health campaigns. During the year there were over 13,500 visits to the website and HWCoL's social media communications reached 950 followers, providing up-to-date messages:

- from providers of health services to the City, including Barts Health,
- from City and Hackney and national public health campaigns,
- from North East London ICS; and
- about HWCoL's own activities.

HWCoL is committed to taking additional steps to obtain the views of people from diverse backgrounds who may not be heard by Health and Social Care decision-makers. In partnership with NHS North East London and Healthwatch Hackney, HWCoL hosted a Health Mela Day to promote staying well and warm in Winter. The event was aimed primarily at our Bangladeshi community. Over 40 people, predominantly females, attended the event, which raised awareness of both Healthwatch and the local services available to the Portsoken Community.

HWCoL also held a successful Health in the City Day with over 100 local residents from across the City attending. Hosted at the Golden Lane Community centre, the event was attended by two of the partners from the Neaman Practice and representatives from health and community services across North East London, including the NEL Cancer Alliance, Diabetes UK, City Advice, the Older Persons reference group, the Together Better programme, the Social Prescribing team and City Carers. The event raised awareness for local residents of local health and social care services available from charities and other providers.

HWCoL continued its series of patient panels, designed to enable residents to come together to talk about their experiences of health and social care and share ideas for improvements. Each session had around 15 residents in attendance, which allowed for open discussion and questions to be asked of the professionals. Many of the sessions assisted the City of London Corporation to consult on its health and social care strategies by giving it a platform to engage with residents and service users. The panels covered the following topics:

Healthwatch City of London

Trustees' Report

- Medicines management,
- Understanding diabetes,
- Mental health and social isolation,
- Strategy consultations on the City of London Health and Wellbeing Strategy,
- Sexual and Reproductive Health Strategy,
- The Special Educational Needs and Disabilities (SEND) Strategy
- Adult Social Care Strategy.
- Cardiopulmonary resuscitation (CPR) training with the London Ambulance.

Board meetings in Public included the following:

- Annual Public Meeting and Annual General Meeting.

In October, HWCOL held its Annual General Meeting with Mary Durcan, Chair of the City of London Health and Wellbeing Board, and Dr Sue Mann, National Clinical Director for Women's Health and lead for women's health in City and Hackney. The topics covered during the meeting were the NHS Big Conversation initiative, access to footcare, digital exclusion and accessibility of services in the City. The 35 residents who attended were able to direct questions to Councillor Durcan, Dr Mann and to members of HWCOL's Board. HWCOL gave an overview of the previous year's achievements and was able to check the relevance of the objectives which it has set for the upcoming year. Local service providers also had stalls to talk to residents about their services. Residents were able to talk to Age UK, Imago, City Advice, Department of Children Services and Gloji.

- Board meeting in Public

In April, Dr Sandra Husbands and the City and Hackney Public Health team joined the Public Board meeting to present their Annual Report and to take questions from the audience.

Representing residents, workers, and students.

During 2024/5, HWCOL represented City residents on the following boards and committees, and attended meetings to ensure that residents' interests are represented and that their voice is heard:

Neaman Practice Patient Participation Group (PPG)

The group discusses the services delivered by Practice, and how improvements can be made for the benefit of patients. HWCOL asked the Neaman Practice to widen the membership of the PPG, following which the Practice has advertised the group more widely via the City of London's social media and via their own website.

North East London Integrated Care Board

NHS North East London is responsible for planning and commissioning health services across NEL to meet the population's needs, making sure all parts of the local health system work effectively together. HWCOL has attended meetings of the board to ensure that the needs of the people of the City are recognised and listened to and that the City's voice is not lost amongst the wider NEL population.

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City of London Health and Wellbeing Board

This board aims to align the City's approach to the NHS Outcomes Framework, the Adult Social Care Outcomes Framework and the Public Health Outcomes Framework through improving the integration of services - positively influencing the health of everyone who lives and works in the City, enabling them to live healthily, preventing ill health developing, and promoting strong and empowered groups of individuals who are motivated to drive positive change within their communities and businesses. HWCOL raises the issues that are of concern to residents in these meetings and reports back to the Board on the issues it has received from the community.

Health and Social Care Scrutiny Committee

This committee fulfils the City's health and social care scrutiny role in proactively seeking information about the performance of local health and care services and institutions, challenging the information provided to it by commissioners and providers of healthcare services and testing this information by drawing on different sources of intelligence. HWCOL has a seat on this committee.

Integrated Care Communications and Engagement Enabler Group

This group supports and facilitates effective engagement with key stakeholders in the ICS and voluntary sector in the City of London and Hackney. The group gives HWCOL the opportunity to express a view on the effectiveness of the communications from the ICS to residents and helps to shape those messages. It gives HWCOL a vote in the projects funded by the group to improve patient access to services.

City and Hackney Safeguarding Adults Board

This committee oversees the discharge of the City of London's and Hackney's responsibilities for safeguarding those adults who have been identified as requiring support and protection. HWCOL raises any safeguarding issues that it has been alerted to and monitors historical concerns to ensure that they are properly addressed, enabling statutory requirements to be met.

City of London Adult Safeguarding Sub-Committee

This committee oversees the discharge of the City of London's responsibilities for safeguarding those adults who have been identified as requiring support and protection. HWCOL's role on this Board is to ensure that the voice of the City residents is heard, and that their interests are protected.

North East London Integrated Care Board Healthwatch Meeting

This meeting is attended by the Chair of the NEL Integrated Care Board and representatives from the different Healthwatch organisations across NEL. The meeting focuses on resident involvement and insight gathered by NEL Healthwatch. This gives HWCOL direct access to the Board of the ICS, which allows the team to raise any issues directly. It also gives an opportunity to have open discussions on areas that need improvement, project work, and on any concerns HWCOL have.

City and Hackney Health and Care Board

The purpose of the Board is to consider the best interests of service users and residents in City and Hackney, when taken as a health and care system as a whole.

Healthwatch City of London

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Shoreditch Park and City Neighbourhood Forum

The Neighbourhood forum brings together residents, representatives of voluntary sector organisations and providers of health, education, and care services in the Shoreditch Park and City Neighbourhood, to work together on what matters to local people and address health inequalities. Forums are held on a regular basis which are advertised via HWCOL social media and newsletters. HWCOL attends these forums to ensure that projects funded by the Neighbourhood include City residents, and that those services that are available are showcased in the Forum.

Financial review

HWCOL's primary source of funding is the money received through the contract with the City of London Corporation for the provision of a Healthwatch in the City of London. As stated above, the contract was awarded for an initial three-year period, with the option to extend, one year at a time, for a further two years. It was agreed in September 2023 that the contract would be extended for a second and final year until September 2024. A new contract was signed in September 2024 for the continued provision by HWCOL of a Healthwatch service for an initial three- year period.

The payments received from the City of London Corporation during the year ended 31 March 2025 amounted to a total of £93,200. That sum was paid in part under the final extension of the original contract and in part under the new contract . Additional funding was provided to carry out any agreed assignments during the period.

HWCOL's total income for the year ended 31 March 2025 was £98,200, which included grant income in the sum of £93,200 from the City of London Corporation. HWCOL also received funding from NHS Northeast London for resident engagement in the sum of £5,000.

Total expenditure during the year was £91,182.

The assets of HWCOL as of 31 March 2025 consisted of £100,451 cash at bank, debtors of £529 and tangible fixed assets of £1,380. Creditors falling due within one year were £11,612.

The balance of funds at the end of the year was as follows:

Unrestricted funds

General- £814

Designated- £0

Total unrestricted funds- £814

Restricted funds- £89,934

Reserve policy

HWCOL's reserves policy is to maintain a reserve which is sufficient to cover the estimated costs of carrying out its committed expenditure in the promotion of health, social care, and community engagement for a period of two months in the event of an unforeseen delay in payment of HWCOL's grant from the Corporation of London and to provide a cushion against unforeseen expenditure in delivering its contract with the Corporation of London.

HWCOL's policy on its restricted and unrestricted funds is to have enough funds to cover at least three months of its operations costs. In making this policy, the potential risks which may be encountered by HWCOL have been considered as well as the funds required to cover such risks. In the current year the balance of unrestricted and restricted funds in the sum of £90,748 is sufficient to cover such risks.

Healthwatch City of London

Trustees' Report

Risk statement

HWCOL trustees in producing the annual accounts have considered the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established to manage those risks. The trustees acknowledge that they have an ongoing responsibility to identify and manage the risks faced by the charity, and have sought to discharge this responsibility by:

(a) preparing a risk register which identifies the main risks to the charity and itemises the actions to be taken to mitigate each of those risks, and

(b) the trustees regularly reviewing the risk register at closed board meetings of the charity.

The main financial risk to the charity is loss of Grant funding from the City of London Corporation.

Public benefit

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

The annual report was approved by the trustees of the charity on 27/01/2026 and signed on its behalf by:

Gail Beer

.....
Ms Gail Marie Beer
Chair and Trustee

Francis Stevenson

.....
Francis Stevenson
Trustee

Healthwatch City of London

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The 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 state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and 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 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 adequate accounting records that are sufficient to show and explain the charity's transactions, and 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, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on 27/01/2026 and signed on its behalf by:

Gail Beer

.....
Ms Gail Marie Beer
Chair and Trustee

Francis Stevenson

.....
Francis Stevenson
Trustee

Healthwatch City of London

Independent Examiner's Report to the trustees of Healthwatch City of London

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2025 which are set out on pages 13 to 26.

Respective responsibilities of trustees and examiner

As the charity's trustees of Healthwatch City of London you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

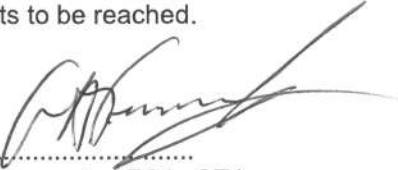
Having satisfied myself that the accounts of Healthwatch City of London are not required to be audited under section 144(2) of the 2011 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the 2011 Act. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of Healthwatch City of London as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of the Charities (Accounts and Reports) Regulation 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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


.....
Gavin Fernandes FCA, CTA
MG Group (Professional Services) Limited
Chartered Accountants

166 College Road
Harrow
Middlesex
HA1 1BH

Date:.....29/1/26

Healthwatch City of London

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £
Income and Endowments from:				
Charitable activities	3	-	98,200	98,200
Total income		-	98,200	98,200
Expenditure on:				
Raising funds	4	(6)	(4,903)	(4,909)
Charitable activities	4	(54)	(86,219)	(86,273)
Total expenditure		(60)	(91,122)	(91,182)
Net (expenditure)/income		(60)	7,078	7,018
Net movement in funds		(60)	7,078	7,018
Reconciliation of funds				
Total funds brought forward		874	82,856	83,730
Total funds carried forward	13	814	89,934	90,748
	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	-	104,192	104,192
Total income		-	104,192	104,192
Expenditure on:				
Raising funds	4	(24)	(4,057)	(4,081)
Charitable activities	4	(219)	(70,862)	(71,081)
Total expenditure		(243)	(74,919)	(75,162)
Net (expenditure)/income		(243)	29,273	29,030
Net movement in funds		(243)	29,273	29,030
Reconciliation of funds				
Total funds brought forward		1,117	53,583	54,700
Total funds carried forward	13	874	82,856	83,730

All of the charity's activities derive from continuing operations during the above two periods.

Healthwatch City of London
(Registration number: CE018434)
Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	9	1,380	-
Current assets			
Debtors	10	529	33,181
Cash at bank and in hand		<u>100,451</u>	<u>60,949</u>
		100,980	94,130
Creditors: Amounts falling due within one year	11	<u>(11,612)</u>	<u>(10,400)</u>
Net current assets		<u>89,368</u>	<u>83,730</u>
Net assets		<u>90,748</u>	<u>83,730</u>
Funds of the charity:			
Restricted funds		89,934	82,856
Unrestricted income funds			
Unrestricted funds		<u>814</u>	<u>874</u>
Total funds	13	<u>90,748</u>	<u>83,730</u>

For the financial year ending 31 March 2025 the charity was entitled to exemption from audit under section 144(2) of the Charities Act 2011.

The trustees acknowledge their responsibilities for complying with the requirement of the 2011 Act with respect of accounting records and preparation of the accounts.

The financial statements on pages 12 to 25 were approved by the trustees, and authorised for issue on and signed on their behalf by:

Gail Beer

.....
 Ms Gail Marie Beer
 Chair and Trustee

Francis Stevenson

.....
 Francis Stevenson
 Trustee

Healthwatch City of London

Statement of Cash Flows for the Year Ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash income		7,018	29,030
Adjustments to cash flows from non-cash items			
Depreciation		60	243
		7,078	29,273
Working capital adjustments			
Decrease/(increase) in debtors	10	32,652	(33,181)
Increase in creditors	11	1,212	7,487
Net cash flows from operating activities		40,942	3,579
Cash flows from investing activities			
Purchase of tangible fixed assets	9	(1,440)	-
Net increase in cash and cash equivalents		39,502	3,579
Cash and cash equivalents at 1 April		60,949	57,370
Cash and cash equivalents at 31 March		100,451	60,949

All of the cash flows are derived from continuing operations during the above two periods.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2025

1 Charity status

The charity is a charitable incorporated organisation, incorporated in England and Wales .

The address of its registered office is:
Portsoken Community Centre
20 Little Somerset Street
London
E1 8AH

These financial statements were authorised for issue by the trustees on 27/01/2026

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Charities Act 2011.

Basis of preparation

Healthwatch City of London meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The accounts are presented in GBP rounded to £1.

Going concern

The trustees have considered the charity's ability to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements.

In making this assessment, the trustees have noted recent Government announcements regarding potential future changes to the statutory framework for Healthwatch organisations in England. As at the date of approval of these financial statements, no legislative changes have been enacted and the charity continues to operate in line with its existing statutory duties and funding arrangements.

The charity is funded primarily through commissioning arrangements with the local authority, which remain in place. Based on the charity's current financial position, forecast income and expenditure, and available reserves, the trustees consider that the charity has sufficient resources to continue its operations and meet its liabilities as they fall due.

Accordingly, the trustees consider it appropriate to prepare the financial statements on a going concern basis.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2025

Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Gifts in kind

Gifts in kind are recognised in different ways dependent on how they are used by the charity:

- (i) Those donated for resale produce income when they are sold. They are valued at the amount actually realised.
- (ii) Those donated for onward transmission to beneficiaries are included in the Statement of Financial Activities as incoming resources and resources expended when they are distributed. They are valued at the amount the charity would have had to pay to acquire them.
- (iii) Those donated for use by the charity itself are included when receivable. They are valued at the amount the charity would have had to pay to acquire them.

Donated services and facilities

Where services or facilities are provided to the charity as a donation that would normally be purchased from our suppliers, this benefit is included in the financial statements at its fair value unless its fair value cannot be reliably measured, then at the cost to the donor or the resale value of goods that are to be sold.

Expenditure

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:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of engagement undertaken to further the purposes of the charity and the associated support costs
- Other expenditure represents those items not falling into any other heading

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include its audit fees and other costs linked to strategic management of the charity. These are allocated as follows:

- Cost of raising funds - 10%
- Health, social care and community engagement - 90%

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2025

Allocation of support costs

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

- Cost of raising funds - 3%
- Health, social care and community engagement - 90%
- Governance cost - 7%

Other overhead costs are charged according to the specific use of the facilities which as per best estimate is as follows:

- Cost of raising funds - 10%
- Health, social care and community engagement - 90%

Taxation

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

Tangible fixed assets

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 and amortisation

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 depreciation rates in use are as follows:

Asset class	Depreciation method and rate
Computer equipment	25% on straight line method

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2025

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Public benefit entity

Healthwatch City of London constitutes a public benefit entity as defined by FRS 102.

3 Income from charitable activities

	Restricted funds £	Total 2025 £	Total 2024 £
Grants received from City of London Corporation	93,200	93,200	92,722
Funds received - NHS Northeast London	5,000	5,000	10,000
Received from Public Health Community Champion Network	-	-	1,470
	<u>98,200</u>	<u>98,200</u>	<u>104,192</u>

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2025

4 Analysis of expenditures

For current year	Cost of raising funds £	Charitable Activity Health, social care, community engagement £	Governance costs £	Support costs £	Total 2025 £
Staff costs (note 7)	1,953	59,670	4,641	-	66,264
Accountants fee	-	-	4,200	-	4,200
Legal and professional fees	-	-	250	-	250
Telephone and Internet	-	-	-	1,651	1,651
Consultancy	-	-	1,231	-	1,231
Insurance	-	-	-	608	608
Printing, stationery and subscriptions	-	-	-	1,913	1,913
Entertainment-100% Business	-	-	-	266	266
Sundry	-	-	-	73	73
IT domain hosting, service and maintenance	-	-	-	4,273	4,273
Travelling	-	-	-	234	234
Hall hire	-	-	-	7,488	7,488
Advertising	-	-	-	2,671	2,671
Depreciation	-	-	-	60	60
	<u>1,953</u>	<u>59,670</u>	<u>10,322</u>	<u>19,237</u>	<u>91,182</u>
Support cost	1,924	17,313	-	(19,237)	-
Governance cost	<u>1,032</u>	<u>9,290</u>	<u>(10,322)</u>	<u>-</u>	<u>-</u>
	<u><u>4,909</u></u>	<u><u>86,273</u></u>	<u><u>-</u></u>	<u><u>-</u></u>	<u><u>91,182</u></u>

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2025

	Cost of raising funds £	Charitable Activity Health, social care, community engagement £	Governance costs £	Support costs £	Total 2024 £
For prior year					
Staff costs (note 7)	1,645	49,349	3,838	-	54,832
Accountants fees	-	-	3,110	-	3,110
Legal and professional fees	-	-	70	-	70
Telephone and internet	-	-	-	2,724	2,724
Consultancy	-	-	483	-	483
Printing, stationery and subscriptions	-	-	-	898	898
IT domain hosting, service and maintenance	-	-	-	1,391	1,391
Depreciation	-	-	-	244	244
Advertising	-	-	-	2,329	2,329
Travelling	-	-	-	65	65
Hall hire	-	-	-	9,016	9,016
	<u>1,645</u>	<u>49,349</u>	<u>7,501</u>	<u>16,667</u>	<u>75,162</u>
Support costs	1,667	15,000	-	(16,667)	-
Governance costs	<u>769</u>	<u>6,732</u>	<u>(7,501)</u>	<u>-</u>	<u>-</u>
	<u><u>4,081</u></u>	<u><u>71,081</u></u>	<u><u>-</u></u>	<u><u>-</u></u>	<u><u>75,162</u></u>

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2025

5 Net incoming/outgoing resources

Net incoming resources for the year include:

	2025 £	2024 £
Accounting & independent examination fees	3,360	3,110
Depreciation of fixed assets	60	243

6 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

7 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	65,022	53,765
Social security costs	208	-
Pension costs	1,034	744
Other staff costs	-	323
	<u>66,264</u>	<u>54,832</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2025 No	2024 No
Number of staff	<u>3</u>	<u>3</u>

No employee received emoluments of more than £60,000 during the year (2023: £Nil).

The total employee benefits of the key management personnel of the charity were £Nil (2024: £Nil).

8 Taxation

The charity is a registered charity and is therefore exempt from taxation.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2025

9 Tangible fixed assets

	Computer equipment £	Total £
Cost		
At 1 April 2024	3,035	3,035
Additions	1,440	1,440
At 31 March 2025	4,475	4,475
Depreciation		
At 1 April 2024	3,035	3,035
Charge for the year	60	60
At 31 March 2025	3,095	3,095
Net book value		
At 31 March 2025	1,380	1,380
At 31 March 2024	-	-

10 Debtors

	2025 £	2024 £
Trade debtors	-	33,181
Prepayments	529	-
	529	33,181

11 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	793	7,704
Accruals and deferred income	10,443	2,040
Other taxation and social security	141	489
Pension - Employer's contribution	235	167
	11,612	10,400

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2025

12 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £1,034 (2024:£744).

13 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds					
General	(874)	-	60	-	(814)
Restricted funds: Health, social care and community engagement	<u>(82,856)</u>	<u>(98,200)</u>	<u>91,122</u>	<u>-</u>	<u>(89,934)</u>
Total funds	<u><u>(83,730)</u></u>	<u><u>(98,200)</u></u>	<u><u>91,182</u></u>	<u><u>-</u></u>	<u><u>(90,748)</u></u>

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Balance at 31 March 2024 £
Unrestricted funds				
General	(874)	-	-	(874)
Designated	<u>(243)</u>	<u>-</u>	<u>243</u>	<u>-</u>
Total unrestricted funds	(1,117)	-	243	(874)
Restricted funds: Health, social care and community engagement	<u>(53,583)</u>	<u>(104,192)</u>	<u>74,919</u>	<u>(82,856)</u>
Total funds	<u><u>(54,700)</u></u>	<u><u>(104,192)</u></u>	<u><u>75,162</u></u>	<u><u>(83,730)</u></u>

Purposes of restricted funds

Grant from City of London Corporations is to cover costs of core services provided by the charity which are:

Health, social care services and community engagement.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2025

14 Analysis of net assets between funds

	Unrestricted funds		Total funds at 31 March 2025
	General £	Restricted funds £	£
Tangible fixed assets	-	1,380	1,380
Current assets	814	100,166	100,980
Current liabilities	-	(11,612)	(11,612)
Total net assets	814	89,934	90,748

	Unrestricted funds		Total funds at 31 March 2024
	General £	Restricted funds £	£
Current assets	-	94,130	94,130
Current liabilities	-	(10,400)	(10,400)
Total net assets	-	83,730	83,730

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2025

15 Analysis of net funds

	At 1 April 2024 £	Cash flow £	At 31 March 2025 £
Cash at bank and in hand	60,949	39,502	100,451
	<u>60,949</u>	<u>39,502</u>	<u>100,451</u>

	At 1 April 2023 £	Cash flow £	At 31 March 2024 £
Cash at bank and in hand	57,370	3,579	60,949
	<u>57,370</u>	<u>3,579</u>	<u>60,949</u>

16 Capital commitments

The Charity had no operating lease or capital commitments at the year-end.

17 Related party transactions

There are no related party transactions to disclose for the year.

18 Non-adjusting events after the financial period

After the reporting date of 31 March 2025, the UK Government announced proposals to review and reform the statutory arrangements for Healthwatch organisations in England as part of wider health and social care reforms. These proposals include potential changes to the way Healthwatch functions are delivered in the future, subject to the development and enactment of primary legislation.

As at the date of approval of these financial statements, no legislation has been enacted and Healthwatch City of London continues to operate under its existing statutory framework and contractual arrangements. Accordingly, these proposals have been treated as a non-adjusting event after the reporting period, and no adjustment has been made to the financial statements. The trustees will continue to monitor developments as further information becomes available.

Accounts

Company registration number: CE018434

Charity registration number: 1184771

Healthwatch City of London

(A charitable incorporated organisation)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

MG Group (Professional Services) Limited
Chartered Accountants
166 College Road
Harrow
Middlesex
HA1 1BH

Healthwatch City of London

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Healthwatch City of London

Reference and Administrative Details

Trustees

Ms Gail Marie Beer (Chair)
Francis Stevenson (Treasurer)
Lynn Strother
Malcolm Waters
Sonja Judith Guy-Briscoe

Associate Board Members

Stuart Mackenzie
Janet Porter
Dr Cynthia White

Staff Team

Rachel Cleave, General Manager
Liesa Sandt, Communications and Engagement Officer
Caitlan Barrow, Volunteer and Projects Officer

Registered Office

Portsoken Community Centre
20 Little Somerset Street
London
E1 8AH

Company Registration Number CE018434

Charity Registration Number 1184771

Bankers

National Westminster Bank Plc
250 Bishopsgate
London
EC2M 4AA

Independent Examiner

MG Group (Professional Services) Limited
Chartered Accountants
166 College Road
Harrow
Middlesex
HA1 1BH

Healthwatch City of London

Trustees' Report

The trustees present the annual report together with the financial statements of the charitable incorporated organisation for the year ended 31 March 2024.

Structure, governance and management

Description of the Charity's Trusts

- **Type of Governing Document:** Constitution adopted on 11th July 2019.
- **How the Charity is constituted:** Healthwatch City of London ("HWCoL") is a Charitable Incorporated Organisation whose only voting members are its charity trustees.
- **Trustee selection method:** Trustees are appointed for an initial term of four years by a resolution passed at a properly convened meeting of the charity trustees. All trustees are expected to provide a CV and are interviewed by the Board.

Supporting Governance Activities:

Trustee Appointments: All Trustees give their time voluntarily. As a charity trustee, each Trustee is entitled to be reimbursed from the property of HWCoL or may pay out of such property reasonable expenses properly incurred by him/ her when acting on behalf of HWCoL. On appointment new Trustees receive a copy of the constitution, a copy of the latest annual report and statement of accounts, and staff handbook. Trustees are directed to read all HWCoL's policies, including its decision-making Policy.

DBS Checks: In accordance with HWCoL policy, all volunteers and staff must undergo Disclosure and Barring checks to enable them to carry out enter and view activities relating to health and social care services. These checks are carried out on commencement of employment, or in the case of volunteers, on appointment. HWCoL uses an approved service provider.

Healthwatch City of London

Trustees' Report

Objectives and activities

The objectives and activities of HWCOL are governed by its Constitution, the contractual obligations which it has undertaken to its main commissioner, the City of London Corporation, and the licence granted by Healthwatch England.

Summary of the objects of the charity set out in its governing document:

HWCOL's Constitution provides that the objects of the charity are the advancement of Health and Social Care by:

- (a) providing information and advice to the public about local Health and Social Care services.
- (b) making the views and experiences of members of the public known to Health and Social Care providers and commissioners.
- (c) enabling local people to have a voice in the development, delivery, improvement, and equality of access to local Health and Social Care services and facilities and.
- (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing, and monitoring local Health and Social Care services and facilities.

SUMMARY OF THE MAIN ACTIVITIES UNDERTAKEN FOR THE PUBLIC BENEFIT IN RELATION TO THESE OBJECTS

HWCOL was awarded the contract to deliver Healthwatch services for the City of London in September 2019. The contract was awarded for an initial three-year period, with the option to extend, one year at a time, for a further two years. It was agreed in September 2022 that the contract would be extended for one year to September 2023, with the potential for a further and final extension to September 2024 which was agreed.

In planning HWCOL's activities for the year 2023/24, the Trustees kept in mind at their meetings both the Charity Commission's guidance on public benefit and the objectives of the charity.

During 2023/24, HWCOL monitored how Health and Social Care services were providing services against a back drop of increased financial pressure. The team closely monitored the effectiveness of the relatively newly constituted Integrated Care System, including the establishment of the City and Hackney Integrated Care Partnership and the Shoreditch Park and City Neighbourhood and Primary Care Network (PCN), seeking to ensure that they are responsive to the needs of and engage with City residents. This was not an easy task for a small organisation with limited resources.

HWCOL listened to patients' concerns regarding the delivery of GP services by the Neaman Practice (the only GP's practice based in the City of London) and made good progress in the resolution of these concerns.

HWCOL successfully campaigned for continued footcare services in the City and have worked closely with the Neaman Practice which has resulted in more effective advertising of their Patient Participation Group and improved customer training for their reception team.

Healthwatch City of London

Trustees' Report

After feedback from the local community, HWCOL raised the issue of over-dispensing of repeat prescriptions at a local pharmacy with NHS North East London and the Health and Wellbeing Board. As a result of our intervention, robust processes have been put in place for management of repeat prescriptions between the Neaman Practice and the pharmacy. This was followed up by a Patient Panel with the lead pharmacist of the Practice to explain how medicines should be managed and the importance of annual checks.

NHS North East London (NHS NEL) ran an initiative to help deliver Health and Social Care services targeted for our population. 'The Big Conversation' was designed to gather patient feedback on the four topic areas - Babies, Children and Young People; Long term health conditions; Mental Health; and Local employment and workforce. HWCOL supported this programme by holding a focus group with the Older Persons Reference Group (OPRG) to explore how older people felt about these priorities. The results from the group were fed back to NHS NEL.

Healthwatch have a legal power to visit Health and Social Care services, called Enter and View visits. Visits collect evidence of what works well and what could be improved to make people's experiences better. This year HWCOL, along with Healthwatch Tower Hamlets, carried out a visit to the Goodman's Field Medical Practice in Tower Hamlets, which many City residents from the east of the City attend. The results were very positive with the recommendations for improvement adopted.

HWCOL held five Patient Panels on areas which residents told us were of most concern, namely, cancer screening awareness, the new cancer wait time standard and its effects on patients in North East London, increasing understanding of deaf awareness, safeguarding and how to identify and report concerns, and cardiopulmonary resuscitation (CPR) training with the London Ambulance.

Continued newsletters and bulletins were produced to ensure that City residents had the most up-to-date information from across Health and Social Care in the City. HWCOL updated its website on a regular basis, disseminating important patient information. In 2023/24, HWCOL produced nine newsletters, regular information sheets, including opening hours during the festive period: hosted one Board meeting in public and its Annual Public Meeting and Annual General Meeting: held five patient panels and two Coronation tea parties and a Christmas party.

During 2023/24, HWCOL carried out the following project for the benefit of the public:

Digital Apps Project

During this period HWCOL commenced a Digital Apps Project that explored the current ways in which service users can access care and information using digital devices. Preliminary work identified that it is possible to have nine NHS apps in which access to care is provided including the NHS App, Patient Knows Best portal, MY chart and the Dr IQ app. The project, which is now completed, sought to understand how the apps and platforms communicate with each other, how accessible and easy they are to use and how to access services. Very importantly, HWCOL assessed the impact on individuals unable to use these apps and portals.

Patient Advice and Liaison Services

During this period HWCOL started a project to understand the level of service provision from Patient Advice and Liaison Service (PALS) in Healthcare settings that City residents access. The project will look at the information available for each service, how accessible the service is, and the timescales for issues and complaints raised to be resolved.

Healthwatch City of London

Trustees' Report

SUMMARY OF THE MAIN ACHIEVEMENTS OF THE CHARITY DURING THE YEAR

During 2023/24 HWCoL used a wide range of approaches to gain insights about the experiences of local users of Health and Social Care services. The channels of communication used included phone, email, webform through the website, social media and virtual meetings of community groups and forums to reach a broader group of residents, workers, and students:

HWCoL worked with the City of London to ensure that HWCoL's newsletters and bulletins were available through all the City Corporation's communication channels, including newsletters to residents of City-owned estates, and estates' websites.

HWCoL increased its use of social media including X (previously Twitter) Instagram and Facebook to reach out to the local community.

HWCoL's newsletters and communication reached up to 2,000 people over the year, providing up-to-date information on Health and Social Care provision and public health campaigns. There were over 5,000 visits to the website and HWCoL's social media communications reached 900 followers, providing up-to-date messages:

- from providers of health services to the City, including Barts Health,
- from City and Hackney and national public health campaigns,
- from North East London ICS; and
- about HWCoL's own activities.

HWCoL is committed to taking additional steps to obtain the views of people from diverse backgrounds who may not be heard by Health and Social Care decision-makers.

HWCoL continued its series of patient panels, designed for residents to come together to talk about their experiences of Health and Social Care and share ideas for improvements. The panels included.

- Cancer screening awareness,
- New cancer wait time standard and its effects on patients in North East London,
- Increasing understanding of deaf awareness,
- Safeguarding and how to identify and report concerns, and
- Cardiopulmonary resuscitation (CPR) training with the London Ambulance.

Board meetings in Public included the following:

- Annual Public Meeting and Annual General Meeting.

In October HWCoL held its Annual General Meeting with Ian Thomas, the Town Clerk of the City of London Corporation. The Town Clerk talked about the City's five-year plan for Health and Social Care and highlighted how committed he and the City of London Corporation (COL) are to improving health and wellbeing. He also spoke about the CoL's support for another GP practice, while acknowledging the difficulties of justifying a second surgery. A discussion was held on resident engagement and feedback to the Integrated Care Board and decision-making bodies. Work is already underway to ensure that the patient voice is heard and acted on with an increased involvement of the CoL policy team.

Healthwatch City of London

Trustees' Report

- **Board meeting in Public**

In February, Dr Chor, GP and Partner at the Neaman Practice, attended the HWCOL Board meeting in public and provided an update on the enhanced range of services offered by the practice. Dr Chor highlighted that the range and breadth of services at the Practice has expanded. These include footcare, physiotherapy, diabetes care, medicine management, vaccinations and immunisations, and dermatology. Of particular interest was the increase in the number of GPs, including the return of those on maternity leave.

Representing Residents, Workers, and Students.

During 2023/24, HWCOL represented City residents on the following boards and committees, and attended meetings to ensure that residents' interests are represented and that their voice is heard:

Neaman Practice Patient Participation Group

The group discuss the services delivered by Practice, and how improvements can be made for the benefit of patients. HWCOL asked the Neaman Practice to widen the membership of the PPG, following which the Practice has advertised the group more widely via the City of London's social media and via their own website.

North East London Integrated Care Board

NHS North East London is responsible for planning and commissioning health services across NEL to meet the population's needs, making sure all parts of the local health system work effectively together. HWCOL have attended meetings of the board to ensure that the needs of the people of the City are recognised and listened to, and that its voice is not lost amongst the wider NEL population.

City of London Health and Wellbeing Board

This board aims to align the City's approach to the NHS Outcomes Framework, the Adult Social Care Outcomes Framework and the Public Health Outcomes Framework through improving the integration of services. This should positively influence the health of everyone who lives and works in the City, enabling them to live healthily, preventing ill health developing, and promoting strong and empowered groups of individuals who are motivated to drive positive change within their communities and businesses. HWCOL raise the issues that are of concern to residents in these meetings and report to the Board on the feedback we have received from the community.

Health and Social Care Scrutiny Committee

This committee fulfils the City's Health and Social Care scrutiny role in proactively seeking information about the performance of local Health and Social Care services and institutions, challenging the information provided to it by commissioners and providers of these services, and testing this information by drawing on different sources of intelligence. Healthwatch City of London have a seat on this committee.

Integrated Care Communications and Engagement Enabler Group

This group supports and facilitates effective engagement with key stakeholders in the ICS and voluntary sector in the City of London and Hackney. The group gives HWCOL the opportunity to express a view on the effectiveness of the communications from the ICS to residents and helps to shape those messages. It gives HWCOL a vote in the projects funded by the group to improve patient access to services.

Healthwatch City of London

Trustees' Report

City and Hackney Safeguarding Adults Board

This committee oversees the discharge of the City of London's and Hackney's responsibilities for safeguarding those adults who have been identified as requiring support and protection. HWCoL raise any safeguarding issue that it has been alerted to and monitor historical concerns to ensure they are properly addressed, enabling statutory requirements to be met.

City of London Adult Safeguarding Sub-Committee

This committee oversees the discharge of the City of London's responsibilities for safeguarding those adults who have been identified as requiring support and protection. Our role on this Board is to ensure that the voice of the City residents is heard, and that their interests are protected.

North East London Integrated Care Board Healthwatch Meeting

A meeting with the Chair of the Integrated Care Boards and representatives from Healthwatch across NEL to focus on resident involvement and insight gathered by NEL Healthwatch. This gives HWCoL direct access to the Board of the ICS, which allows the team to raise any issues directly. It also gives an opportunity to have open discussions on areas that need improvement, project work, and on any concerns HWCoL have.

City and Hackney Health and Care Board

The City and Hackney Health and Care Board monitor the work of the City and Hackney Public Health team, and the provision of services funded by the North East London Integrated Care Board.

Shoreditch Park and City Neighbourhood Forum

The Neighbourhood forum brings residents, voluntary sector, health, education, and care services together in the Shoreditch Park and City Neighbourhood, to work on what matters to local people and address health inequalities. Forums are held on a regular basis which are advertised via HWCoL social media and newsletters. HWCoL attend these forums to ensure that projects funded by the Neighbourhood include City residents, and that those services that are available are showcased in the Forum.

Financial Review

HWCoL's primary source of funding is the money received through the contract with the City of London Corporation for the provision of a Healthwatch in the City of London. As stated above, the contract was awarded for an initial three-year period, with the option to extend, one year at a time, for a further two years. It was agreed in September 2023 that the contract would be extended for a further year until September 2024.

The contract value was £92,722 per annum, which was paid in monthly instalments. Additional funding is provided to carry out any agreed assignments during the period.

HWCoL's total income for the year ended 31 March 2024 was £104,192, which included grant income in the sum of £92,722 from the City of London Corporation. HWCoL also recorded two grant incomes of £5,000 each from NEL ICB for resident engagement.

Healthwatch City of London

Trustees' Report

Total expenditure during the year was £75,162.

The assets of HWCoL as of 31 March 2024 consisted of £60,949 cash at bank and debtors of £33,181. Creditors falling due within one year were £10,400.

The balance of funds at the end of the year was as follows:

Unrestricted funds

General- £874

Designated- £nil

Total unrestricted funds- £874

Restricted funds- £82,856

Reserve policy

HWCoL's reserves policy is to maintain a reserve which is sufficient to cover the estimated costs of carrying out its committed expenditure in the promotion of health, social care, and community engagement for a period of two months in the event of an unforeseen delay in payment of HWCoL's grant from the Corporation of London, and to provide a cushion against unforeseen expenditure in delivering its contract with the Corporation of London.

HWCoL's policy on its restricted and unrestricted funds is to have enough funds to cover at least three months of its operations costs. In making this policy, the potential risks which may be encountered by HWCoL have been considered as well as the funds required to cover such risks. In the current year the balance of unrestricted and restricted funds in the sum of £83,730 is sufficient to cover such risks.

Risk statement

HWCoL trustees in producing the annual accounts have considered the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established to manage those risks. The trustees acknowledge that they have an ongoing responsibility to identify and manage the risks faced by the charity, and have sought to discharge this responsibility by:

(a) preparing a risk register which identifies the main risks to the charity and itemises the actions to be taken to mitigate each of those risks, and

(b) the trustees regularly reviewing the risk register at closed board meetings of the charity.

The main financial risk to the charity is loss of Grant funding from the City of London Corporation.

Public benefit

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

Healthwatch City of London

Trustees' Report

The annual report was approved by the trustees of the charity on 29 January 2025 and signed on its behalf by:

Gail M Beer

.....
Ms Gail Marie Beer
Chair and Trustee

F. Stevenson

.....
Francis Stevenson
Trustee

Healthwatch City of London

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The 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 state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and 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 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 adequate accounting records that are sufficient to show and explain the charity's transactions, and 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, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on 29 January 2025 and signed on its behalf by:



.....
Ms Gail Marie Beer
Chair and Trustee



.....
Francis Stevenson
Trustee

Healthwatch City of London

Independent Examiner's Report to the trustees of Healthwatch City of London

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2024 which are set out on pages 12 to 24.

Respective responsibilities of trustees and examiner

As the charity's trustees of Healthwatch City of London you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

Having satisfied myself that the accounts of Healthwatch City of London are not required to be audited under section 144(2) of the 2011 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the 2011 Act. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of Healthwatch City of London as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of the Charities (Accounts and Reports) Regulation 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

MG Group

.....
MG Group (Professional Services) Limited
Chartered Accountants

166 College Road
Harrow
Middlesex
HA1 1BH

30/01/2025
Date:.....

Healthwatch City of London

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Charitable activities	3	-	104,192	104,192
Total income		-	104,192	104,192
Expenditure on:				
Raising funds		(24)	(4,057)	(4,081)
Charitable activities	4	(219)	(70,862)	(71,081)
Total expenditure		(243)	(74,919)	(75,162)
Net (expenditure)/income		(243)	29,273	29,030
Net movement in funds		(243)	29,273	29,030
Reconciliation of funds				
Total funds brought forward		1,117	53,583	54,700
Total funds carried forward	13	874	82,856	83,730
	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	-	87,868	87,868
Total income		-	87,868	87,868
Expenditure on:				
Raising funds		(76)	(3,526)	(3,602)
Charitable activities	4	(683)	(59,189)	(59,872)
Total expenditure		(759)	(62,715)	(63,474)
Net (expenditure)/income		(759)	25,153	24,394
Net movement in funds		(759)	25,153	24,394
Reconciliation of funds				
Total funds brought forward		1,876	28,430	30,306
Total funds carried forward	13	1,117	53,583	54,700

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2023 is shown in note 13.

Healthwatch City of London
(Registration number: CE018434)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	9	-	243
Current assets			
Debtors	10	33,181	-
Cash at bank and in hand		<u>60,949</u>	<u>57,370</u>
		94,130	57,370
Creditors: Amounts falling due within one year	11	<u>(10,400)</u>	<u>(2,913)</u>
Net current assets		<u>83,730</u>	<u>54,457</u>
Net assets		<u><u>83,730</u></u>	<u><u>54,700</u></u>
Funds of the charity:			
Restricted funds		82,856	53,583
Unrestricted income funds			
Unrestricted funds		<u>874</u>	<u>1,117</u>
Total funds	13	<u><u>83,730</u></u>	<u><u>54,700</u></u>

For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 144(2) of the Charities Act 2011.

The trustees acknowledge their responsibilities for complying with the requirement of the 2011 Act with respect of accounting records and preparation of the accounts.

The financial statements on pages 12 to 25 were approved by the trustees, and authorised for issue on 29 January 2025 and signed on their behalf by:

Gail M Beer

.....
Ms Gail Marie Beer
Chair and Trustee

F. Stevenson

.....
Francis Stevenson
Trustee

Healthwatch City of London

Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash income		29,030	24,394
Adjustments to cash flows from non-cash items			
Depreciation		<u>243</u>	<u>759</u>
		29,273	25,153
Working capital adjustments			
Increase in debtors	10	(33,181)	-
Increase/(decrease) in creditors	11	<u>7,487</u>	<u>(1,442)</u>
Net cash flows from operating activities		<u>3,579</u>	<u>23,711</u>
Net increase in cash and cash equivalents		3,579	23,711
Cash and cash equivalents at 1 April		<u>57,370</u>	<u>33,659</u>
Cash and cash equivalents at 31 March		<u><u>60,949</u></u>	<u><u>57,370</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is a charitable incorporated organisation, incorporated in England and Wales .

The address of its registered office is:

Portsoken Community Centre

20 Little Somerset Street

London

E1 8AH

These financial statements were authorised for issue by the trustees on 29 January 2025.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Charities Act 2011.

Basis of preparation

Healthwatch City of London meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The accounts are presented in GBP rounded to £1.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2024

Gifts in kind

Gifts in kind are recognised in different ways dependent on how they are used by the charity:

- (i) Those donated for resale produce income when they are sold. They are valued at the amount actually realised.
- (ii) Those donated for onward transmission to beneficiaries are included in the Statement of Financial Activities as incoming resources and resources expended when they are distributed. They are valued at the amount the charity would have had to pay to acquire them.
- (iii) Those donated for use by the charity itself are included when receivable. They are valued at the amount the charity would have had to pay to acquire them.

Donated services and facilities

Where services or facilities are provided to the charity as a donation that would normally be purchased from our suppliers, this benefit is included in the financial statements at its fair value unless its fair value cannot be reliably measured, then at the cost to the donor or the resale value of goods that are to be sold.

Expenditure

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:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of engagement undertaken to further the purposes of the charity and the associated support costs
- Other expenditure represents those items not falling into any other heading

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include its audit fees and other costs linked to strategic management of the charity. These are allocated in line with other support costs.

Allocation of support costs

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

- Cost of raising funds - 3%
- Health, social care and community engagement - 90%
- Governance cost - 7%

Other overhead costs are charged according to the specific use of the facilities. Governance and support costs are finally allocated as follows:

- Cost of raising funds - 10%
- Health, social care and community engagement - 90%

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2024

Taxation

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

Tangible fixed assets

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 and amortisation

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 depreciation rates in use are as follows:

Asset class	Depreciation method and rate
Computer equipment	25% on straight line method

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2024

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Public benefit entity

Healthwatch City of London constitutes a public benefit entity as defined by FRS 102.

3 Income from charitable activities

	Restricted funds	Total 2024	Total 2023
	£	£	£
Grants received from City of London Corporation	92,722	92,722	81,889
Funds received - NHS Northeast London	10,000	10,000	-
Received from Public Health Community Champion Network	1,470	1,470	-
Grant received from London Ambulance Service	-	-	5,000
Grant received from Healthwatch Norfolk	-	-	979
	<u>104,192</u>	<u>104,192</u>	<u>87,868</u>

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2024

4 Analysis of expenditures

	Cost of raising funds £	Charitable Activity Health, social care, community engagement £	Governance costs £	Support costs £	Total 2024 £
<u>For current year</u>					
Staff costs (note 7)	1,645	49,349	3,838	-	54,832
Accountants fee	-	-	3,110	-	3,110
Legal and professional fees	-	-	70	-	70
Telephone and Internet	-	-	-	2,724	2,724
Consultancy	-	-	483	-	483
Printing, stationery and subscriptions	-	-	-	898	898
IT domain hosting, service and maintenance	-	-	-	1,391	1,391
Depreciation	-	-	-	244	244
Advertising	-	-	-	2,329	2,329
Travelling	-	-	-	65	65
Hall hire	-	-	-	9,016	9,016
	<u>1,645</u>	<u>49,349</u>	<u>7,501</u>	<u>16,667</u>	<u>75,162</u>
Support cost	1,667	15,000	-	(16,667)	-
Governance cost	<u>769</u>	<u>6,732</u>	<u>(7,501)</u>	<u>-</u>	<u>-</u>
	<u><u>4,081</u></u>	<u><u>71,081</u></u>	<u><u>-</u></u>	<u><u>-</u></u>	<u><u>75,162</u></u>

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2024

	Cost of raising funds £	Charitable Activity Health, social care, community engagement £	Governance costs £	Support costs £	Total 2023 £
<u>For prior year</u>					
Staff costs (note 7)	1,307	39,203	3,049	-	43,559
Accountants fees	-	-	4,192	-	4,192
Legal and professional fees	-	-	126	-	126
Telephone and internet	-	-	-	1,501	1,501
Consultancy	-	-	1,200	-	1,200
Printing, stationery and subscriptions	-	-	-	442	442
IT domain hosting, service and maintenance	-	-	-	1,195	1,195
Depreciation	-	-	-	759	759
Advertising	-	-	-	1,204	1,204
Travelling	-	-	-	62	62
Hall hire	-	-	-	9,234	9,234
	<u>1,307</u>	<u>39,203</u>	<u>8,567</u>	<u>14,397</u>	<u>63,474</u>
Support costs	1,440	12,957	-	(14,397)	-
Governance costs	<u>855</u>	<u>7,712</u>	<u>(8,567)</u>	<u>-</u>	<u>-</u>
	<u><u>3,602</u></u>	<u><u>59,872</u></u>	<u><u>-</u></u>	<u><u>-</u></u>	<u><u>63,474</u></u>

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2024

5 Net incoming/outgoing resources

Net incoming resources for the year include:

	2024 £	2023 £
Accounting & independent examination fees	3,110	4,192
Depreciation of fixed assets	243	759

6 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

7 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	53,765	42,865
Pension costs	744	694
Other staff costs	323	-
	<u>54,832</u>	<u>43,559</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2024 No	2023 No
Number of staff	<u>3</u>	<u>3</u>

No employee received emoluments of more than £60,000 during the year (2023: £Nil).

The total employee benefits of the key management personnel of the charity were £Nil (2023: £Nil).

8 Taxation

The charity is a registered charity and is therefore exempt from taxation.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2024

9 Tangible fixed assets

	Computer equipment £	Total £
Cost		
At 1 April 2023	3,035	3,035
At 31 March 2024	3,035	3,035
Depreciation		
At 1 April 2023	2,792	2,792
Charge for the year	243	243
At 31 March 2024	3,035	3,035
Net book value		
At 31 March 2024	-	-
At 31 March 2023	243	243

10 Debtors

	2024 £
Trade debtors	33,181

11 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	7,704	258
Accruals and deferred income	2,040	2,040
Other taxation and social security	489	476
Pension - Employer's contribution	167	139
	10,400	2,913

12 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £744 (2023:£694).

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2024

13 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General	(874)	-	-	-	(874)
Designated	<u>(243)</u>	<u>-</u>	<u>243</u>	<u>-</u>	<u>-</u>
Total unrestricted funds	(1,117)	-	243	-	(874)
Restricted funds: Health, social care and community engagement	<u>(53,583)</u>	<u>(104,192)</u>	<u>74,919</u>	<u>-</u>	<u>(82,856)</u>
Total funds	<u><u>(54,700)</u></u>	<u><u>(104,192)</u></u>	<u><u>75,162</u></u>	<u><u>-</u></u>	<u><u>(83,730)</u></u>

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Unrestricted funds				
General	(874)	-	-	(874)
Designated	<u>(1,002)</u>	<u>-</u>	<u>759</u>	<u>(243)</u>
Total unrestricted funds	(1,876)	-	759	(1,117)
Restricted funds: Health, social care and community engagement	<u>(28,430)</u>	<u>(87,868)</u>	<u>62,715</u>	<u>(53,583)</u>
Total funds	<u><u>(30,306)</u></u>	<u><u>(87,868)</u></u>	<u><u>63,474</u></u>	<u><u>(54,700)</u></u>

Purposes of restricted funds

Grant from City of London Corporations is to cover costs of core services provided by the charity which are:

Health, social care services and community engagement.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2024

14 Analysis of net assets between funds

2024

	Restricted funds £	Total funds £
Current assets	94,130	94,130
Current liabilities	(10,400)	(10,400)
Total net assets as at 31 March 2024	<u>83,730</u>	<u>83,730</u>

2023

	Unrestricted funds	Restricted funds £	Total funds £
	Designated £		
Tangible fixed assets	243	-	243
Current assets	-	57,370	57,370
Current liabilities	-	(2,913)	(2,913)
Total net assets as at 31 March 2023	<u>243</u>	<u>54,457</u>	<u>54,700</u>

15 Analysis of net funds

	At 1 April 2023 £	Cash flow £	At 31 March 2024 £
Cash at bank and in hand	57,370	3,579	60,949
Net debt	<u>57,370</u>	<u>3,579</u>	<u>60,949</u>

	At 1 April 2022 £	Cash flow £	At 31 March 2023 £
Cash at bank and in hand	33,659	23,711	57,370
Net debt	<u>33,659</u>	<u>23,711</u>	<u>57,370</u>

16 Capital commitments

The Charity had no operating lease or capital commitments at the year-end.

17 Related party transactions

There are no related party transactions to disclose for the year.

Accounts

Charity registration number: 1184771

Healthwatch City of London

(A charitable incorporated organisation)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

MG Group (Professional Services) Limited
Chartered Accountants
166 College Road
Harrow
Middlesex
HA1 1BH

Healthwatch City of London

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Healthwatch City of London

Reference and Administrative Details

Trustees

Ms Gail Marie Beer (Chair)
Francis Stevenson (Treasurer)
Lynn Strother
Malcolm Waters
Sean Lee (Retired February 2023)

Associate Board Members

Stuart Mackenzie
Janet Porter
Dr Cynthia White

Staff Team

Rachel Cleave, General Manager
Teri Anderson, Communications Assistant
Salma Khatun, Administrative Support Officer

Registered Office

Portsoken Community Centre
20 Little Somerset Street
London
E1 8AH

Charity Registration Number

1184771

Bankers

National Westminster Bank Plc
250 Bishopsgate
London
EC2M 4AA

Independent Examiner

MG Group (Professional Services) Limited
Chartered Accountants
166 College Road
Harrow
Middlesex
HA1 1BH

Healthwatch City of London

Trustees' Report

The trustees, present the annual report together with the financial statements of the charitable incorporated organisation for the year ended 31 March 2023.

Structure, governance and management

Description of the Charity's Trusts

- **Type of Governing Document:** Constitution adopted on 11th July 2019.
- **How the Charity is constituted:** Healthwatch City of London ("HWCoL") is a Charitable Incorporated Organisation whose only voting members are its charity trustees.
- **Trustee selection method:** Trustees are appointed for an initial term of four years by a resolution passed at a properly convened meeting of the charity trustees. All trustees are expected to provide a CV and are interviewed by the Board.

Supporting Governance Activities:

Trustee Appointments: All Trustees give their time voluntarily. As a charity trustee, each Trustee is entitled to be reimbursed from the property of HWCoL or may pay out of such property reasonable expenses properly incurred by him/ her when acting on behalf of HWCoL. On appointment new Trustees receive a copy of the constitution, a copy of the latest Annual Report and statement of accounts, and staff handbook. Trustees are directed to read all HWCoL's policies, including its Decision-Making Policy.

DBS Checks: In accordance with HWCoL policy, all volunteers and staff must undergo Disclosure and Barring checks to enable them to carry out enter and view activities relating to Health and Social Care services. These checks are carried out on commencement of employment, or in the case of volunteers, on appointment. HWCoL uses an approved service provider.

Healthwatch City of London

Trustees' Report

Objectives and activities

The objectives and activities of HWCOL are governed by its Constitution, the contractual obligations which it has undertaken to its main commissioner, the City of London Corporation, and the licence granted by Healthwatch England.

Summary of the objects of the charity set out in its governing document:

HWCOL's Constitution provides that the objects of the charity are the advancement of Health and Social care by:

- (a) providing information and advice to the public about local Health and Social care services.
- (b) making the views and experiences of members of the public known to health and social care providers and commissioners.
- (c) enabling local people to have a voice in the development, delivery, improvement, and equality of access to local health and care services and facilities and.
- (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing, and monitoring local health and care services and facilities.

SUMMARY OF THE MAIN ACTIVITIES UNDERTAKEN FOR THE PUBLIC BENEFIT IN RELATION TO THESE OBJECTS

HWCOL was awarded the contract to deliver Healthwatch services for the City of London in September 2019. The contract was awarded for an initial three-year period, with the option to extend, one year at a time, for a further two years. It was agreed in September 2022 that the contract would be extended for one year to September 2023, with the potential for a further and final extension to September 2024. In planning HWCOL's activities for the year 2022/23, the Trustees kept in mind at their meetings both the Charity Commission's guidance on public benefit and the objectives of the charity.

During 2022/23, HWCOL monitored how Health and Social care Services were recovering in the aftermath of the Covid-19 pandemic. That task was made more challenging by the rapid changes in the health and social care landscape which led to the introduction, with effect from 1st July 2022, of the new Integrated Care System (ICS), which covers the whole of North East London (NEL), including the City. HWCOL was involved with numerous committees and working groups to make sure that the City's voice was heard in the development of the new system and, more importantly, that residents could participate in all stages of the process, from the design of services through to holding providers to account. The small team closely monitored the effectiveness of the newly constituted ICS, including the establishment of the City and Hackney Integrated Care Partnership and the Shoreditch Park and City Neighbourhood and Primary Care Network (PCN), seeking to ensure that they are responsive to the needs of and engage with City residents. This was not an easy task for a small organization with limited resources.

HWCOL listened to patients' concerns regarding the delivery of GP services by the Neaman Practice (the only GP's practice based in the City of London) and made good progress in the resolution of these concerns.

HWCOL successfully campaigned for increased footcare services in the City and for the provision of Echocardiograms and Electro-cardiograms test to be provided at the Neaman Practice.

HWCOL held Patient Panels on the three areas which residents told us were of most concern, namely, foot health, getting their voice heard and access to emergency care.

Healthwatch City of London

Trustees' Report

Continued newsletters and bulletins were produced to ensure that City Residents had the most up to date information from across Health and Social care in the City. HWCOL updated its website on a regular basis disseminating important patient information. In 2022/23, HWCOL produced 10 newsletters, held two webinars, and hosted three Patient Panels. HWCOL also hosted five Board meetings in Public, as well as its Annual Public Meeting and Annual General Meeting

During 2022/23, HWCOL carried out the following projects for the benefit of the public:

London Ambulance Engagement Strategy project. The project sought views and opinions of residents on the London Ambulance Service (LAS). This was part of a wider project across the whole of London, but specifically across North East London with five other Healthwatch. In total 234 responses were submitted across NEL, with ten of those coming from City residents. HWCOL also held a patient panel to gain greater insight into the service. Results from the project were used to inform the LAS's new organisational strategy 2023 - 2028 which describes the organisation's vision and goals for the next five years including how they will improve urgent and emergency care and focus on areas such as health inequalities. As a result of this project the team have built relationships with the LAS and will continue to make sure they engage effectively with them in the future and have events planned for the coming year.

Long Covid Project. Working with the City and Hackney COVID rehabilitation service and Healthwatch Hackney, the project was designed to understand the impact of Long COVID in the community, the degree of unmet need and the challenges in accessing Long COVID services. An online survey was produced, to which there were 289 responses with four focus groups held for greater insight, one of which was held specifically for City residents. Based on the findings, the report from the project set out several recommendations devised to enhance support structures for Long COVID patients. The primary focus of these was on the following: Awareness and Education, Enhanced Referral Process and Care Coordination, Support for Self-Management, Collaboration and Partnerships, and Inclusive Support Services. The report produced was presented to Homerton Healthcare NHS Trust who are the current providers of the service.

SUMMARY OF THE MAIN ACHIEVEMENTS OF THE CHARITY DURING THE YEAR

During 2022/23 HWCOL used a wide range of approaches to gain insights about the experiences of local users of health and care services. The channels of communication used included phone, email, webform through the website, social media and virtual meetings of community groups and forums. To reach a broader group of residents, workers, and students:

HWCOL worked with the City of London to ensure that HWCOL's newsletters and bulletins were available through all the City Corporation's communication channels, including newsletters to residents of City-owned estates, estates websites and business healthy communications.

HWCOL increased its use of social media including X (previously Twitter) Instagram and Facebook to reach out to the local community.

HWCOL's newsletters and communication reached up to 2,000 people over the year, providing up-to-date information on Health and Social Care provision and public health campaigns. HWCOL's social media communications reached 700 followers, providing up-to-date messages:

- from providers of health services to the City, including Barts Health,
- from City and Hackney and national public health campaigns,
- from North East London ICS; and
- about HWCOL's own activities.

Healthwatch City of London

Trustees' Report

HWCoL is committed to taking additional steps to obtain the views of people from diverse backgrounds who may not be heard by Health and Social care decision-makers.

HWCoL held the following online webinars to increase public knowledge of specialist topics:

- A webinar was held on How to stay safe over Christmas, with colleagues from MIND, Samaritans and City of London who spoke about ways in which residents can stay safe during the festive period and who to contact in case of need.
- A webinar was held with City Connections on the new City of London Homecare Contract, giving an important update on the contract. The Commissioning Manager from the City of London Corporation presented the new contract, the new supplier for the contract and how the transition would take place. Following the feedback from the Carers community, the tender process provided for a 70% scoring for quality and 30% for price as key elements (usually 60% and 40% respectively for City of London Contracts), and a regular feedback mechanism from those receiving the care via the contract was included for both reporting and monitoring purposes.

HWCoL launched a series of patient panels, designed for residents to come together to talk about their experiences of health and social care and share ideas for improvements. The panels included:

- Advocating for better footcare: to address the struggle to obtain appointments, and the confusion as to where to access the services provided. As a result of this panel an additional foot clinic in the City was funded by the City of London Corporation.
- Patient Participation and resident engagement: the speakers at this panel were Charlotte Pomeroy, Chief Participation and Place officer at NHS NEL and Nina Griffiths, Director of Delivery from the City and Hackney Place Based Partnership. The event explored how residents and service users can become more engaged in shaping service provision and how their views can make an impact.
- London Ambulance Service: this panel was held to inform the London Ambulance Organisational Strategy as mentioned above.

Board meetings in Public included presentations from the following:

- Dr Chor of the Neaman Practice gave an update on the practice's action plan for improved patient access and care. The action plan included training for reception staff and their communication with patients, the wearing of name badges and the installation of a new telephone system making it much easier for patients to contact the practice to book appointments.
- The health inequalities lead from the Shoreditch Park and City PCN provided an update on the work being carried out by the PCN to address Health Inequalities, and progress on the recommendations in our report from last year on this. The main areas of focus for the PCN because of our report are child and adult obesity, drug and alcohol misuse and smoking cessation.
- Charlotte Pomeroy, Chief Participation and Place officer at NEL gave an overview of the new ICS and how the system is ensuring patient participation by residents of the City of London. As described above, this was followed up with a dedicated Patient Panel for our community to give direct feedback to the ICS. Darren Barnes from Barts Health NHS Trust spoke about the Trust's Engagement, Participation and Experience Strategy for 2022/25. This led to Healthwatch City of London attending and reporting back of residents' concerns to the Barts Patient Experience group on a monthly basis.
- Representatives from Barts Cardiology and Cardiac Centre gave an overview of the development of virtual wards and clinics. The information and support given to patients receiving care in these ways provided reassurance to those who had been anxious about the programme.
- A representative from Barts Cancer Centre gave an overview of the cancer patient experience survey results. HWCoL raised the concern that the patient's confidence in the service had fallen.

Healthwatch City of London

Trustees' Report

Representing residents, workers, and students.

During 2022/23, HWCoL represented City residents on the following boards and committees, and attended meetings to ensure that residents' interests are represented and that their voice is heard:

Neaman Practice Patient Participation Group

The group discuss the services delivered by Practice, and how improvements can be made for the benefit of patients. HWCoL asked the Neaman Practice to widen the membership of the PPG, following which the Practice has advertised the group more widely via the City of London's social media and via their own website.

North East London Integrated Care Board

NHS North East London is responsible for planning and commissioning health services across NEL to meet the population's needs, making sure all parts of the local health system work effectively together. HWCoL have attended meetings of the board to ensure that the needs of the people of the City are recognised and listened to and that its voice is not lost amongst the wider NEL population.

City of London Health and Wellbeing Board

This board aims to align the City's approach to the NHS Outcomes Framework, the Adult Social Care Outcomes Framework and the Public Health Outcomes Framework through improving the integration of services - positively influencing the health of everyone who lives and works in the City, enabling them to live healthily, preventing ill health developing, and promoting strong and empowered groups of individuals who are motivated to drive positive change within their communities and businesses. HWCoL raise the issues that are of concern to residents in these meetings and report back to the Board on the issues we have received from the community.

Health and Social Care Scrutiny Committee

This committee fulfils the City's health and social care scrutiny role in proactively seeking information about the performance of local health and care services and institutions, challenging the information provided to it by commissioners and providers of services for the health service and testing this information by drawing on different sources of intelligence. Healthwatch City of London have a seat on this committee.

Integrated Care Communications and Engagement Enabler Group

This group supports and facilitates effective engagement with key stakeholders in the ICS and voluntary sector in the City of London and Hackney. The group gives HWCoL the opportunity to express a view on the effectiveness of the communications from the ICS to residents and helps to shape those messages. It gives HWCoL a vote in the projects funded by the group to improve patient access to services.

City and Hackney Safeguarding Committee

This committee oversees the discharge of the City of London's and Hackney's responsibilities for safeguarding those adults who have been identified as requiring support and protection. HWCoL raise any safeguarding issue that it has been alerted to and monitor historical concerns to ensure they are properly addressed, enabling statutory requirements to be met.

City of London Adult Safeguarding Sub-Committee

This committee oversees the discharge of the City of London's responsibilities for safeguarding those adults who have been identified as requiring support and protection. Our role on this Board is to ensure that the voice of the City residents is heard, and that their interests are protected.

Healthwatch City of London

Trustees' Report

North East London Integrated Care Board Healthwatch Meeting

A meeting with the Chair of the Integrated Care Boards and representatives from Healthwatch across NEL to focus on resident involvement and insight gathered by NEL Healthwatch. This gives HWCoL direct access to the Board of the ICS, which allows the team to raise any issues directly. It also gives an opportunity to have open discussions on areas that need improvement, project work, and on any concerns HWCoL have.

Shoreditch Park and City Neighbourhood Forum

The Neighbourhood forum brings residents, voluntary sector, health, education, and care services together in the Shoreditch Park and City Neighbourhood, to work together on what matters to local people and address health inequalities. Forums are held on a regular basis which are advertised via HWCoL social media and newsletters. HWCoL attend these forums to ensure that projects funded by the Neighbourhood include City residents, and that those services that are available are showcased in the Forum.

Financial review

HWCoL's primary source of funding is the money received through the contract with the City of London Corporation for the provision of a Healthwatch in the City of London. As stated above, the contract was awarded for an initial three-year period, with the option to extend, one year at a time, for a further two years. It was agreed in September 2022 that the contract would be extended for a further year until September 2023, with the potential for a further and final extension to September 2024.

- The contract value was £81,889 per annum, which was paid in monthly instalments. Additional funding is provided to carry out any agreed assignments during the period.

HWCoL's total income for the year ended 31 March 2023 was £87,868, which included grant income in the sum of £81,889 from the City of London Corporation. HWCoL also secured a grant from London Ambulance Service in the sum of £5,000 and £979 from Healthwatch Norfolk.

Total expenditure during the year was £63,474.

The assets of HWCoL as of 31 March 2023 consisted of £57,370 cash at bank and tangible fixed assets of £243. Creditors falling due within one year were £2,913.

The balance of funds at the end of the year was as follows:

Unrestricted funds

General- £874

Designated- £243

Total unrestricted funds- £1,117

Restricted funds- £53,583

Healthwatch City of London

Trustees' Report

Reserve policy

HWCoL's reserves policy is to maintain a reserve which is sufficient to cover the estimated costs of carrying out its committed expenditure in the promotion of health, social care, and community engagement for a period of two months in the event of an unforeseen delay in payment of HWCoL's grant from the Corporation of London and to provide a cushion against unforeseen expenditure in delivering its contract with the Corporation of London.

HWCoL's policy on its restricted and unrestricted funds is to have enough funds to cover at least three months of its operations costs. In making this policy, the potential risks which may be encountered by HWCoL have been considered as well as the funds required to cover such risks. In the current year the balance of unrestricted and restricted funds in the sum of £54,700 is sufficient to cover such risks.

Risk statement

HWCoL trustees in producing the annual accounts have considered the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established to manage those risks. The trustees acknowledge that they have an ongoing responsibility to identify and manage the risks faced by the charity, and have sought to discharge this responsibility by:

(a) preparing a risk register which identifies the main risks to the charity and itemises the actions to be taken to mitigate each of those risks, and

(b) the trustees regularly reviewing the risk register at closed board meetings of the charity.

The main financial risk to the charity is loss of Grant funding from the City of London Corporation.

Public benefit

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

The annual report was approved by the trustees of the charity on 26 January 2024 and signed on its behalf by:

Gail M Beer

.....
Ms Gail Marie Beer
Chairman and Trustee

F. Stevenson

.....
Francis Stevenson
Trustee

Healthwatch City of London

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The 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 state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and 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 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 adequate accounting records that are sufficient to show and explain the charity's transactions and 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, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on 26 January 2024 and signed on its behalf by:

Gail M Beer

.....
Ms Gail Marie Beer
Chairman and Trustee

F. Stevenson

.....
Francis Stevenson
Trustee and Treasurer

Healthwatch City of London

Independent Examiner's Report to the trustees of Healthwatch City of London

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2023 which are set out on pages 11 to 24.

Respective responsibilities of trustees and examiner

As the trustees of Healthwatch City of London you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

Having satisfied myself that the accounts of Healthwatch City of London are not required to be audited under section 144(2) of the 2011 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the 2011 Act. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of Healthwatch City of London as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

MG Group

.....

MG Group (Professional Services) Ltd
Chartered Accountants
3rd Floor
166 College Road
Harrow
Middlesex
HA1 1BH
26 January 2024

Healthwatch City of London

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Charitable activities	3	-	87,868	87,868
Total income		-	87,868	87,868
Expenditure on:				
Raising funds		(76)	(3,526)	(3,602)
Charitable activities	4	(683)	(59,189)	(59,872)
Total expenditure		(759)	(62,715)	(63,474)
Net (expenditure)/income		(759)	25,153	24,394
Net movement in funds		(759)	25,153	24,394
Reconciliation of funds				
Total funds brought forward		1,876	28,430	30,306
Total funds carried forward	12	1,117	53,583	54,700

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies	3	-	91,092	91,092
Total income		-	91,092	91,092
Expenditure on:				
Raising funds		-	(3,588)	(3,588)
Charitable activities	4	-	(74,489)	(74,489)
Total expenditure		-	(78,077)	(78,077)
Net income		-	13,015	13,015
Net movement in funds		-	13,015	13,015
Reconciliation of funds				
Total funds brought forward		1,876	15,415	17,291
Total funds carried forward	12	1,876	28,430	30,306

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2022 is shown in note 12.

Healthwatch City of London
(Registration number: CE018434)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	9	243	1,002
Current assets			
Cash at bank and in hand		57,370	33,659
Creditors: Amounts falling due within one year	10	(2,913)	(4,355)
Net current assets		54,457	29,304
Net assets		54,700	30,306
Funds of the charity:			
Restricted funds		53,583	28,430
Unrestricted income funds			
Unrestricted funds		1,117	1,876
Total funds	12	54,700	30,306

For the financial year ending 31 March 2023 the charity was entitled to exemption from audit under section 144(2) of the Charities Act 2011.

The trustees acknowledge their responsibilities for complying with the requirements of the 2011 Act with respect to accounting records and the preparation of accounts.

The financial statements on pages 11 to 24 were approved by the trustees, and authorised for issue on 26 January 2024 and signed on their behalf by:

Gail M Beer

 Ms Gail Marie Beer
 Chairman and Trustee

F. Stevenson

 Francis Stevenson
 Trustee and Treasurer

Healthwatch City of London

Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income		24,394	13,015
Adjustments to cash flows from non-cash items			
Depreciation		759	759
		25,153	13,774
Working capital adjustments			
Decrease in creditors	10	(1,442)	(724)
Net cash flows from operating activities		23,711	13,050
Net increase in cash and cash equivalents		23,711	13,050
Cash and cash equivalents at 1 April		33,659	20,609
Cash and cash equivalents at 31 March		57,370	33,659

All of the cash flows are derived from continuing operations during the above two periods.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Charity status

The charity is limited by share capital, incorporated in.

The address of its registered office is:

Portsoken Community Centre

20 Little Somerset Street

London

E1 8AH

These financial statements were authorised for issue by the trustees on 26 January 2024.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the and Charities Act 2011.

Basis of preparation

Healthwatch City of London meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The accounts are presented in GBP rounded to £1.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2023

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Gifts in kind

Gifts in kind are recognised in different ways dependent on how they are used by the charity:

- (i) Those donated for resale produce income when they are sold. They are valued at the amount actually realised.
- (ii) Those donated for onward transmission to beneficiaries are included in the Statement of Financial Activities as incoming resources and resources expended when they are distributed. They are valued at the amount the charity would have had to pay to acquire them.
- (iii) Those donated for use by the charity itself are included when receivable. They are valued at the amount the charity would have had to pay to acquire them.

Donated services and facilities

Where services or facilities are provided to the charity as a donation that would normally be purchased from our suppliers, this benefit is included in the financial statements at its fair value unless its fair value cannot be reliably measured, then at the cost to the donor or the resale value of goods that are to be sold.

Expenditure

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:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of engagement undertaken to further the purposes of the charity and the associated support costs
- Other expenditure represents those items not falling into any other heading

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include its audit fees and other costs linked to strategic management of the charity. These are allocated in line with other support costs.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2023

Allocation of support costs

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

- Cost of raising funds - 3%
- Health, social care and community engagement - 90%
- Governance cost - 7%

Other overhead costs are charged according to the specific use of the facilities. Governance and support costs are finally allocated as follows:

- Cost of raising funds - 10%
- Health, social care and community engagement - 90%

Taxation

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

Tangible fixed assets

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 and amortisation

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 depreciation rates in use are as follows:

Asset class	Depreciation method and rate
Computer equipment	25% on straight line method

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2023

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Public benefit entity

Healthwatch City of London constitutes a public benefit entity as defined by FRS 102.

3 Income from charitable activities

	Restricted funds £	Total 2023 £	Total 2022 £
Grants received from City of London Corporation	81,889	81,889	86,092
Hackney Giving	-	-	3,500
Healthwatch Tower	-	-	1,500
Grant received from London Ambulance Service	5,000	5,000	-
Grant received from Healthwatch Norfolk	979	979	-
	<u>87,868</u>	<u>87,868</u>	<u>91,092</u>

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2023

4 Analysis of expenditures

	Cost of raising funds £	Charitable Activity Health, social care, community engagement £	Governance costs £	Support costs £	Total 2023 £
<u>For current year</u>					
Staff costs (note 7)	1,307	39,203	3,049	-	43,559
Accountant's fees	-	-	4,192	-	4,192
Legal and professional fees	-	-	126	-	126
Telephone and internet	-	-	-	1,501	1,501
Consultancy	-	-	1,200	-	1,200
Printing, stationery and subscriptions	-	-	-	442	442
IT domain hosting, service and maintenance	-	-	-	1,195	1,195
Depreciation	-	-	-	759	759
Advertising	-	-	-	1,204	1,204
Travelling	-	-	-	62	62
Hall hire	-	-	-	9,234	9,234
	1,307	39,203	8,567	14,397	63,474
Support costs	1,440	12,957	-	(14,397)	-
Governance costs	857	7,710	(8,567)	-	-
	<u>3,604</u>	<u>59,870</u>	<u>-</u>	<u>-</u>	<u>63,474</u>

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2023

	Cost of raising funds £	Charitable Activity Health, social care, community engagement £	Governance costs £	Support costs £	Total 2022 £
<u>For prior year</u>					
Staff costs (note 7)	2,009	60,283	4,689	-	66,981
Accountant's fee	-	-	2,400	-	2,400
Legal and professional fees	-	-	98	-	98
Rent of Lease of Buildings	-	-	-	1,098	1,098
Telephone and Internet	-	-	-	1,680	1,680
Consultancy	-	-	1,500	-	1,500
Insurance	-	-	-	950	950
Printing, stationery and subscriptions	-	-	-	1,642	1,642
IT domain hosting, service and maintenance	-	-	-	849	849
Shipping, Freight and Delivery	-	-	-	120	120
Depreciation	-	-	-	759	759
	2,009	60,283	8,687	7,098	78,077
Support cost	710	6,388	-	(7,098)	-
Governance cost	869	7,818	(8,687)	-	-
	3,588	74,489	-	-	78,077

5 Net incoming/outgoing resources

Net incoming resources for the year include:

	2023 £	2022 £
Accounting & independent examination fees	4,192	2,400
Depreciation of fixed assets	759	759

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2023

6 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

7 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	42,865	64,969
Social security costs	-	761
Pension costs	694	1,251
	<u>43,559</u>	<u>66,981</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full-time equivalents was as follows:

	2023 No	2022 No
Number of staff	<u>3</u>	<u>3</u>

No employee received emoluments of more than £60,000 during the year (2022: Nil).

The total employee benefits of the key management personnel of the charity were £Nil (2022 - £Nil).

8 Taxation

The charity is a registered charity and is therefore exempt from taxation.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2023

9 Tangible fixed assets

	Computer equipment £	Total £
Cost		
At 1 April 2022	3,035	3,035
At 31 March 2023	3,035	3,035
Depreciation		
At 1 April 2022	2,033	2,033
Charge for the year	759	759
At 31 March 2023	2,792	2,792
Net book value		
At 31 March 2023	243	243
At 31 March 2022	1,002	1,002

10 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	258	63
Accruals and deferred income	2,040	2,940
Other taxation and social security	476	1,113
Pension - Employer's contribution	139	239
	2,913	4,355

11 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £694 (2022: £1,251).

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2023

12 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
General	(874)	-	-	-	(874)
Designated	(1,002)	-	759	-	(243)
Total unrestricted funds	(1,876)	-	759	-	(1,117)
Restricted funds: Health, social care and community engagement	(28,430)	(87,868)	62,715	-	(53,583)
Total funds	(30,306)	(87,868)	63,474	-	(54,700)

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
General	(115)	-	-	(759)	(874)
Designated	(1,761)	-	-	759	(1,002)
Total unrestricted funds	(1,876)	-	-	-	(1,876)
Restricted funds: Health, social care and community engagement	(15,415)	(91,092)	78,077	-	(28,430)
Total funds	(17,291)	(91,092)	78,077	-	(30,306)

Purposes of restricted funds

Grant from City of London Corporations is to cover costs of core services provided by the charity which are:

Health, social care services and community engagement.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2023

13 Analysis of net assets between funds

	<u>2023</u>		
	Unrestricted funds	Restricted funds	Total funds
	Designated £	£	£
Tangible fixed assets	243	-	243
Current assets	-	57,370	57,370
Current liabilities	-	(2,913)	(2,913)
Total net assets as at 31 March 2023	243	54,457	54,700

	<u>2022</u>		
	Unrestricted funds	Restricted funds	Total funds
	Designated £	£	£
Tangible fixed assets	3,035	(2,033)	1,002
Current assets	-	33,659	33,659
Current liabilities	-	(4,355)	(4,355)
Total net assets as at 31 March 2022	3,035	27,271	30,306

14 Analysis of net funds

	At 1 April 2022 £	Cash flow £	At 31 March 2023 £
Cash at bank and in hand	33,659	23,711	57,370
Net debt	33,659	23,711	57,370

	At 1 April 2021 £	Cash flow £	At 31 March 2022 £
Cash at bank and in hand	20,609	13,050	33,659
Net debt	20,609	13,050	33,659

15 Capital commitments

The Charity had no operating lease or capital commitments at the year-end.

Healthwatch City of London

Notes to the Financial Statements for the Year Ended 31 March 2023

16 Related party transactions

There are no related party transactions to disclose for the year.

SIGNATURE CERTIFICATE



REFERENCE NUMBER
C7ED99C2-3971-4F67-B405-22FF8942B683

TRANSACTION DETAILS	DOCUMENT DETAILS
Reference Number C7ED99C2-3971-4F67-B405-22FF8942B683	Document Name 230331 - Accounts - Final
Transaction Type Signature Request	Filename 230331_-_Accounts_-_Final.pdf
Sent At 01/26/2024 11:39 EST	Pages 26 pages
Executed At 01/26/2024 13:39 EST	Content Type application/pdf
Identity Method email	File Size 335 KB
Distribution Method email	Original Checksum 96424debefd5c98f0586e8e3ba85ab98fb46f13b1b66567efc76b186c160636a
Signed Checksum 467214790c52d55c8e6702ea63c51f1bfa904bf502f732eee46703c3b1e3651d	
Signer Sequencing Enabled	
Document Passcode Disabled	

SIGNERS

SIGNER	E-SIGNATURE	EVENTS
Name Gavin Fernandes	Status signed	Viewed At 01/26/2024 13:36 EST
Email gavin.fernandes@mggroup.co.uk	Multi-factor Digital Fingerprint Checksum cdac9c30b8ab4463742b4fb565d3f86e9f50e4075b1d27a280454ebe33463147	Identity Authenticated At 01/26/2024 13:39 EST
Signer Sequence 2	IP Address 195.224.42.254	Signed At 01/26/2024 13:39 EST
Components 1	Device Microsoft Edge via Windows	
	Typed Signature 	
	Signature Reference ID 730F37ED	
Name Francis Stevenson	Status signed	Viewed At 01/26/2024 12:34 EST
Email stevexs@icloud.com	Multi-factor Digital Fingerprint Checksum 7de877aa63f4eb0fa81f7c615f90467cacd6f573e994c4bdeb615c9a3e421cee	Identity Authenticated At 01/26/2024 12:36 EST
Signer Sequence 1	IP Address 147.12.128.170	Signed At 01/26/2024 12:41 EST
Components 3	Device Mobile Safari via Mac	
	Typed Signature 	
	Signature Reference ID 65A557EB	

SIGNER	E-SIGNATURE	EVENTS
Name Gail Marie Beer	Status signed	Viewed At 01/26/2024 11:40 EST
Email gail@healthwatchcityoflondon.org.uk	Multi-factor Digital Fingerprint Checksum 77b9f0777458c1abe33b21a963f0a178eea0de17e15e92591727fe21d5e73c9d	Identity Authenticated At 01/26/2024 11:41 EST
Signer Sequence 0	IP Address 86.142.1.38	Signed At 01/26/2024 11:41 EST
Components 3	Device Microsoft Edge via Windows	
	Typed Signature 	
	Signature Reference ID CC87465B	

AUDITS

TIMESTAMP	AUDIT
01/26/2024 11:39 EST	Suman Gurung (suman.gurung@mgroup.co.uk) created document '230331_-_Accounts_-_Final.pdf' on Chrome via Windows from 195.224.42.254.
01/26/2024 11:39 EST	Gail Marie Beer (gail@healthwatchcityoflondon.org.uk) was emailed a link to sign.
01/26/2024 11:40 EST	Gail Marie Beer (gail@healthwatchcityoflondon.org.uk) viewed the document on Microsoft Edge via Windows from 86.142.1.38.
01/26/2024 11:41 EST	Gail Marie Beer (gail@healthwatchcityoflondon.org.uk) authenticated via email on Microsoft Edge via Windows from 86.142.1.38.
01/26/2024 11:41 EST	Gail Marie Beer (gail@healthwatchcityoflondon.org.uk) signed the document on Microsoft Edge via Windows from 86.142.1.38.
01/26/2024 11:41 EST	Francis Stevenson (stevexs@icloud.com) was emailed a link to sign.
01/26/2024 12:34 EST	Francis Stevenson (stevexs@icloud.com) viewed the document on Mobile Safari via Mac from 147.12.128.170.
01/26/2024 12:36 EST	Francis Stevenson (stevexs@icloud.com) authenticated via email on Mobile Safari via Mac from 147.12.128.170.
01/26/2024 12:41 EST	Francis Stevenson (stevexs@icloud.com) signed the document on Mobile Safari via Mac from 147.12.128.170.
01/26/2024 12:41 EST	Gavin Fernandes (gavin.fernandes@mgroup.co.uk) was emailed a link to sign.
01/26/2024 13:36 EST	Gavin Fernandes (gavin.fernandes@mgroup.co.uk) viewed the document on Microsoft Edge via Windows from 195.224.42.254.
01/26/2024 13:39 EST	Gavin Fernandes (gavin.fernandes@mgroup.co.uk) authenticated via email on Microsoft Edge via Windows from 195.224.42.254.
01/26/2024 13:39 EST	Gavin Fernandes (gavin.fernandes@mgroup.co.uk) signed the document on Microsoft Edge via Windows from 195.224.42.254.

Accounts

**A Charitable Incorporated
Organisation
Report of the Trustees and
Financial Statements
For the year ended 31 March 2022**

Contents

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REFERENCE AND ADMINISTRATIVE DETAILS

Names of the Trustees:

Gail Beer	Chair
Steve Stevenson	Treasurer
Malcolm Waters	Trustee and (until 16 th September 2021) Deputy Treasurer
Lynne	Trustee
	Trustee and (from 16 th September 2021) Deputy

The Trustees are supported in managing the Charity by the following Associate Board Members:

Janet Porter	Associate Board Member
Stuart Mackenzie	Associate Board Member
Cynthia White	

Staff Team:

Rachel Cleave	Engagement and Communications Coordinator
Teri Anderson	Communications Assistant
	Administrative Support Officer

Registered Office:

Portsoken Community Centre
20 Little Somerset Street,
London E1 8AH

Bankers

National Westminster Bank
Plc,
250 Bishopsgate, London

Independent examiner:

Silver Sevkett & Co
18-24 Brighton Road,
Croydon
Surrey, CR2 6AA

Trustee's annual report for the year ended 31st

March 2022 Structure, Governance and

Management

Description of the Charity's Trusts

- **Type of Governing Document:** Constitution adopted on 11th July 2019.
 - **How the Charity is constituted:** Healthwatch City of London ("HWCoL") is a Charitable Incorporated Organisation whose only voting members are its charity trustees.
 - **Trustee selection method:** Trustees are appointed for an initial term of four years by a resolution passed at a properly convened meeting of the charity trustees. All trustees are expected to provide a CV and are interviewed by the Board.

Supporting Governance Activities:

Trustee Appointments: All Trustees give their time voluntarily. As a charity trustee, each Trustee is entitled to be reimbursed from the property of HWCoL or may pay out of such property reasonable expenses properly incurred by him/ her when acting on behalf of HWCoL. On appointment new Trustees receive a copy of the constitution, a copy of the latest Annual Report and statement of accounts, and staff handbook. Trustees are directed to read all HWCoL's policies, including its Decision-Making Policy.

DBS Checks: In accordance with HWCoL policy, all volunteers and staff must undergo Disclosure and Barring checks to enable them to carry out enter and view activities relating to Health and Social Care services. These checks are carried out on commencement of employment, or in the case of volunteers, on appointment. HWCoL uses an approved service provider.

Objectives and activities

The objectives and activities of HWCoL are governed by its Constitution, the contractual obligations which it has undertaken to its main commissioner, the City of London Corporation, and the licence granted by Healthwatch England.

Summary of the objects of the charity set out in its governing document:

HWCOL's Constitution provides that the objects of the charity are the advancement of

Health and Social care by:

(a) providing information and advice to the public about local Health and Social care services.

(b) making the views and experiences of members of the public known to health and

social care providers and commissioners.

(c) enabling local people to have a voice in the development, delivery, improvement, and

equality of access to local health and care services and facilities and.

(d) providing training and the development of skills for volunteers and the wider community in

understanding, scrutinising, reviewing, and monitoring local health and care services and facilities.

SUMMARY OF THE MAIN ACTIVITIES UNDERTAKEN FOR THE PUBLIC BENEFIT IN RELATION TO THESE OBJECTS

HWCoL was awarded the contract to deliver Healthwatch services for the City of London in September 2019. In planning HWCoL's activities for the year 2021/22, the Trustees kept in mind at their meetings both the Charity Commission's guidance on public benefit and the objectives of the charity.

During 2021/22, HWCoL monitored how Health and Social care Services were adapting and delivering in the 'new normal' which emerged in the aftermath of the Covid-19 pandemic. This was not an easy task for a small organisation with limited resources.

HWCoL listened to patients' concerns around the delivery of GP services by the Neaman Practice and made good progress in the resolution of these.

HWCoL successfully campaigned for referrals for non-acute care to be made to Barts, rather than Homerton Hospital, so cutting travel time for City patients.

HWCoL held focus groups for the unpaid carers community, which led to the inclusion of their views and requirements in the new HomeCare Contract.

Reports were produced on different issues, including the services delivered by the Primary Care Network for the Shoreditch Park and City area, and the new neighbourhood programme.

Continued newsletters and bulletins were produced to ensure that City Residents had the most up to date information, not only around the pandemic but from across Health and Social care in the City. HWCoL updated its website on a regular basis disseminating important patient information. In 2021/22, HWCoL produced 39 weekly bulletins, 11 newsletters, held 10 listening events for City Carers, five mental health and wellbeing focus groups, four webinars. HWCoL also hosted five Board meetings in Public, as well as its Annual Public Meeting and Annual General Meeting

HWCoL monitored the changing landscape of Health and Social care services in the City in preparation for the new Integrated Care Partnership Board (ICP) being set up to manage the Health and Social care system in the City with effect from 1st July 2022. HWCoL was involved with numerous committees and working groups to make sure that the City's voice was heard in this process and more importantly that residents could participate in all stages of building the new system, from the design of services through to holding service providers to account.

During 2021/22, HWCoL

carried out the following further activities for the benefit of the public:

- Shoreditch Park and City Residents engagement project: this was carried out in collaboration with the Shoreditch Park and City Primary Care Network (PCN) to understand what residents wanted from their Primary Care Network. A total of 1018 responses were obtained to questions on health services, accessibility, COVID-19, and health challenges and priorities.
- Neighbourhoods Conversations and Forums: City Outreach Project Final Report: the project looked at the value and structures of the Neighbourhood forum, work carried out already in the Neighbourhood, and desktop research on the current service provision.
- St Leonard's Hospital Development: Work continued for most of the year on the St Leonard's Hospital redevelopment campaign, with HWCoL being represented at meetings of the project group set up to oversee the preparation of the business case for the redevelopment (these meetings have been suspended since March 2022)
- Voices of disabled residents and COVID 19: The project 'Voices of disabled residents and COVID 19' involved a survey carried out earlier in the year, in which local residents living with a disability were asked to say how COVID 19 had impacted on their lives. The survey explored a number of areas including access to services, access to information and vaccinations. A single survey was carried out across all North East London Healthwatches.

SUMMARY OF THE MAIN ACHIEVEMENTS OF THE CHARITY DURING THE YEAR

During the Covid-19 pandemic, HWCoL used a wide range of approaches to gain insights about

the experiences of local users of health and care services. During 2021/22, HWCoL used several

channels of communication including phone, email, webform through the website, social media and

virtual meetings of community groups and forums. To reach a broader group of residents, workers,

and students:

- HWCoL worked with the City of London to ensure that HWCoL's newsletters and bulletins were available through all their communication channels, including estate newsletters, estates websites and business healthy communications.
- HWCoL increased its use of social media including Twitter and Facebook to reach out to the community.

HWCoL's newsletters and bulletins reached up to 1,846 people on a weekly basis, providing up to date

information on the Covid-19 vaccination programme, test and trace and public health campaigns.

HWCoL's social media communications reached 757 followers, providing up-to-date messages:

- from health service providers to the City, including Barts Health,
- from City and Hackney and national public health campaigns,

- from City and Hackney CCG and
- about HWCOL's own activities.

HWCOL is committed to taking additional steps to obtain the views of people from diverse backgrounds who may not be heard by Health and Social care decision-makers.

HWCOL held several online webinars to increase public knowledge of specialist topics:

- A webinar was held with the team at Barts Health to hear about the ELoPE project. The aim of the project is to reduce cardiovascular disease risk in our local community, working in partnership with the British Heart Foundation
- Dr David Collier, Joint Clinical Director at the William Harvey Research Institute, spoke about the Institute, its remit, how it links with Barts and the London School of Medicine and Dentistry, the current projects being undertaken and the research of the team
- The team at Homerton Hospital took part in a webinar on Long COVID, which provided an overview of the services on offer for City residents who are suffering with symptoms of Long COVID.

Board meetings in Public included presentations from:

- The GPs at the Neaman Practice updating on their action plan for improved patient access and care.
The communications team at NHS North East London on their plans for patient engagement and participation in the new NHS landscape.

Projects

Shoreditch and City Primary Care Network (PCN) Engagement.

HWCoL and Healthwatch Hackney were commissioned by the PCN to deliver a programme of patient engagement. The objectives for the project included:

- Engaging the views of patients relating to services, localness, and access
- Improving patient experience and satisfaction with health services
- Engaging underrepresented groups and increasing diversity
- Being patient-led in establishing the priorities for Shoreditch Park & City PCN.

Patient engagement was delivered via an online survey (with telephone support) and follow up focus groups. The survey was completed by 1,018 patients with 38 patients attending the focus groups.

HWCoL were commissioned to produce the final report identifying patients' priorities for the PCN using the data from the engagement activities.

North East London Covid Community Insights from Disabled People.

North East London Clinical Commissioning Group funded the eight Healthwatch organisations covering North East London to identify the impact of COVID 19 on people living with disabilities, including physical and sensory disabilities, and SEND communities (i.e. communities with special educational needs). HWCoL supported a survey of residents living with disabilities. Across North East London, the survey was completed by 580 residents with Healthwatch Tower Hamlets producing the project report.

Neighbourhoods Conversations and Forums: City Outreach.

HWCoL received grant funding to carry out outreach to Voluntary, Community and Social Enterprise (VCSE) organisations, and residents, producing recommendations for their involvement in the developing Neighbourhood Forums. Neighbourhood Forums are part of wider change underway in Health and Social Care in City and Hackney, to improve the health of local people through strengthened systems of local collaboration between NHS, the City of London Corporation and the VCSE sector.

Further achievements which made a difference for City residents.

Improving patient experience at the Neaman Practice

Thanks to people sharing the problems they encountered making appointments at the Neaman Practice, and their actual experience in dealings with the team at the Practice, HWCOL was able to help improve the whole process during 2021/22.

HWCOL received several complaints from patients of the practice which it raised with the senior partner, Dr Chor, and his partners. Dr Chor then attended HWCOL's Board Meeting in Public in June 2021 and presented an action plan for improvements to the patient experience.

These areas of concern included:

- Attitude of Non-GP staff
- Reception staff needing additional support and training to make patients feel more welcome.
- Reception staff being unaware of available clinics or the dates when they were held
- Inaccurate information on the website
- The telephone not being answered, and messages left not being responded to.

Outcomes:

- Staff have now received full training in communication skills and customer service
- A new permanent support team is now in place
- The practice manager now fully briefs the team on all clinics and the process by which to book
- Feedback is sought from Patient Participation Group members on the practice website. Information is reviewed fully quarterly.
- The telephone system: The practice is now using 4G system. Their target is for calls to be answered within 5 minutes. A mystery shop conducted by surgery staff found the average waiting time was 4.9 minutes. The practice continues to monitor call activity. The busy time is 8-11am when four people are now available to take calls. After 11am, there are two people to answer phones

Referral pathways into secondary care for City residents.

Many residents asked HWCOL to provide clarity on referrals to local hospitals from the Neaman Practice. HWCOL knew that patients had been informed by the Practice that the North East London Clinical Commissioning Group (NELCCG) had instructed them not to refer patients directly to Barts Health. As a result of residents' feedback, HWCOL contacted the NELCCG requesting clarity about patients being told they can only be referred to Homerton Hospital for non-acute care and the management of some long-term health conditions.

Outcomes:

Patients are now able to request treatment at Barts Health NHS Trust. However, the waiting times at Barts Health NHS Trust for routine treatments are often longer than elsewhere.

Accessing non-invasive cardiology tests

HWCOL met with Barts Health and Dr Chor from the Neaman Practice to talk about access to non-invasive cardiac tests (ECG, 24-hour cardiac monitoring).

Outcomes:

The Barts team and the Neaman practice entered into negotiations on working together to try and improve access but are still awaiting NHS approval.

Representing residents, workers, and students.

During 2021/22, HWCOL represented City residents on the following boards and committees, and attended meetings on residents' behalf including:

- **City and Hackney Integrated Commissioning Board**

This board is the principal forum to ensure that commissioning improves local services and outcomes and achieves integration. HWCOL successfully challenged the lack of data within Board reports pertaining to the impact of Covid 19 and the pandemic specifically on City residents. Reports now include the impact on the City ensuring attendees are informed on impacts on the City and that action are taken to address any local outbreaks.

- **(The former) City and Hackney CCG Governing Body**

This body aimed to govern effectively thereby building local public and stakeholder confidence that patients' health and healthcare was in safe hands. To ensure that the patient's voice was included during discussions regarding their healthcare, HWCOL championed the use of advocacy services for those patients referred to Multi-Disciplinary Teams. The use of advocacy services is now recognised by the City and Hackney Neighbourhood programme.

- **Integrated Care Communications and Engagement Enabler Group (ICCEEG)**

This group supports and facilitates effective engagement with key stakeholders in the development of the Integrated Care System (ICS) in the City of London and Hackney. HWCOL was able to contribute to the City and Hackney CCG's health campaigns including the winter flu vaccination campaign. Campaign materials were used in HWCOL newsletters and social media campaigns.

- **City and Hackney Patient and Public Involvement Committee**

The committee gains the views and voices of patients and the public during the clinical commissioning cycle. HWCOL representatives were involved in the co-development of services including post COVID 19 rehabilitation proposals for the treatment of patients with long COVID and ensuring that those within the patient's circle of support were included in care plans.

- **North East London CCG Governing Body in Common Meeting**

This body was established as part of the amalgamation of the seven North-East London ("NEL") CCGs to discuss common issues and, in a limited number of areas, to take decisions on services that are commissioned once across NEL. HWCOL contributed to the recovery plans for the NEL Sustainable Transformation Partnership post COVID 19, ensuring that the City voice was heard.

- **Neaman Practice Patient Participation Group**

The group discusses the services delivered by the Neaman Practice, and how improvements can be made for the benefit of patients. Patients can raise issues directly with the

General Practitioners.

HWCoL representatives ensured that meetings continued to be held and that minutes of previous meetings were available on the Practice's website for all patients to read. HWCoL also ensured that potential participants were aware of meetings.

- **Neaman Practice Quarterly Meeting**

In 2021/22, HWCoL met quarterly with the Neaman Practice in its capacity as a critical friend. Following feedback from patients, HWCoL:

- Raised the information which patients wished to have available on the Neaman website.
- Raised the dates when Asthma, Diabetes, Physio-therapy clinics were re-opened and available to patients during the COVID 19 pandemic.
- Confirmed that the community nurse team would provide podiatry services to shielding patients whilst services remained closed.
- Confirmed that the practice would continue to offer ear syringing for patients with a medical need.
- Discussed the attitude of staff which the Practice have taken measures to address.
- Raised issues with the Practice's adherence to Covid-19 regulations, which were addressed.
- Raised patients' continuing frustration with the Practice's telephone system, which the Practice worked with its provider to address.

- **City of London Health and Wellbeing Board ('HWB')**

The HWB 's purpose is:

- to align the City's approach to the NHS Outcomes Framework, the Adult Social Care Outcomes Framework, and the Public Health Outcomes Framework through improving the integration of services, and
- to have a positive influence on the health of everyone who lives and works in the City, enabling them to live healthily, preventing ill health developing, and promoting strong and empowered groups of individuals who are motivated to drive positive change within their communities and businesses.

Membership of the HWB in 2021/22 enabled HWCoL:

- to contribute to the development of the City of London's plans to tackle health inequalities, providing insight from residents, and
- support the development of the Joint Health and Well-being strategy for City and Hackney by raising the concerns that City residents have regarding their Health and Social care.

- **Health and Social Care Scrutiny Committee**

This committee fulfils the City's Health and Social care scrutiny role in proactively seeking information about the performance of local health services and institutions; challenging the information provided to it by commissioners and providers of services for the health service; and in testing this information by drawing on different sources of intelligence. HWCoL was successful in

persuading the City
of London to commission a pilot scheme for additional support for carers.

- **City of London Adult Safeguarding Sub-Committee**

The committee oversees the discharge of the City of London's responsibilities to safeguard adults who have been identified as requiring support and protection.

Financial review

HWCoL's primary source of funding is the money it receives through its contract with the City of London Corporation for the provision of a Healthwatch in the City of London. The contract is for three years in the first instance (starting from 1st September 2019) with the potential for extension by a further two years. The contract value is £66,722 per annum which was paid in monthly instalments. Additional funding is provided to carry out any agreed assignments during the period.

HWCoL's total income for the year ended 31 March 2022 was £91,092, which included grant income in the sum of £86,092 from the City of London Corporation. HWCoL also secured a grant from Hackney Giving in the sum of £3,500 and £1,500 from Healthwatch Tower.

Total expenditure during the year was £78,077.

The assets of HWCoL as of 31 March 2022 consisted of £33,659 cash at bank and tangible fixed assets of £1,002. Creditors falling due within one year was £4,355.

The balance of funds at the end of the year was as follows:

Unrestricted funds	
Unrestricted	£874
Designated	£1,002
Total unrestricted funds	£1,876
	£28,430

Reserve policy

HWCoL's reserves policy is to maintain a reserve which is sufficient to cover the estimated costs of carrying out its committed expenditure in the promotion of health, social care and community engagement for a period of two months in the event of an unforeseen delay in payment of HWCoL's grant from the Corporation of London and to provide a cushion against unforeseen expenditure in delivering its contract with the Corporation of London.

HWCoL's policy on its restricted and unrestricted funds is to hold enough funds to cover at least 3 months of its operations costs. In making this policy, the potential risks which may be encountered by HWCoL have been considered as well as the funds required to cover such risks. In the current year the balance of unrestricted and restricted funds in the sum of £30,306 is sufficient to cover such risks.

Risk statement

HWCoL trustees in producing the annual accounts have given consideration to the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established in order to manage those risks. The trustees acknowledge that they have an ongoing responsibility to identify and manage the risks faced by the charity, and have sought to discharge this responsibility by:

- (a) preparing a risk register which identifies the main risks to the charity and itemises the actions to be taken to mitigate each of those risks, and
- (b) the trustees regularly reviewing the risk register at closed board meetings of the charity.

The main financial risk to the charity is loss of Grant funding from the City of London Corporation.

Public benefit statement

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

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- a) select suitable accounting policies and apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgments and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- e) prepare the financial statements on the going concern basis unless it is inappropriate to



presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the Charity's transactions and 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, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the constitution. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the board of trustees and authorised for issue on, and are signed on behalf of the board by:

Gail Beer
Chair of Healthwatch City of
London

Steve Stevenson
Treasurer of Healthwatch City of
London

Independent examiner's report to the trustees of Healthwatch City of London

I report on the financial statements of the charity for the year ended 31 March 2021, which are set out on pages 14 to 23.

Respective responsibilities of trustees and examiner

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

The trustees consider that an audit is not required for this year under s. 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Basis of independent examiner's report

My examination was carried out in accordance with the Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and explanations sought from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and that the report is limited to those matters set out in the statement below.

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and

Republic of
Ireland (FRS102).

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

Signed.....

Kashif Aziz FCCA.
Silver Sevket & Co, 18-24 Brighton Road,

**Statement of Financial
Activities
(including income and
expenditure account)
For the year ended 31 March
2022**

		Unrestri fund £	202 Restri fund £	Total £	202 Tota £
	Note				
Income and endowments					
Charitable activities	2	-	91,	91,	72,
Other trading activities	3	-	-	-	-
Total income		-	-	-	-
Expenditure on					
Raising funds	4	-	3,5	3,5	3,
Charitable activities					
Health, social care services and	4	-	-	-	-
Total expenditure		-	-	-	-
Net income / expenditure for the year		-	-	-	-
Net movement in funds		-	13, 015	13, 015	5, 70
Reconciliation of funds					
Total funds brought forward		-	-	-	-
Total funds carried forward	12	-	28,	30,	17,

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 17 to 23 form part of these financial statements.

Balance Sheet
As at 31 March 2022

	Note	202 £	202 £
Fixed assets			
Tangible fixed assets	8	1,002	1,761
Current assets			
Cash at bank and in hand		33,650	20,609
Creditors: amounts falling within one year	9	4,355	5,070
Net current assets / liabilities		-	-
Net assets	11	<u>30,</u>	<u>17,291</u>
Funds of the charity			
Restricted funds		28,430	15,415
Unrestricted funds			
General		8	115
Designated fund		-	-
Total charity funds	12	<u>30,</u>	<u>17,291</u>

These financial statements were approved by the board of trustees and authorised for issue on

....., and are signed on behalf of the board by:

Gail Beer
Chair of Healthwatch City of London
London

Steve Stevenson
Treasurer of Healthwatch City of

The notes on pages 17 to 23 form part of these financial statements.

Statement of Cash Flows
For the year ended 31 March 2022

	Notes	2022 £	2021 £
Net cash inflow from operations			
Net cash provided by operating activities		(i) 9,249	
	13,050		
Cash flows from investing activities:			
Payments for tangible fixed assets			(974)
			-
Net cash used in investing activities		- (974)	
Change in cash and cash equivalents in		13,050	8,275
Cash and cash equivalents at the beginning		<u>20,609</u>	-
Cash and cash equivalents at the end of the			
period	(ii)	<u>33,659</u>	
	20,609		

RECONCILIATION OF NET MOVEMENT IN FUNDS TO
NET CASH FLOW FROM OPERATING ACTIVITIES

	202 £	202 £
Net movement in funds	13,	5,
Depreciation charges	7	7
(Decrease) / Increase in creditors	-	-
Net cash inflow from operating activities	<u>13,</u>	<u>9,</u>

Analysis of cash and cash equivalents

	202 £	202 £
Cash	-	-
Total cash and cash equivalents	<u>33,</u>	<u>20,</u>

**Notes to the financial
statements
For the year ended 31 March
2022**

1. Accounting Policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Healthwatch City of London is a charitable incorporated organisation registered with Charity Commission with registration number 1184771. Its registered office address is Portsoken Community Centre 14-16, Somerset Street, London E1 8AH. The accounts are presented in GBP rounded to £1.

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

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'. The departure has involved following the 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) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

a) Public benefit entity

Healthwatch City of London constitutes a public benefit entity as defined by FRS 102.

b) Going concern

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

c) Income

All income is recognised once the charity has entitlement to income, it is probable that income will be received and the amount of income receivable can be measured reliably.

Investment income is accounted for in the Statement of Financial Activities in the period in which the charity is entitled to receipt.

d) Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds are those funds which have been designated by the Trustees for specific purposes within the objects of the charity.

Notes to the financial statements (continued)

For the year ended 31 March 2022

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

e) **Expenditure**

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:

- o Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- o Expenditure on charitable activities includes the costs of engagement undertaken to further the purposes of the charity and the associated support costs
- o Other expenditure represents those items not falling into any other heading

f) **Governance costs**

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity, and include its audit fees and other costs linked to strategic management of the charity. These are allocated in line with other support costs.

g) **Allocation of support costs**

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

- | | |
|--|------------|
| o Cost of raising funds | 3 percent |
| o Health, social care and community engagement | 90 percent |
| o Governance cost | 7 percent |

Other overhead costs are charged according to the specific use of the facilities. Governance and support costs are finally allocated as follows:

- | | |
|--|------------|
| o Cost of raising funds | 10 percent |
| o Health, social care and community engagement | 90 percent |

h) **Tangible fixed assets**

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.

Notes to the financial statements (continued)
For the year ended 31 March 2022

of each value depreciation rates in use are as follows:

Depreciation is provided at rates calculated to write down the cost asset to its estimated residual over its expected useful life. The

o Computer equipment 25% on straight line method

J) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments.

k) Creditors

Creditors 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.

l) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

m) Taxation

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

2. Income from charitable activities

	Unrestricted funds	Total funds	Restricted Total funds	Total funds
	£	£	2022 £	2021 £
Grants received from City of London Corporation	-	86,092	86,092	
	66,722			
Hackney Giving	-	3,500	3,500	
	5,958			
Healthwatch Tower	-	1,500	1,500	-
	-	91,092	91,092	72,680

3. Other trading activities

Carried out patient engagement on behalf of



Unrestricted	Restricted	funds	funds	2022	2021
Total funds	Total	£	£	£	£
funds					
the Shoreditch Park and City PCN		-	-	-	<u>330</u>

Notes to the financial statements (continued)
For the year ended 31 March 2022

4. Analysis of expenditures
For the year

	Cost of raising funds	Charitable Activity Health, social care, community engagement	Governance Support Costs	Total 2022
	£	£	£	
Staff costs (note 6)	66,981	2,009	60,283	4,689
Accountants fee			2,400	2,400
Legal and professional fees			98	98
Rent of Lease of Buildings			1,098	1,098
Telephone and internet			1,680	1,680
Consultancy			1,500	1,500
Insurance			950	950
Printing, stationery and subscriptions			1,642	1,642
IT domain hosting, service and maintenance			849	849
Shipping, Freight, and Delivery			120	120
Depreciation	-	-	759	-
	<u>759</u>	<u>2,009</u>	<u>60,283</u>	<u>8,687</u>
	78,077			7,098
Support cost	710	6,388	-	(7,098)
Governance cost	869	7,818	(8,687)	-
	<u>3,588</u>	<u>74,489</u>	<u>-</u>	<u>-</u>
				78,077

For prior year

	Cost of raising funds	Charitable Activity Health, social care, community engagement	Governance Support Costs	Total 2021
	£	£	£	£
Staff costs (note 6)	1,716	51,478	4,004	57,198
Training and recruitments	3	25		28
Accountants fee			1,440	1,440
Legal and professional fees			384	384
Hall hire				155
Interest charges				36
Telephone and internet				1,715
Consultancy			3,000	3,000
Insurance				917
Printing, stationery and subscriptions				807
IT domain hosting, service and maintenance				592
Recruitment costs				275

Depreciation	-	-	-	759	
	<u>759</u>	<u>1,719</u>	<u>51,503</u>	<u>8,828</u>	<u>5,256</u>
	67,306				
Support cost	526	4,730	-	(5,256)	-
Governance cost	<u>883</u>	<u>7,945</u>	<u>(8,828)</u>	<u>-</u>	<u>-</u>
	3,127	64,179	-	-	67,306

Notes to the financial statements (continued)
For the year ended 31 March 2022

5. Net incoming resources for the year

	2022	
	£	
This is stated after charging		
Fees payable to accountants	2,400	1,440
Depreciation	<u>759</u>	-

6. Staff cost, trustee remuneration and expense

Staff costs were as follows:

	2022	£
	£	£
Salaries and wages	64,969	55,
Social security costs	761	662
Employer's contribution to defined pension	<u>1,251</u>	-
	<u>66,981</u>	-

The average head count of employees during the year were as follows:

	2022	2021
--	-------------	-------------

Number of staff	<u>1.8</u>	<u>1.8</u>
------------------------	-------------------	-------------------

The charity employed 3 staff (2021: 3) equal to 1.8 (2021: 1.8) full time employment.

No employee received benefits of more than £ 60,000 during the year (2021: nil).

The trustees are the key management personnel who are not remunerated for their services to the charity.

7. Trustees remuneration and expenses

During the year, no Trustees received any remuneration (2021: none). During the year, no Trustees received any benefits in kind (2021: none).

During the year, no Trustees received any reimbursement of expenses (2021: none).

Trustee expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

8. Tangible fixed assets

	Computer Equipment	Total
	£	£
Cost		
At 1 April 2021	3,035	3,035
Additions	<u>-</u>	<u>-</u>
At 31 March 2022	<u>3,035</u>	<u>3,035</u>
Depreciation		
At 1 April 2021	1,274	1,274
Charge for the year	<u>759</u>	<u>759</u>
At 31 March 2022	<u>2,033</u>	<u>2,033</u>
Carrying amount		

At 31 March 2022	<u>1,002</u>	<u>1,002</u>
At 31 March 2021	<u>1,761</u>	<u>1,761</u>

Notes to the financial statements (continued)

For the year ended 31 March 2022

9. Creditors: amounts falling due within one

	2022 £	2021 £
Trade creditors	63	1,135
Accruals and deferred income	2,940	1,434
Social security and other taxes	1,113	2,246
Pension - Employer's contribution	<u>239</u>	-
	<u>4,355</u>	-

10. Pensions and other post-retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans during the year was £1,251 (2021: £931).

11. Analysis of net assets between funds

	Unrestricted General		Restricted Total funds	
	Designated £	£	£	£
Tangible fixed assets	-	1,0	-	1,
Net current assets	-	-	-	-
Net assets as at 31 March 2022	-	-	-	-

	Unrestricted General		Restricted Total funds	
	Designated £	£	£	£
Tangible fixed assets	-	1,761	-	1,7
Net current assets	115	-	-	-
Net assets as at 31 March 2021	<u>115</u>	<u>1,761</u>	-	-
	<u>15,415</u>			

12. Movement in funds

	At 1 April 2021 £	Incoming resources and gains £	Outgoing resources and losses £	Transfers £	At 31 March 2022 £
Unrestricted funds					
Unrestricted	115	-	-	-	8
Designated	-	-	-	-	-
Total unrestricted funds	-	-	-	-	-
Restricted funds					
Health, social care and community	-	91,092	78,077	-	-
	-	91,092	78,077	-	-
Total funds	-	<u>91,092</u>	<u>78,077</u>	-	-

**Notes to the financial statements
(continued)**
For the year ended 31 March 2022

	At 1 April	Incoming resources At 31 March 2020 losses	Outgoing resources Transfers	2021 and gains and	resources
	£	£	£	£	£
Unrestricted funds					
General	-	330	-	(215)	115
Designated	<u>1,546</u>	<u>-</u>	<u>-</u>	<u>215</u>	
	<u>1,761</u>	Total unrestricted funds		<u>1,546</u>	<u>330</u>
	<u>-</u>	<u>-</u>		<u>1,876</u>	
Restricted funds					
Health, social care and community engagement		<u>10,041</u>	<u>72,680</u>	<u>67,306</u>	<u>-</u>
	<u>15,415</u>	Total restricted funds		<u>10,041</u>	
	<u>72,680</u>	<u>67,306</u>	<u>-</u>	<u>15,415</u>	
Total funds	<u>11,587</u>	<u>73,010</u>	<u>67,306</u>	<u>-</u>	<u>17,291</u>

Purposes of restricted funds

Grant from City of London Corporations is to cover costs of core services provided by the charity which are:

Health, social care services and community engagement.

13. Capital commitments

The Charity had no operating lease or capital commitments at the year-end.

14. Related party transactions

There are no related party transactions to disclose for the year.

15. Legal status

The charity is a Charitable Incorporated Organisation and has no share capital.

Accounts

**A Charitable Incorporated Organisation
Report of the Trustees and Financial Statements
For the year ended 31 March 2021**

Contents

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REFERENCE AND ADMINISTRATIVE DETAILS

Names of the Trustees:

Gail Beer	Chair
Steve Stevenson	Treasurer
Malcolm Waters	Deputy Treasurer
Lynne Strother	Trustee
Sean Lee	Trustee (Appointed 12 th February 2021)

The Trustees are supported in managing the Charity by the following Associate Board Members:

Janet Porter	Associate Board Member
Stuart Mackenzie	Associate Board Member
Cynthia White	Associate Board Member

Staff Team :

Paul Coles	General Manager
Rachel Cleave	Engagement and Communications Coordinator
Teri Anderson	Communications Assistant
Salma Khatun	Administrative Support Officer

Registered Office:

Portsoken Community Centre
14 – 16 Somerset Street, London E1 8AH

Bankers

National Westminster Bank Plc,
250 Bishopsgate, London EC2M 4AA

Independent examiner:

Silver Sevkett & Co
18-24 Brighton Road, Croydon
Surrey, CR2 6AA

Trustee's annual report for the year ended 31st March 2021

Structure, Governance and Management

Description of the Charity's Trusts

- **Type of Governing Document:** Constitution adopted on 11th July 2019.
- **How the Charity is constituted:** Healthwatch City of London ("HWCoL") is a Charitable Incorporated Organisation whose only voting members are its charity trustees.
- **Trustee selection method:** Trustees are appointed for an initial term of four years by a resolution passed at a properly convened meeting of the charity trustees. All trustees are expected to provide a CV and are interviewed by the Board.

Supporting Governance Activities:

Trustee Appointments: All Trustees give their time voluntarily. As a charity trustee, each Trustee is entitled to be reimbursed from the property of HWCoL or may pay out of such property reasonable expenses properly incurred by him/ her when acting on behalf of HWCoL. On appointment new Trustees receive a copy of the of the constitution, a copy of the latest Annual Report and statement of accounts, and staff handbook. Trustees are directed to read all HWCoL's policies, including its Decision-Making Policy.

DBS Checks: In accordance with HWCoL policy, all volunteers and staff must undergo Disclosure and Barring checks to enable them to carry out enter and view activities relating to Health and Social Care services. These checks are carried out on commencement of employment, or in the case of volunteers, on appointment. HWCoL uses an approved service provider.

Objectives and activities

The objectives and activities of HWCoL are in accordance with its Constitution, the contractual obligations which it has undertaken to its main commissioner, the City of London Corporation, and the licence granted by Healthwatch England.

Summary of the objects of the charity set out in its governing document:

HWCoL's Constitution provides that the objects of the charity are the advancement of health and social care by:

- (a) providing information and advice to the public about local health and social care services.
- (b) making the views and experiences of members of the public known to health and social care providers and commissioners.
- (c) enabling local people to have a voice in the development, delivery, improvement, and equality of access to local health and care services and facilities and.
- (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing, and monitoring local health and care services and facilities.

Summary of the main activities undertaken for the public benefit in relation to these objects

HWCoL was awarded the contract to deliver Healthwatch services for the City of London in September 2019. In planning HWCoL's activities for the year 2020/21, the Trustees kept in mind at their meetings both the Charity Commission's guidance on public benefit and the objectives of the charity.

During 2020/21 HWCoL heard from 502 local people regarding their experiences of health and social care through focus groups, drop-in sessions, surveys, and attendance at virtual Board Meetings in public. HWCoL provided advice and information to 284 people during the year.

Responding to the Covid-19 pandemic, HWCoL reached up to 1,846 people per week via newsletters and bulletins; it also provided 152 people with advice and information on Covid-19 vaccinations and test and trace. Twenty people attended a COVID vaccination webinar with the Director of Public health for the City of London and Hackney and the Chair of City and Hackney Clinical Commissioning Group. Dedicated COVID website pages were visited by 9,414 people and 670 people viewed social media posts.

HWCoL published three reports providing recommendations for improvements which users of services would like to see in health and social care services. The topics covered in the reports were:

- A review of dentists and hospital dental provision during the first lockdown.
- Understanding the impact of Covid-19, for which purpose HWCoL undertook three surveys on the impact of Covid-19 on the community including:
 - Understanding if the Community had access to the right information to keep staff healthy
 - Experience of Using NHS 111
 - Residents' experience of using GP services
- Understanding the Impact of COVID-19 on Mental Health and Wellbeing

These reports included eight recommendations for improvement. These were:

- That during the pandemic City and Hackney CCG create an Urgent Dental Care Hub.
- That switchboard messages used by providers of dental services should be delivered in a clear measured tone to enable those contacting them to write down contact details.
- That the communication training for dental reception staff be improved by including training on disabilities so that information is clearly imparted in a manner that people can understand.
- That information imparted by the NHS and Public Health includes health and wellbeing service provision and does not solely focus on COVID 19.
- That the Neaman Practice (which provides general practitioner services to most City residents) improve the navigability of the practice website to make it easier for users to access information.
- That General Practices take action to reduce the average time they take to answer calls, currently between two and five minutes, to under two minutes.
- That mental health services develop services for residents whose mental health has been negatively impacted by Covid-19, as well as offering additional support to vulnerable individuals who are carrying extra burdens during the pandemic.

These recommendations were shared with those who deliver the relevant services and Healthwatch England. Healthwatch England used these reports to inform their insight briefings on the impact of Covid-19 and their report, 'Covid-19 Pandemic Pushes NHS Dentistry to Crisis Point', published in December 2020.

East London Foundation Trust followed up HWCOL's recommendation for additional support for vulnerable residents by attending a HWCOL focus group to discuss the recommendations using the feedback to shape how they delivered their services during the pandemic.

Summary of the main achievements of the charity during the year

During the Covid-19 pandemic, HWCOL has used a wide range of approaches to gain insights about the experiences of local users of health and care services. During 2020/21, HWCOL used several channels of communication including phone, email, webform through the website, social media and virtual meetings of community groups and forums. To reach a broader group of residents, workers, and students:

- HWCOL worked with the City of London to ensure that HWCOL's newsletters and bulletins were available through all their communication channels, including estate newsletters, estates websites and business healthy communications.
- HWCOL increased its use of social media including Twitter and Facebook to reach out to our community.

HWCOL's newsletters and bulletins reached up to 1,846 people on a weekly basis, providing up to date information on the Covid-19 vaccination programme, test and trace and public health campaigns. HWCOL's social media communications reached 757 followers, providing up-to-date messages:

- from health service providers to the City, including Barts Health,
- from City and Hackney and national public health campaigns,
- from City and Hackney CCG and
- about HWCOL's own activities.

HWCOL is committed to taking additional steps to obtain the views of people from diverse backgrounds who may not be heard by health and social care decision-makers. During 2020/21 the focus has been to set up listening forums for unpaid city carers and for people experiencing mental health issues.

HWCOL has held seven 'Listening to City Carers' events, five Board Meetings in Public, including an AGM, two Mental Health Forums, a Vaccination Programme Update webinar and a Covid 19 Drop-In Session.

Board meetings in Public included presentations from:

- the Managing Director of City and Hackney Clinical Commissioning Group regarding the development of the Integrated Care Partnership for City and Hackney,
- the Head of Primary Care for Tower Hamlets, describing the New Goodman's Field Health Centre, Bridle Mews, Aldgate, London; and

- the Borough Director for City and Hackney, East London Foundation Trust, discussing the Mental Health services available for City residents, workers, and students.

In 2020/21, HWCOL produced 12 newsletters and 40 bulletins, including a Christmas Services special. HWCOL's presence across social media was increased and dedicated Covid 19 information pages were included on the website.

Projects.

HWCOL secured additional project funding during 2020/21 for the delivery of the following:

Shoreditch and City Primary Care Network (PCN) Engagement.

HWCOL and Healthwatch Hackney were commissioned by the PCN to deliver a programme of patient engagement. The objectives for the project included:

- Engage the views of patients relating to services, localness, and access
- Improve patient experience and satisfaction with health services
- Engage underrepresented groups and increase diversity
- Be patient-led in establishing the priorities for Shoreditch Park & City PCN.

Patient engagement was delivered via an online survey (with telephone support) and follow up focus groups. The survey was completed by 1,018 patients with 38 patients attending the focus groups. HWCOL were commissioned to produce the final report identifying patients' priorities for the PCN using the data from the engagement activities.

Covid-19 Information Grant.

HWCOL successfully obtained grant funding to support City and Hackney Public Health and the national test and trace system during the Covid-19 pandemic.

HWCOL are a contact point for residents to raise questions or concerns about the vaccination programme or the test and trace system, to provide up to date information on the vaccination programme, to ensure that messages around the ongoing coronavirus pandemic are reaching all the City of London communities and to provide feedback and community insight to Public Health.

North East London Covid Community Insights from Disabled People.

North East London Clinical Commissioning Group funded the eight Healthwatch organisations covering North East London to identify the impact of COVID 19 on people living with disabilities, including physical and sensory disabilities, and SEND communities (i.e. communities with special educational needs). HWCOL supported a survey of residents living with disabilities. Across North East London, the survey was completed by 580 residents with Healthwatch Tower Hamlets producing the project report.

Neighbourhoods Conversations and Forums: City Outreach.

HWCOL received grant funding to carry out outreach to Voluntary, Community and Social Enterprise (VCSE) organisations, and residents, producing recommendations for their involvement in the developing Neighbourhood Forums. Neighbourhood Forums are part of wider change underway in Health and Social Care in City and Hackney, to improve the health of local people through strengthened systems of local collaboration between NHS, the City Corporation and the VCSE sector.

Making a difference for City residents.

Access to Dentistry.

As a result of the Covid 19 pandemic, Dental practices not identified as part of the urgent care dental system were told by the Chief Dental Officer and relevant professional bodies to cease face-to-face contact with patients from 25 March 2020. Following this, it became obvious there was limited information regarding accessing dental services, be they with NHS or private providers. Likewise, there was limited transparency regarding access to urgent treatment including that provided by dental hospitals or dental departments within hospitals. This not only caused distress but was detrimental to health, leaving those affected in pain and without access to care other than through an A&E department.

As a result of concerns and issues raised with HWCOL, an exercise was undertaken to gain a better understanding of the services available. As well as contacting the CCG and gaining a comprehensive list of emergency dental clinics, HWCOL contacted 23 dental service providers to understand the provision of urgent services. Those contacted were mainly in the City of London and Hackney areas. As a result of in-depth discussions with 15 providers, HWCOL gained a comprehensive understanding of the issues that providers of dental services were dealing with.

HWCOL's findings were published in the report 'Mystery shop of dentists and hospital dental provision.' The report was shared with Healthwatch England and contributed to the 'Dentistry and the impact of COVID-19' report published December 2020, and with the Hackney Clinical Commissioning Group, to increase their understanding of the impact of the Covid-19 pandemic locally.

In June 2020, the Chief Dental Officer asked all dental practices to re-open provided they had adequate Personal Protection Equipment (PPE) and Infection Protection and Control (IPC) measures in place. In response to this HWCOL undertook follow up research with a representative sample of NHS, private and mixed practices which revealed no practices were open for routine appointments and treatment but were undertaking urgent care. A list of available dentists was published on the HWCOL website and in newsletters and bulletins. The website page was viewed 214 times between July 1st 2020 and March 31st, 2021. HWCOL dealt with a large volume of enquiries regarding access to dental care, making up 10% of all enquiries between April 1st 2020 and March 31st, 2021.

Podiatry/Foot Health Service Provision.

As the pandemic developed during March 2020, Homerton University Hospital suspended podiatry

services at the Neaman Practice, and these were not resumed until November 2020. Access to services was supposed to resume at St Leonard's Hospital post-wave one of Covid 19. However, residents reported difficulty with booking Podiatry appointments prompting HWCOL to investigate.

The investigation identified:

- Errors in the booking process
- Poor communication between the Homerton Podiatry service and the Neaman practice
- Changes to the eligibility criteria for access to the Podiatry service

The booking process issues were raised with the City and Hackney CCG commissioner for Podiatry and the Head of Podiatric Medicine for Homerton University Hospital, and a system error was identified that resulted in the removal of the Neaman Practice from the list of bookable podiatry clinics. HWCOL intervention enabled the error to be identified and the rectified.

The inadequate communication between the Neaman Practice and the Podiatry service resulted in Neaman staff being unaware of the dates for Podiatry clinics. HWCOL were able to work with the GP Practice and Homerton Hospital to ensure an improved communication process was put in place. Changes to the eligibility criteria for Podiatry are still being investigated.

As a result of HWCOL's work, the Neaman Practice instigated regular meetings with the Podiatry Service and are committed to improving internal communications.

HWCOL's investigation into the changes in eligibility for Podiatry has resulted in the Neaman Practice approaching a charity to provide a toenail cutting service in the practice, but further work is needed to make sure that treatments and services are available to those who need them. Work is ongoing to identify how eligibility criteria were changed without notification or any consultation.

Accessing GP services

In response to the pandemic, access to GP services was largely restricted to non-face to face consultations and infection control measures were brought in for those patients who needed to be seen. These measures exacerbated several access issues that had been identified pre pandemic, these included:

- the availability of appointments and the booking process and access to the surgery via the telephone system,
- an out-of-date website,
- the lack of information regarding the advertising and involvement of service users in the Patient Participation Group,
- the culture within the surgery and resulting approach to patients; and
- infection control measures.

HWCOL wrote formally to the practice raising these issues and requesting that the Neaman Practice address them. The resulting action plan was shared with the public at a Practice Patient Participation Group and the Practice attended a HWCOL Board meeting in Public with an update on progress. HWCOL's concerns were raised with the City and Hackney Clinical Commissioning Group, the City of London Health and Well-being Board and the City of London Health and Social Care Scrutiny Committee.

As a result of HWCoL correspondence, the Neaman Practice responded positively and are addressing the matters raised.

Representing residents, workers, and students.

Healthwatch City of London represented residents on the following boards and committees, and attend meetings on residents' behalf including:

- **City and Hackney Integrated Commissioning Board**
This board is the principal forum to ensure that commissioning improves local services and outcomes and achieves integration. HWCoL successfully challenged the lack of data within Board reports pertaining to the impact of Covid 19 and the pandemic specifically on City residents. Reports now include the impact on the City ensuring attendees are informed on impacts on the City and that action are taken to address any local outbreaks.
- **(The former) City and Hackney CCG Governing Body**
This body aimed to govern effectively thereby building local public and stakeholder confidence that their health and healthcare was in safe hands. To ensure that the patient's voice was included during discussions regarding their healthcare, HWCoL championed the use of advocacy services for those patients referred to Multi-Disciplinary Teams. The use of advocacy services is now recognised by the City and Hackney Neighbourhood programme.
- **Integrated Care Communications and Engagement Enabler Group (ICCEEG)**
This group supports and facilitates effective engagement with key stakeholders in the development of the Integrated Care System (ICS) in the City of London and Hackney. HWCoL has been able to contribute to City and Hackney CCG health campaigns including the winter flu vaccination campaign. Campaign materials have been used in HWCoL newsletters and social media campaigns.
- **City and Hackney Patient and Public Involvement Committee**
The committee gains the views and voices of patients and the public during the clinical commissioning cycle. HWCoL representatives have been involved in the co-development of services including post-COVID-19 rehabilitation proposals for the treatment of patients with long COVID and ensuring that patients' circles of support are included in care plans.
- **North East London CCG Governing Body in Common Meeting**
This body, established as part of the amalgamation of the seven North-East London ("NEL") CCGs discusses common issues and, in a limited number of areas, take decisions on services that are commissioned once across NEL. HWCoL contributed to the recovery plans for the NEL Sustainable Transformation Partnership post-Covid-19, ensuring that the City voice was heard.
- **Neaman Practice Patient Participation Group**
The group discusses the services delivered by the Neaman Practice, and how improvements can be made for the benefit of patients. Patients can raise issues directly with the General Practitioners. HWCoL representatives have ensured that meetings continued to be held and that minutes of

previous meetings are available on the Practice's website for all patients to read. HWCOL also ensured that potential participants were aware of the meeting.

- **Neaman Practice Quarterly Meeting**

HWCOL meets quarterly with the Neaman Practice in its capacity as a critical friend. Following feedback from patients, HWCOL has:

- Raised the information which patients wish to have available on the Neaman website.
- Raised the dates when Asthma, Diabetes, Physio-therapy clinics were re-opened and available to patients during the Covid-19 pandemic.
- Confirmed that the community nurse team would provide podiatry services to shielding patients whilst services remained closed.
- Confirmed that the practice would continue to offer ear syringing for patients with a medical need.
- Discussed the attitude of staff which the Practice have taken measures to address.
- Raised issues with the Practice's adherence to Covid-19 regulations, which were addressed.
- Raised patients' continuing frustration with the Practice's telephone system, which they are working with their provider to address

- **City of London Health and Wellbeing Board ('HWB')**

The HWB 's purpose is:

- to align the City's approach to the NHS Outcomes Framework, the Adult Social Care Outcomes Framework, and the Public Health Outcomes Framework through improving the integration of services; and
- to have a positive influence on the health of everyone who lives and works in the City, enabling them to live healthily, preventing ill health developing, and promoting strong and empowered groups of individuals who are motivated to drive positive change within their communities and businesses.

Membership of the Board has enabled HWCOL:

- to contribute to the development of the City of London's plans to tackle health inequalities, providing insight from residents; and
- support the development of the Joint Health and Well-being strategy for City and Hackney by raising the concerns that City residents have regarding their health and social care.

- **Health and Social Care Scrutiny Committee**

This committee fulfils the City's health and social care scrutiny role in proactively seeking information about the performance of local health services and institutions; challenging the information provided to it by commissioners and providers of services for the health service; and in testing this information by drawing on different sources of intelligence. HWCOL has been successful in persuading the City of London to commission a pilot scheme for additional support for carers.

- **City of London Adult Safeguarding Sub-Committee**

The committee oversees the discharge of the City of London's responsibilities to safeguard adults who have been identified as requiring support and protection.

Healthwatch City of London responded to the draft City Plan

To maximise impact, and in line with HWCoL's main areas of interest and influence, HWCoL's input to the draft City Plan was restricted to Section Four of the plan, 'Flourishing City'. This section details the Plan's approach to health.

The areas commented on with the main point raised were as follows:

- (a) Inclusive buildings and space, recommending that businesses are required to fully engage with local communities as a condition of their planning application.
- (b) Air pollution, recommending that the City commit to minimising large-scale building works where children live and play and to increasing the number of smoke-free public places, with a reduction in associated litter.
- (c) Noise and light pollution, recommending that the City commits to reducing light and noise pollution at night in residential areas, where the impacts on poor sleep and mental health may be greatest.
- (d) Location and protection of social and community facilities, recommending that new housing developments should always include access to adequate communal and social space.
- (e) Public conveniences, requesting the City to consider a pilot of monitored public shower facilities especially for rough sleepers.
- (f) Sport and recreation, recommending that green gym equipment should be installed for free use to encourage exercise for those unable to pay gym membership fees.
- (g) Play areas and facilities, recommending a requirement for new housing developments to provide safe, secure, and family-friendly recreational space, with appropriate play equipment installed to encourage physical and mental health.
- (h) Location of new housing within the City, recommending that this would require additional primary care services and access to good diagnostic services.
- (i) Residential environment, requesting more details of the City's plans for achieving its defined goals and how communities are expected to work together.
- (j) Older persons housing, recommending access to parking and other facilities for carers and those healthcare professionals required to support people in their own homes.

Financial review

HWCoL's primary source of funding is the money it receives through its contract with the City of London Corporation for the provision of a Healthwatch in the City of London. The contract is for three years in the first instance (starting from 1st September 2019) with the potential for extension by a further two years. The contract value is £66,722 per annum which was paid in monthly instalments.

HWCoL's total income for the year ended 31 March 2021 was £73,010, which included grant income in the sum of £66,722 from the City of London Corporation. HWCoL secured a new grant from Hackney Giving in the sum of £5,958 and £330 towards the cost of printing and delivering a leaflet for patient engagement on behalf of the Shoreditch Park and City (PCN). Total expenditure during the year was £67,306.



The assets of HWCoL as of the 31/03/2021 consisted of £20,609 cash at bank and tangible fixed assets of £1,761. Creditors falling due within one year was £5,079.

The balance of funds at the end of the year was as follows:

Unrestricted funds	
Unrestricted	£115
Designated	£1,761
Total designated funds	£1,876
Restricted funds	£15,415

Reserve policy

HWCoL's reserves policy is to maintain a reserve which is sufficient to cover the estimated costs of carrying out its committed expenditure in the promotion of health, social care and community engagement for a period of two months in the event of an unforeseen delay in payment of HWCoL's grant from the Corporation of London and to provide a cushion against unforeseen expenditure in delivering its contract with the Corporation of London.

The level of restricted and unrestricted funds is equivalent to 13.5 weeks of the agreed grant for the financial year 2021/22, enabling Healthwatch City of London to cover 3 months operational costs. During the Covid-19 pandemic HWCoL staff have worked from home. As staff return to working in the City during 2021/22, HWCoL expect expenditure to increase to cover the cost of renting office space.

Risk statement

HWCoL trustees in producing the annual accounts have given consideration to the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established in order to manage those risks. The trustees acknowledge that they have an ongoing responsibility to identify and manage the risks faced by the charity, and have sought to discharge this responsibility by:

- (a) preparing a risk register which identifies the main risks to the charity and itemises the actions to be taken to mitigate each of those risks, and
- (b) the trustees regularly reviewing the risk register at closed board meetings of the charity.

The main financial risk to the charity is loss of Grant funding from the City of London Corporation.

Public benefit statement

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

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- a) select suitable accounting policies and apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgments and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the Charity's transactions and 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, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the constitution. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the board of trustees and authorised for issue on and are signed on behalf of the board by:

Gail Beer
Chair of Healthwatch City of London

Steve Stevenson
Treasurer of Healthwatch City of London

Independent examiner's report to the trustees of Healthwatch City of London

I report on the financial statements of the charity for the year ended 31 March 2021, which are set out on pages 16 to 25.

Respective responsibilities of trustees and examiner

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

The trustees consider that an audit is not required for this year under s. 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Basis of independent examiner's report

My examination was carried out in accordance with the Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and explanations sought from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and that the report is limited to those matters set out in the statement below.

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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

Signed.....

Date:

Kashif Aziz FCCA.

Silver Sevkett & Co, 18-24 Brighton Road, Surrey, CR2 6AA

Healthwatch City of London
Statement of Financial Activities
(including income and expenditure account)
For the year ended 31 March 2021

			2021		2020
		Unrestricted funds	Restricted funds	Total funds	Total
	Note	£	£	£	£
Income and endowments from					
Charitable activities	2	-	72,680	72,680	42,065
Other trading activities	3	330	-	330	-
Investment income	4	-	-	-	125
Total income		<u>330</u>	<u>72,680</u>	<u>73,010</u>	<u>42,190</u>
Expenditure on					
Raising funds	5	-	3,127	3,127	1,418
Charitable activities					
Health, social care services and community engagement	5	-	64,179	64,179	29,185
Total expenditure		<u>-</u>	<u>67,306</u>	<u>67,306</u>	<u>30,603</u>
Net income / expenditure for the year		<u>330</u>	<u>5,374</u>	<u>5,704</u>	<u>11,587</u>
Net movement in funds		<u>330</u>	<u>5,374</u>	<u>5,704</u>	<u>11,587</u>
Reconciliation of funds					
Total funds brought forward		1,546	10,041	11,587	-
Total funds carried forward	12	<u>1,876</u>	<u>15,415</u>	<u>17,291</u>	<u>11,587</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 19 to 25 form part of these financial statements.

Healthwatch City of London
Balance Sheet
As at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible fixed assets	8	1,761	1,546
Current assets			
Cash at bank and in hand		20,609	12,334
Creditors: amounts falling due within one year	9	<u>5,079</u>	<u>2,293</u>
Net current assets / liabilities		<u>15,530</u>	<u>10,041</u>
Net assets	11	<u>17,291</u>	<u>11,587</u>
Funds of the charity			
Restricted funds		15,415	10,041
Unrestricted funds			
General		115	-
Designated fund		<u>1,761</u>	<u>1,546</u>
		<u>1,876</u>	<u>1,546</u>
Total charity funds	12	<u>17,291</u>	<u>11,587</u>

These financial statements were approved by the board of trustees and authorised for issue on, and are signed on behalf of the board by:

Gail Beer
Chair of Healthwatch City of London

Steve Stevenson
Treasurer of Healthwatch City of London

The notes on pages 19 to 25 form part of these financial statements.

Healthwatch City of London
Statement of Cash Flows
For the year ended 31 March 2021

		2021	2020
	Notes	£	£
Net cash inflow from operations			
Net cash provided by operating activities	(i)	9,249	14,270
Cash flows from investing activities:			
Payments for tangible fixed assets		(974)	(2,061)
Bank interest received		-	125
Net cash used in investing activities		<u>(974)</u>	<u>(1,936)</u>
Change in cash and cash equivalents in reporting period		8,275	12,334
Cash and cash equivalents at the beginning of the period		<u>12,334</u>	<u>-</u>
Cash and cash equivalents at the end of the period	(ii)	<u>20,609</u>	<u>12,334</u>

RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021	2020
	£	£
Net movement in funds	5,704	11,587
Depreciation charges	759	515
Increase in creditors	2,786	2,293
Bank interest received	-	(125)
Net cash inflow from operating activities	<u>9,249</u>	<u>14,270</u>

Analysis of cash and cash equivalents

	2021	2020
	£	£
Cash	<u>20,609</u>	<u>12,334</u>
Total cash and cash equivalents	<u>20,609</u>	<u>12,334</u>

Healthwatch City of London
Notes to the financial statements
For the year ended 31 March 2021

1. Accounting Policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Healthwatch City of London is a charitable incorporated organisation registered with Charity Commission with registration number 1184771. Its registered office address is Portsoken Community Centre 14-16, Somerset Street, London E1 8AH. The accounts are presented in GBP rounded to £1.

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

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'. The departure has involved following the 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) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

b) Public benefit entity

Healthwatch City of London constitutes a public benefit entity as defined by FRS 102.

c) Going concern

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

d) Income

All income is recognised once the charity has entitlement to income, it is probable that income will be received and the amount of income receivable can be measured reliably.

Investment income is accounted for in the Statement of Financial Activities in the period in which the charity is entitled to receipt.

e) Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds are those funds which have been designated by the Trustees for specific purposes within the objects of the charity.

Healthwatch City of London
Notes to the financial statements (*continued*)
For the year ended 31 March 2021

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

f) Expenditure

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:

- o Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- o Expenditure on charitable activities includes the costs of engagement undertaken to further the purposes of the charity and the associated support costs
- o Other expenditure represents those items not falling into any other heading

g) Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity, and include its audit fees and other costs linked to strategic management of the charity. These are allocated in line with other support costs.

h) Allocation of support costs

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

- | | |
|-------------------------------------|------------|
| o Cost of raising funds | 3 percent |
| o Health, social care and community | 90 percent |
| o Governance cost | 7 percent |

Other overhead costs are charged according to the specific use of the facilities. Governance and support costs are finally allocated as follows:

- | | |
|-------------------------------------|------------|
| o Cost of raising funds | 10 percent |
| o Health, social care and community | 90 percent |

i) Tangible fixed assets

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 depreciation rates in use are as follows:

- | | |
|----------------------|-----------------------------|
| o Computer equipment | 25% on straight line method |
|----------------------|-----------------------------|

Healthwatch City of London
Notes to the financial statements (continued)
For the year ended 31 March 2021

J) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments

k) Creditors

Creditors 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.

l) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

m) Taxation

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

2. Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
Grants received from City of London Corporation	-	66,722	66,722	42,065
Hackney Giving	-	5,958	5,958	-
	<u>-</u>	<u>72,680</u>	<u>72,680</u>	<u>42,065</u>

3. Other trading activities

	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
Carried out patient engagement on behalf of the Shoreditch Park and City PCN	<u>330</u>	<u>-</u>	<u>330</u>	<u>-</u>

4. Investment income

	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
Bank interest received	<u>-</u>	<u>-</u>	<u>-</u>	<u>125</u>

Healthwatch City of London
Notes to the financial statements (continued)
For the year ended 31 March 2021

5. Analysis of expenditures

For the year

	Cost of raising funds £	Charitable Activity Health, social care and community engagement £	Governance Costs £	Support Costs £	Total 2021 £
Staff costs (note 7)	1,716	51,478	4,004		57,198
Training and recruitments	3	25			28
Accountants fee			1,440		1,440
Legal and professional fees			384		384
Hall hire				155	155
Interest charges				36	36
Telephone and internet				1,715	1,715
Consultancy			3,000	-	3,000
Insurance				917	917
Printing, stationery and subscriptions				807	807
IT domain hosting, service and maintenance				592	592
Recruitment costs				275	275
Depreciation	-	-	-	759	759
	1,719	51,503	8,828	5,256	67,307
Support cost	526	4,730	-	(5,256)	-
Governance cost	883	7,945	(8,828)	-	-
	3,127	64,179	-	-	67,307

For prior year

	Cost of raising funds £	Charitable Activity Health, social care and community engagement £	Governance Costs £	Support Costs £	Total 2020 £
Events		47			47
Staff costs (note 7)	764	22,913	1,782		25,459
Training and recruitments	101	908			1,009
Accountants fee			1,440		1,440
Legal and professional fees			60		60
Engaging and reaching out people		333	37		370
Interest charges				2	2
Telephone and internet				125	125
Insurance				981	981
Printing, stationery and postage				573	573
Sundry				22	22
Depreciation	-	-	-	515	515
	865	24,201	3,319	2,218	30,603
Support cost	222	1,996	-	(2,218)	-
Governance cost	332	2,987	(3,319)	-	-
	1,419	29,184	-	-	30,603

Healthwatch City of London
Notes to the financial statements (*continued*)
For the year ended 31 March 2021

6. Net incoming resources for the year

	2021	2020
	£	£
This is stated after charging		
Fees payable to accountants	1,440	1,440
Depreciation	<u>759</u>	<u>515</u>

7. Staff cost, trustee remuneration and expense

Staff costs were as follows:

	2021	2020
	£	£
Salaries and wages	55,605	24,933
Social security costs	662	-
Employer's contribution to defined pension	<u>931</u>	<u>526</u>
	<u>57,198</u>	<u>25,459</u>

The average head count of employees during the year were as follows:

	2021	2020
	No.	No.
Number of staff	<u>1.8</u>	<u>1.4</u>

The charity employed 3 staff (2020: 3) equal to 1.8 (2020: 1.4) full time employment.

No employees earned more than £60,000 during the year.

The Charity considers its key management personnel comprise the General Manager and the Trustees.

No Trustee received any remuneration for services during the year. No Trustees claimed expenses during the year. No trustee received any payment for professional or other services supplied to the charity during the year.

No Trustee received any benefits in kind during the year.

8. Tangible fixed assets

	Computer Equipment £	Total £
Cost		
At 1 April 2020	2,061	2,061
Additions	<u>974</u>	<u>974</u>
At 31 March 2021	<u>3,035</u>	<u>3,035</u>
Depreciation		
At 1 April 2020	515	515
Charge for the year	<u>759</u>	<u>759</u>
At 31 March 2021	<u>1,274</u>	<u>1,274</u>
Carrying amount		
At 31 March 2021	<u>1,761</u>	<u>1,761</u>
At 31 March 2020	<u>1,546</u>	<u>1,546</u>

Healthwatch City of London
Notes to the financial statements *(continued)*
For the year ended 31 March 2021

9. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	1,135	-
Accruals and deferred income	1,434	1,440
Social security and other taxes	2,246	640
Pension - Employer's contribution	264	213
	<u>5,079</u>	<u>2,293</u>

10. Pensions and other post-retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans during the year was £931 (2020: £526).

11. Analysis of net assets between funds

	Unrestricted		Restricted	Total funds
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	1,761	-	1,761
Net current assets	115	-	15,415	15,530
Net assets as at 31 March 2021	<u>115</u>	<u>1,761</u>	<u>15,415</u>	<u>17,291</u>

	Unrestricted		Restricted	Total funds
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	1,546	-	1,546
Net current assets	-	-	10,041	10,041
Net assets as at 31 March 2020	<u>-</u>	<u>1,546</u>	<u>10,041</u>	<u>11,587</u>

12. Movement in funds

	At 1 April 2020	Incoming resources and gains	Outgoing resources and losses	Transfers	At 31 March 2021
	£	£	£	£	£
Unrestricted funds					
Unrestricted	-	330	-	(215)	115
Designated	1,546	-	-	215	1,761
Total designated funds	<u>1,546</u>	<u>330</u>	<u>-</u>	<u>-</u>	<u>1,876</u>
Restricted funds					
City of London Corporation	10,041	72,680	67,306	-	15,415
Total restricted funds	<u>10,041</u>	<u>72,680</u>	<u>67,306</u>	<u>-</u>	<u>15,415</u>
Total funds	<u>11,587</u>	<u>73,010</u>	<u>67,306</u>	<u>-</u>	<u>17,291</u>

Healthwatch City of London
Notes to the financial statements (*continued*)
For the year ended 31 March 2021

	At 1 April 2019 £	Incoming resources and gains £	Outgoing resources and losses £	Transfers £	At 31 March 2020 £
Unrestricted funds					
General	-	125	-	(125)	-
Designated	-	-	-	1,546	1,546
Total designated funds	-	125	-	1,421	1,546
Restricted funds					
City of London Corporation	-	42,065	30,603	(1,421)	10,041
Total restricted funds	-	42,065	30,603	(1,421)	10,041
Total funds	-	42,190	30,603	-	11,587

Purposes of restricted funds

Grant from City of London Corporation is to cover costs of core services provided by the charity which are:

Health, social care services and community engagement.

13. Capital commitments

The Charity had no operating lease or capital commitments at the year-end.

14. Related party transactions

There are no related party transactions to disclose for the year.

15. Legal status

The charity is a Charitable Incorporated Organisation and has no share capital.