

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

Contents

	Page
Reference and administrative details	3
Trustees' Report	4 - 12
Independent Examiner report	13
Statement of financial activities	14
Balance sheet	15
Statement of cash flows	16
Notes to the financial statements	17 - 23

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

