

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

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## REFERENCE AND ADMINISTRATIVE DETAILS

### Names of the Trustees:

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

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

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

### Staff Team :

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

### Registered Office:

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

### Bankers

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

### Independent examiner:

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

## Trustee's annual report for the year ended 31<sup>st</sup> March 2021

### Structure, Governance and Management

#### Description of the Charity's Trusts

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

#### Supporting Governance Activities:

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

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

#### Objectives and activities

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

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

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

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

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

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

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

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

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

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

These reports included eight recommendations for improvement. These were:

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

These recommendations were shared with those who deliver the relevant services and Healthwatch England. Healthwatch England used these reports to inform their insight briefings on the impact of Covid-19 and their report, 'Covid-19 Pandemic Pushes NHS Dentistry to Crisis Point', published in December 2019.

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

### **Summary of the main achievements of the charity during the year**

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

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

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

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

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

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

Board meetings in Public included presentations from:

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

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

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

## Projects.

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

### **Shoreditch and City Primary Care Network (PCN) Engagement.**

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

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

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

### **Covid-19 Information Grant.**

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

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

### **North East London Covid Community Insights from Disabled People.**

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

### **Neighbourhoods Conversations and Forums: City Outreach.**

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

### **Making a difference for City residents.**

#### **Access to Dentistry.**

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

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

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

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

#### **Podiatry/Foot Health Service Provision.**

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

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

The investigation identified:

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

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

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

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

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

### **Accessing GP services**

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

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

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

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

### **Representing residents, workers, and students.**

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

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

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

- **Neaman Practice Quarterly Meeting**

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

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

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

The HWB 's purpose is:

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

Membership of the Board has enabled HWCOL:

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

- **Health and Social Care Scrutiny Committee**

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

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

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

## **Healthwatch City of London responded to the draft City Plan**

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

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

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

## **Financial review**

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

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

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

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

<b>Unrestricted funds</b>	
Unrestricted	£115
Designated	£1,761
Total designated funds	£1,876
<b>Restricted funds</b>	<b>£15,415</b>

### Reserve policy

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

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

### Risk statement

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

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

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

### Public benefit statement

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

## Statement of Trustees' Responsibilities

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

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the trustees are required to:

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

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

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

Gail Beer  
Chair of Healthwatch City of London

Steve Stevenson  
Treasurer of Healthwatch City of London



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

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

**Respective responsibilities of trustees and examiner**

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

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

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

**Basis of independent examiner's report**

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

**Independent examiner's statement**

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

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

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

Signed.....

Kashif Aziz FCCA.

Date: .....

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

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

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

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

**Healthwatch City of London  
Balance Sheet  
As at 31 March 2021**

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

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

Gail Beer  
Chair of Healthwatch City of London

Steve Stevenson  
Treasurer of Healthwatch City of London

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

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

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

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

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

**Analysis of cash and cash equivalents**

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

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

**1. Accounting Policies**

**a) Basis of preparation**

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

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

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view'. The departure has involved following the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

**b) Public benefit entity**

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

**c) Going concern**

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

**d) Income**

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

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

**e) Fund accounting**

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

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

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

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

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

**f) Expenditure**

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

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

**g) Governance costs**

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

**h) Allocation of support costs**

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

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

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

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

**i) Tangible fixed assets**

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

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation is: 25% on straight line method

- o Computer equipment

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

**J) Cash at bank and in hand**

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

**k) Creditors**

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**l) Financial instruments**

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

**m) Taxation**

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

**2. Income from charitable activities**

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

**3. Other trading activities**

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

**4. Investment income**

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

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

**5. Analysis of expenditures**

**For the year**

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

**For prior year**

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

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

**6. Net incoming resources for the year**

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

**7. Staff cost, trustee remuneration and expense**

Staff costs were as follows:

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

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

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

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

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

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

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

No Trustee received any benefits in kind during the period.

**8. Tangible fixed assets**

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

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

**9. Creditors: amounts falling due within one year**

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

**10. Pensions and other post-retirement benefits**

**Defined contribution plans**

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

**11. Analysis of net assets between funds**

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

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

**12. Movement in funds**

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

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

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

**Purposes of restricted funds**

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

Health, social care services and community engagement.

**13. Capital commitments**

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

**14. Related party transactions**

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

**15. Legal status**

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