

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 HWCōL 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:

HWCōL'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

HWCōL 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 HWCōL'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, HWCōL 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.

HWCōL 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.

HWCōL 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.