

Company registration number: CE018434

Charity registration number: 1184771

Healthwatch City of London

(A charitable incorporated organisation)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

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

Healthwatch City of London

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Healthwatch City of London

Reference and Administrative Details

Trustees

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

Associate Board Members

Stuart Mackenzie
Janet Porter
Dr Cynthia White

Staff Team

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

Registered Office

Portsoken Community Centre
20 Little Somerset Street
London
E1 8AH

Company Registration Number CE018434

Charity Registration Number 1184771

Bankers

National Westminster Bank Plc
250 Bishopsgate
London
EC2M 4AA

Independent Examiner

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

Healthwatch City of London

Trustees' Report

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

Structure, governance and management

Description of the Charity's Trusts

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

Supporting Governance Activities:

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

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

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

Healthwatch City of London

Trustees' Report

Objectives and activities

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

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

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

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

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

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

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

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

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

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Trustees' Report

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

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

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

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

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

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

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

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

Our key findings were:

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

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

Barts Health NHS Trust Cardiology Department Enter and View Report

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

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

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

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

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

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

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

The three key recommendations focused on the need for:

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

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

Healthwatch City of London

Trustees' Report

SUMMARY OF THE MAIN ACHIEVEMENTS OF THE CHARITY DURING THE YEAR

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

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

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

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

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

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

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

Healthwatch City of London

Trustees' Report

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

Board meetings in Public included the following:

- Annual Public Meeting and Annual General Meeting.

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

- Board meeting in Public

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

Representing residents, workers, and students.

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

Neaman Practice Patient Participation Group (PPG)

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

North East London Integrated Care Board

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

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City of London Health and Wellbeing Board

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

Health and Social Care Scrutiny Committee

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

Integrated Care Communications and Engagement Enabler Group

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

City and Hackney Safeguarding Adults Board

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

City of London Adult Safeguarding Sub-Committee

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

North East London Integrated Care Board Healthwatch Meeting

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

City and Hackney Health and Care Board

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

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Shoreditch Park and City Neighbourhood Forum

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

Financial review

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

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

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

Total expenditure during the year was £91,182.

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

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

Unrestricted funds

General- £814

Designated- £0

Total unrestricted funds- £814

Restricted funds- £89,934

Reserve policy

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

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

Healthwatch City of London

Trustees' Report

Risk statement

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

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

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

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

Public benefit

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

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

Gail Beer

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

Francis Stevenson

.....
Francis Stevenson
Trustee

Healthwatch City of London

Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions, and disclose with reasonable accuracy at any time the financial position of the charity, and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Gail Beer

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

Francis Stevenson

.....
Francis Stevenson
Trustee

Healthwatch City of London

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

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

Respective responsibilities of trustees and examiner

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

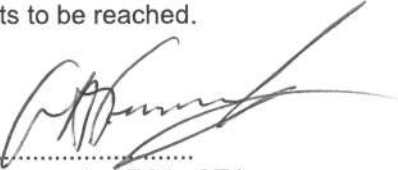
Having satisfied myself that the accounts of Healthwatch City of London are not required to be audited under section 144(2) of the 2011 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the 2011 Act.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

Independent examiner's statement

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

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

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


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

166 College Road
Harrow
Middlesex
HA1 1BH

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

Healthwatch City of London

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

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

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

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

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

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

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

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

Gail Beer

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

Francis Stevenson

.....
Francis Stevenson
Trustee

Healthwatch City of London

Statement of Cash Flows for the Year Ended 31 March 2025

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

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

Healthwatch City of London

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

1 Charity status

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

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

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

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

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

Basis of preparation

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

The accounts are presented in GBP rounded to £1.

Going concern

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

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

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

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

Healthwatch City of London

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

Income

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

Gifts in kind

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

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

Donated services and facilities

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

Expenditure

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

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

Governance costs

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

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

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

Allocation of support costs

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

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

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

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

Taxation

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

Tangible fixed assets

Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation and amortisation

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

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

Trade debtors

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

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

Cash and cash equivalents

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

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

Trade creditors

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

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

Fund structure

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

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

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

Financial instruments

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

Public benefit entity

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

3 Income from charitable activities

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

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

4 Analysis of expenditures

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

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

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

Healthwatch City of London

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

5 Net incoming/outgoing resources

Net incoming resources for the year include:

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

6 Trustees remuneration and expenses

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

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

7 Staff costs

The aggregate payroll costs were as follows:

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

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

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

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

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

8 Taxation

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

Healthwatch City of London

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

9 Tangible fixed assets

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

10 Debtors

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

11 Creditors: amounts falling due within one year

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

Healthwatch City of London

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

12 Pension and other schemes

Defined contribution pension scheme

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

13 Funds

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

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

Purposes of restricted funds

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

Health, social care services and community engagement.

Healthwatch City of London

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

14 Analysis of net assets between funds

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

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

Healthwatch City of London

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

15 Analysis of net funds

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

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

16 Capital commitments

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

17 Related party transactions

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

18 Non-adjusting events after the financial period

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

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