

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)	-	-
	3,604	59,870	-	-	63,474

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	

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TIMESTAMP	AUDIT
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