

**HEALTHWATCH CENTRAL WEST LONDON**  
**(a company limited by guarantee and not having a share capital)**

**Financial Statements**  
**31<sup>st</sup> March 2019**

---

## **Reference and Administrative details**

<b>Contents</b>	<b>Pages</b>
Reference and administrative details	1
Report of the Board of Trustees (incorporating the Directors' Report)	2 - 10
Independent Examiner report	11-12
Statement of financial activities	13
Balance sheet	14
Statement of cash flows	15
Notes to the financial statements	16 - 22

---

## **TRUSTEE, EXECUTIVE, ADVISORS AND BANKERS**

### **Trustees:**

<b>Chair:</b>	Christine Vigars
<b>Vice Chair:</b>	Joanna Mark-Richards
<b>Treasurer:</b>	Layo Yusuf (Appointed 21/01/2019)
<b>Others:</b>	Abdul Towolawi
	Keith Mallinson
	Helen Cooke
	Tania Kerno
	Patrick McVeigh
	Chris Doherty
	Brian Dillon (Resigned 25/03/2019)

### **CEO**

Olivia Clymer

### **Independent Examiner**

A&B Chartered Certified Accountants  
1 Orchard Close  
Essex  
RM15 6HS

### **Registered office**

5.22 Grand Union Studios  
332 Ladbroke Grove  
London  
W10 5AD

### **Principal Bankers**

Metro Bank  
160-166 Kensington High St  
Kensington  
London  
W8 7RG

### **Solicitors**

Russell-Cooke  
2 Putney Hill  
London  
SW15 6AB

**Company number:** 08548208

**A charitable company approved by the Charity Commissioners**

**Registered number:** 1154777

## **Report of the Trustees for the year ended 31 March 2019**

The Trustees present the report and the independent examined financial statements for the year to 31 March 2019.

### **STRUCTURE, GOVERNANCE AND**

#### **MANAGEMENT Governing Document**

Healthwatch Central West London ("The Charity") is a registered charity and is incorporated as a company limited by guarantee and its governing document is its Memorandum and Articles of Association.

#### **Recruitment and Appointment of the Board of Management**

Until April 2018 under the terms of the Memorandum and Articles of Association, Hestia Housing and Support ("Hestia") was appointed, as a body corporate, as the Trustee of the Charity for all purposes. This continued until a change of Trustee was approved under the terms of the Memorandum and Articles of Association. Hestia resigned as Corporate Trustee on 1<sup>st</sup> April 2018 when Healthwatch Central West London (HWCWL) became an independent organisation, adopting revised Memorandum and Articles of Association. Healthwatch Central West London has operated as an independent charity since April 2018.

The day to day running of the Charity is undertaken by a staff team. A Board of Trustees provides strategic direction, governance and oversight. The Board of Trustees are appointed following external recruitment. The Chair of the Charity, Christine Vigars has led the charity to independence and increasing profile across North West London and as part of the national Healthwatch network.

During the year a new Trustee was welcomed to the Board, Layo Yusuf, as the new treasurer. Brian Dillon stepped down from the role in March 2019. Healthwatch Central West London is thankful for all his kind support and dedication over the last few years.

Trustees bring a wide range of experience to the Board, from the public, private and charitable sectors, including social work, healthcare management, public sector commissioning, human resources, finance, legal expertise and fundraising.

The Charity has three Local Committees who collate and represent the views and needs of each of the Boroughs in which the charity operates, Royal Borough of Kensington & Chelsea, London Borough of Hammersmith and Fulham and the City of Westminster. There are up to 16 people on each Local Committee at least six of whom are local residents and at most six of whom represent local community groups or organisations. There are places on the Board of Trustees for three people to represent each Borough, one of whom must be nominated from the Local Committee of each Borough.

#### **Trustee Induction and Training**

New Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern Healthwatch Central West London. Newly appointed Trustees receive induction packs containing information about Healthwatch Central West London, its structure and operations, board structures, Trustee duties and responsibilities and our key policies. Trustees are encouraged to participate in operational activities wherever feasible to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

**Public Benefit**

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

## **Report of the Trustees for the year ended 31 March 2019**

### **Statement of Trustees' Responsibilities**

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 Companies Act 2006. 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.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's independent examiner is unaware; and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the independent examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

### **OBJECTIVES AND ACTIVITIES**

The Charity aims to promote public good and the improvement of health and social care services across the Royal Borough of Kensington and Chelsea, the London Borough of Hammersmith & Fulham and the City of Westminster, by promoting the voice and views of the local community in health and wellbeing matters. The Charity also seeks to advance the education of the public in health and social care.

Our aim is to reach out to everyone in our communities by:

- Operating as a free membership-based charity open to everyone who lives in, or uses health and social care services, in the Royal Borough of Kensington and Chelsea, the London Borough of Hammersmith & Fulham and the City of Westminster;

- Collecting the views of local people about their needs for, and experience of, local health and social care services;
- Making these views and experiences known to decision makers, local stakeholders, Healthwatch England and the Care Quality Commission;
- Writing reports and making recommendations about how those services could be improved;
- Promoting and supporting the involvement of local people in the monitoring, commissioning and provision of local services; and
- Providing information to help people access and make informed choices about services.

## ACHIEVEMENTS AND PERFORMANCE

In April 2018 Healthwatch Central West London became independent from Hestia Housing and Support and this financial statement marks our first year as an independent organisation. During 2018-19 Healthwatch CWL, to underscore its independence, conducted a survey of our members to hear what we could do better, clarify gaps in membership and how our members were interested in getting more involved. We delivered projects on young children and family's engagement, young people's voices in health and social care and young people and digital access. During the year we also strengthened our Local Committee structures. We have been able to grow our work with Patient Participation Groups (PPG) with the support of charitable funds from Central London Community Healthcare Trust to support PPG development in Central London. The health and social care sector in which we operate continues to face many challenges, not least around funding and the increasing demands for services. The work that we do enables the people of the Royal Borough of Kensington and Chelsea, the London Borough of Hammersmith & Fulham and the City of Westminster to be informed and have their say about the rapidly changing environment.

We have continued to strengthen our working relationships with those who design, purchase and deliver health and care services, the voluntary and community sector and the wider public, through a range of programmes and events. As a result, we believe that Healthwatch Central West London is seen as a valued, respected, critical friend within the health and social care arena.

As a membership organisation, we are dependent upon the commitment of our members to improve local health and care services for everyone in the community. We have over 800 members, the numbers dipping with the introduction of the General Data Protection Regulations (GDPR) requirements but picking up through the year. A key component of delivering the service is our work with volunteers. Our volunteers come from a wide range of backgrounds and bring a diverse range of skills and knowledge. They add considerably to the breadth and depth of our work and we would like to take this opportunity to thank them for their contributions. In return we provide induction training and mentoring for all our volunteers combined with a wide range of volunteering opportunities.

In 2018-19 we have achieved all our contracted targets. These targets are subject to close monitoring by our stakeholders over the year.

Over the year we listened to what people told us and we responded by

- Ensuring that Healthwatch Central West London had representatives who contributed to key working groups, programme boards, and project groups that have been designing new ways of delivering health and social care services, which aim to improve the access and quality of patient and service user experience across the three Boroughs, for example the Integrated Care System programmes;
- Working in partnership with the Clinical Commissioning Group (CCGs) and the local authorities in the three Boroughs to help shape patient and public engagement strategies;
- Raising the awareness on how people can make complaints on health and social care services;
- Providing access to information, through our sign posting service, to enable people to make informed choices when seeking services;
- Providing varied and diverse communication channels to aid public participation and engagement;
- Monitoring services by undertaking the "Enter & View" visits and making Dignity Champion assessments of publicly funded health and social care provision. Dignity Champions are volunteers trained to deliver the statutory Enter & View powers;



- Raising awareness through project work in specific areas within health and social care. During the year we reviewed digital technology in accessing health care, urgent care, personalisation and care home services. Across these areas, we have made a number of recommendations aimed at improving patient and service user experiences along with methods of monitoring service improvements.
- Substantial reports were also produced on Young people and Digital Health Tools, and Urgent Care for Young Families; and
- There has been increasing challenge in ensuring NHS decision making remains local. To this end HWCWL have worked closely with the local authority scrutiny committees to support transparent decision making. We have challenged the North West London Clinical Commissioning Group Collaboration to demonstrate patient involvement in decision making and in January 2018 secured two seats for Healthwatch on shadow board of the NWL Joint Committee of NHS Clinical Commissioning Groups. This is now known as the NW London NHS CCG Collaboration Board.

## **Report of the Trustees for the year ended 31 March 2019**

### **FINANCIAL REVIEW**

The results for the year ended 31 March 2019 are set out in the Statement of Financial Activities on page 13. The assets and liabilities of the charity as at 31 March 2019 are given in the Balance Sheet on page 14.

The financial statements should be read in conjunction with their related notes which appear on pages 15 to 22.

### **Principal Funding Sources**

The main sources of funding for the Charity are the contracts with the Royal Borough of Kensington & Chelsea, the London Borough of Hammersmith & Fulham and the City of Westminster who commission Healthwatch Central West London to provide services across the locality. In 2018-19 the total contract sum was £452,455 (2017-18: £461,400). In addition, the Charity provided further services to other funders in the health and social care sector and income from this source in 2018-19 was £119,666 (2017-18: £25,000).

### **Reserves**

The Charity has reserves of £375,040 at 31 March 2019 (31 March 2018: £283,436) of which unrestricted reserves were £298,177 (31 March 2018: £282,081). Restricted reserves were £76,863 (31 March 2018: £1,355). These reserves are expected to be utilised in support of the contracts to which they relate.

The Board keeps the level of reserves under regular review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserve policy, the focus of which is to ensure that the Charity could meet all its commitments in the event that the core contracts from the local authorities were cancelled and the Charity was to be wound up. The Trustees have estimated that this would be £100,000. The remaining reserves have been designated, as per the Reserves Policy, to support the development of Healthwatch activities across the commissioning Boroughs. This includes a focus on our offer to support the voice of young people up to 25 years and sustaining the Charity through the likely re tendering of Healthwatch contracts for our local authority boroughs with the associated risks of re tendering.

### **PLANNING FOR FUTURE YEARS**

Having been re-awarded the Healthwatch contract in 2015-16 we have built upon the successes to date and continue to focus on our core priorities of signposting, capturing the views and experiences of service users and patients, and feeding back to our local communities, service providers and commissioners.

During 2018-19 we invested in operational systems, procedures and staff to support as an independent organisation and provide the framework for future programmes. The Board has agreed a plan reflecting the priorities of our members, funders and various stakeholders. We also have monitoring procedures in place, so that the Board has greater clarity over our delivery activities.

We recognise the financial pressures that the commissioners of our services face and will work closely with them to address their requirements and maximise efficiency whilst continuing to provide the high-quality services that we have become recognised for.

As a newly independent charity we need to be prudent with our reserves, particularly given how vulnerable Healthwatch is to local authority funding.

Planning for the future, the Board has been considering diversifying our funding sources and the investment of the reserves to support the capacity of the charity and to support growth that responds to gaps in provision for example the investment in a youth worker role to enable greater engagement with the 16-25 age range.

We recognise our reliance on the core contracts with the three boroughs and the importance of protecting those relationships and income streams. Retention of these contracts remains a key part of our strategy for 2019-20 onwards. We are also working on developing our business plan to identify new work streams that will generate additional income where possible. Whilst we would not expect these new sources of income to replace the statutory responsibility contained within the Healthwatch core contracts, these activities have the potential to complement the work of the main contracts whilst supporting the ongoing viability of the Charity.

## **Report of the Trustees for the year ended 31 March 2019**

### **PRINCIPAL RISKS AND UNCERTAINTIES**

The Charity's income is largely dependent upon the funding from the three boroughs which is subject to the national commissioning of Healthwatch (as underpinned by the Health and Social Care Act 2012) and thus the local commissioning award to Healthwatch Central West London.

During 2017-18 we managed our transition to independence. The core contracts were re issued to the new charity on the 1<sup>st</sup> April 2018 and our first Business Plan for the independent organisation set our direction for the year. In 2018-19 the funding remained the same while we concentrated on delivering the work plan and engaging in other projects.

The Charity will continue to ensure maximum participation through the local membership and balance this with the expectations of funders.

### **Restrictions on Distribution**

The Memorandum of Association prohibits the distribution of income and property of the Charity to the members. Upon dissolution or winding up of the Charity the assets shall be given or transferred to some similar institution or institutions having objects similar to the Charity as agreed by the Trustees.

### **Tax Status**

Healthwatch Central West London is a registered charity and is therefore potentially exempt from taxation of its income and gains as it falls within the definition of a Charity as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen in the year.

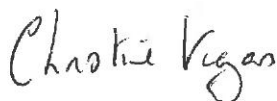
### **Small Company Provisions**

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

### **Independent Examiners**

A&B Chartered Certified Accountant.

Approved by the Board of Management on 22<sup>nd</sup> January 2020.



Christine Vigars  
Chair/Trustee

### **Independent examiner's report to the trustees of Healthwatch Central West London (HWCWL) Charitable Company**

I report on the accounts of the company charity for the year ended 31 March 2019, which are set out on pages 13 to 22.

#### **Respective responsibilities of trustees and examiner**

The trustees, who are also the directors of the company for the purposes of company law, are responsible for the preparation of the accounts. 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. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ACCA.

Having satisfied myself that the company charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under s. 144 of the 2011 Act;
- follow the procedures laid down in the Directions given by the Charity Commission under s. 152(5) of the 2011 Act; and
- to state whether particular matters have come to my attention.

#### **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 company 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 consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

#### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with s. 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of s. 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: .....

Date: 22<sup>th</sup> January 2020

A. Altaye FCCA, MSc.

Relevant Professional Body: ACCA

Address: 1 Orchard Close, Essex, RM15 6HS

## HEALTHWATCH CENTRAL WEST LONDON

### Statement of financial activities for the year ended 31 March 2019 (including an Income and Expenditure Account)

	Note	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
<b>Income and endowments from:</b>					
Charitable activities	2	452,455	119,666	572,121	486,400
<b>Total</b>		<b>452,455</b>	<b>119,666</b>	<b>572,121</b>	<b>486,400</b>
<b>Expenditure on:</b>					
Charitable activities	3	436,359	44,158	480,517	481,902
<b>Total</b>		<b>436,359</b>	<b>44,158</b>	<b>480,517</b>	<b>481,902</b>
<b>Net income / (expenditure)</b>		<b>16,096</b>	<b>75,508</b>	<b>91,604</b>	<b>4,498</b>
<b>Net movement in funds</b>		<b>16,096</b>	<b>75,508</b>	<b>91,604</b>	<b>4,498</b>
<b>Reconciliation of funds</b>					
Balances brought forward		282,081	1,355	283,436	278,938
<b>Balances carried forward</b>		<b>298,177</b>	<b>76,863</b>	<b>375,040</b>	<b>283,436</b>

All amounts relate to continuing activities of Healthwatch Central West London.

Healthwatch Central West London has no recognised gains or losses other than those dealt with above.

The notes on pages 16 to 22 form part of these financial statements.

## HEALTHWATCH CENTRAL WEST LONDON

### Balance sheet as at 31 March 2019

	Notes	2019 £	2018 £
<b>Current assets</b>			
Debtors & Prepayment	6	106,897	108,172
Inter Company Account – Hestia		19,992	194,974
Cash at bank		300,397	-
		<b>427,286</b>	<b>303,146</b>
<b>Creditors: amounts falling due within one year</b>	7	<b>52,246</b>	<b>19,710</b>
<b>Net current assets</b>		<b>375,040</b>	<b>283,436</b>
<b>Net assets</b>		<b>375,040</b>	<b>283,436</b>
<b>Represented by:</b>			
<b>Unrestricted funds:</b>			
Designated reserves	8	298,177	282,081
Restricted funds	9	76,863	1,355
<b>Total funds</b>		<b>375,040</b>	<b>283,436</b>

These financial statements have been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

The financial statements were approved by the Board of Trustees and authorised for issue on 22<sup>nd</sup> January 2020 and signed on its behalf by:



Christine Vigars  
Chair of the Board of Trustees

Company Number: 08548208

The notes on pages 16 to 22 form part of these financial statements.



## HEALTHWATCH CENTRAL WEST LONDON

### Statement of cash flows for the year ended 31 March 2019

	Notes	2019 £	2018 £
<b>Cash flows from operating activities:</b>			
Cash flows provided by / (used in) operating activities	(a)	300,397	-
<b>Change in cash and cash equivalents in the reporting period</b>		-	-
Cash and cash equivalents at 1 April 2018		-	-
Cash and cash equivalents at 31 March 2019		300,397	-
(a) Reconciliation of net income /(expenditure) to net cash flow from operating activities:			
Net income for the year		91,604	4,498
(Increase)/Decrease in debtors		176,257	(6,583)
Increase / (Decrease) in creditors		(4,797)	2,085
Deferred Grant		37,333	
		300,397	-

The notes on pages 16 to 22 form part of these financial statements.

## Notes to the financial statements for the year ended 31 March 2019

### 1. Accounting policies

#### (a) Basis of preparation and assessment of going concern

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these financial statements. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Healthwatch Central West London constitutes a public benefit entity as defined by FRS 102.

The Trustees consider that there are no material uncertainties about Healthwatch Central West London's ability to continue as a going concern.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

#### (b) Income

Contract income is credited to the Statement of Financial Activities when invoiced unless it relates to a specified future year, in which case, it is deferred.

#### (c) Expenditure

Expenditure is recognised in the year in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Expenditure is allocated to particular activities where costs relate directly to that activity.

Costs classified as "support" represent those costs associated with the governance and administration arrangements of the Charity which relate to the general running of the Charity. Such costs include office running costs, costs recharged for HR, finance, I.T. and facilities' services provided by Hestia as well as external audit fees, legal costs, related Trustee costs and costs associated with compliance with statutory requirements.

#### (d) Unrestricted funds

Unrestricted funds are donations and other income received or generated for the charitable purposes.

#### (e) Restricted funds

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is charged to the funds.

#### (g) Leasing

Rentals payable under operating leases are taken to the Statement of Financial Activities on a straight-line basis over the lease term.

**Notes to the financial statements for the year ended 31 March 2019**

**2. Income from charitable activities**

	Unrestricted	Restricted	2019 Total	2018 Total
	£	£	£	£
Three Borough Healthwatch	452,455	-	452,455	461,400
Dignity Champions	-	15,000	15,000	15,000
West London Patient Participation Group	-	74,666	74,666	-
Westminster Patient Participation Group	-	30,000	30,000	-
Half Penny Steps	-	-	-	10,000
<b>Total</b>	<b>452,455</b>	<b>119,666</b>	<b>572,121</b>	<b>486,400</b>

In 2019, £452,455 of income from charitable activities was attributed to unrestricted funds and £119,666 to restricted funds. The West London Patient Participation Group income (contract) runs from December 2017 through December 2019.

**3 (a) Analysis of expenditure on charitable activities**

Programme of Activity	Activities undertaken directly	Support Costs	2019 Total	2018 Total
	£	£	£	£
Three Borough Healthwatch	358,560	77,799	436,359	417,930
Dignity Champions	9,880	2,588	12,468	28,436
Westminster Patient Participation Group	1,558	5,175	6,733	-
West London Patient Participation Group	15,297	9,660	24,957	14,893
Hammersmith & Fulham PPG	-	-	-	643
Primary Winter Care Project	-	-	-	10,000
Half Penny Steps	-	-	-	10,000
<b>Total</b>	<b>385,295</b>	<b>95,222</b>	<b>480,517</b>	<b>481,902</b>

Expenditure on charitable activities was £480,517 (2017-18: £481,902) of which £436,359 (2017-18: £417,930) was unrestricted and £44,158 (2017-18: £64,087) was restricted.

Notes to the financial statements for the year ended 31 March 2019

3 (b) Analysis of support costs

Support Costs	Tri-Borough Health Watch	Dignity Champions	PPG Westminster PPG	West London Patient Participation Group	Total
	£	£	£	£	£
Governance	34,568	1,126	2,683	6,606	44,983
Finance	10,896	436	1,200	700	13,232
Facilities Management	2,143	300	600	700	3,743
Human Resources	8,543	400	392	1,000	10,335
Information Technology	21,649	326	300	654	22,929
<b>Total</b>	<b>77,799</b>	<b>2,588</b>	<b>5,175</b>	<b>9,660</b>	<b>95,222</b>

**Basis of allocation**

Support costs have been allocated on the basis of grant income.

4. Net income for the year

	2019 Total £	2018 Total £
Net income for the year is stated after charging:		
Operating lease rentals	32,393	29,929
Accounting services	4,748	5,880

**Notes to the financial statements for the year ended 31 March 2019**

**5. Staff and Trustees**

The Charity employs 9.3 Full Time Equivalent staff directly. Total staff costs of Healthwatch Central West London were £360,960 and broken down as follows:

	2019 £	2018 £
<b>Staff Costs:</b>		
Wages and salaries	321,207	266,758
Social security costs	29,749	26,260
Pension costs	10,004	4,750
	<u>360,960</u>	<u>297,768</u>

Wages and salaries include £0 in relation to agency staff (2017-18: £888).

No employee received total emoluments in excess of £65,000 during the year.

No Trustee received any remuneration for services during the year. No Trustees claimed expenses during the year. No Trustee had any beneficial interest in any contract with either Healthwatch Central West London or Hestia Housing and Support.

Indemnity insurance was arranged on behalf of the Trustees of Healthwatch Central West London for the 12 months commencing 1 April 2018.

The key management personnel of the Charity comprise the Trustees and the Director. The total employee benefits of the key management personnel were £69,261 (2018: £65,000).

**6. Debtors**

	2019 £	2018 £
Grants receivable	34,000	98,223
Debtors and Prepayment	72,897	9,949
Inter Company-Hestia	19,992	194,974
	<u>126,889</u>	<u>303,146</u>

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

	2019 £	2018 £
Creditors amounts falling due within one year	52,245	19,710
	<u>52,245</u>	<u>19,710</u>

**Notes to the financial statements for the year ended 31 March 2019**

**8. Unrestricted funds**

	1 April 2018	Income	Expenditure	31 March 2019
	£	£	£	£
<b>Designated Funds</b>				
Kensington & Chelsea – Healthwatch	129,509	155,455	158,881	126,083
Hammersmith & Fulham – Healthwatch	83,272	140,000	127,941	95,331
Westminster – Healthwatch	69,300	157,000	149,537	76,763
	282,081	452,455	436,359	298,177

The funds under the core Healthwatch contracts are designated by the Board to meet the costs of future Healthwatch service development across the three Boroughs, to allow for additional transition costs to independence and to create a reserve to cover future trading risk and any costs of winding up if the current contract is cancelled or not renewed for the next cycle.

**9. Restricted funds**

	1 April 2018	Income	Expenditure	31 March 2019
	£	£	£	£
Dignity Champions	1,355	15,000	12,468	3,887
Westminster Patient Participation Group	-	30,000	6,733	23,267
West London Patient Participation Group	-	74,666	24,957	49,709
	1,355	119,666	44,158	76,863

Restricted reserves comprise those funds used for specified purposes as laid down by the donor.

- The Dignity Champions project is funded by the Royal Borough of Kensington and Chelsea where publicly funded health and care settings are assessed across a number of measures, including dignity, quality of care, interaction with staff, participation in care planning and patient safety. The champions make recommendations for improvements covering safety, communication, nutrition and the built environment. Recommendations from these reports are submitted to the RBKC Health & Social Care Scrutiny Committee and the Bi Borough Safeguarding Board
- The Patient Participation Group was funded by NHS West London Clinical Commissioning Group to support local GP practices in Kensington & Chelsea, Queens Park and Paddington, to develop and sustain Patient Participation Groups. The West London PPG contract runs from December 2017 to December 2019. The expenditures reflect costs in this fiscal year.
- The Westminster Patient Participation Group was funded by Central London Healthcare Charitable Funds and Central London Clinical Commissioning Group to develop patient participation. Project spend reflects commitments over one fiscal year only.

**Notes to the financial statements for the year ended 31 March 2019**

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

	<b>Net Current Assets £</b>	<b>Total Funds £</b>
Unrestricted funds	298,177	298,177
Restricted funds	76,863	76,863
	<u>375,040</u>	<u>375,040</u>

**11. Operating Lease Commitments**

The amounts payable by Healthwatch Central West London in respect of operating leases are shown below:

	<b>Operating Lease</b>		<b>Other</b>	
	<b>2019 £</b>	<b>2018 £</b>	<b>2019 £</b>	<b>2018 £</b>
Amounts due;				
In less than one year	32,393	24,822	-	1,855
Between one and five years	-	-	-	-
In more than five years	-	-	-	-
Total	<u>32,393</u>	<u>24,822</u>	<u>-</u>	<u>1,855</u>

**12. Capital commitments and capital grants**

There were no capital commitments outstanding at the year end, nor any capital grants receivable.

**13. Related party transactions**

At 31 March 2019, the amount due by Hestia to Healthwatch Central West London was £19,992 (31 March 2018; £194,974) for corporate services provided under service level agreements.