(Limited by Guarantee)

COMPANY NO.:8786829

CHARITY NO.:1158809

REPORT AND ACCOUNTS

for the year ended 30 June 2023

MARGARET TROTTER FCCA

205 WELL STREET LONDON E9 6QU

Status:

Company Limited by Guarantee No.8786829

Charity registration No.1158809

The Company's governing document is its Memorandum and Articles of Association dated 22 November 2013, as amended by

resolution registered on 27 June 2014.

Registered Office:

80 Redmans Road

London El 3AG

Trustee Directors

Committee:

Mrs Karen Bollan. (resigned 31 August 2022)

Professor Tim Oliver Mr Randal Smith Stephanie Dowker

Fathimathuz Rofe (resigned 31 August 2022) Ashton McGregor (appointed 31 August 2022)

Nurun Nessa. (appointed 16 February 2023 resigned 23 February 2023)

Manager and

Company Secretary: Dianne Barham

Independent

Examiner:

Margaret Trotter FCCA

205 Well Street London E9 6QU

Bankers:

CAF

25 Kings Hill Avenue Kings Hill, West Maling

Kent ME19 4JQ

HEALTHWATCH TOWER HAMLETS

Financial Statements for the Year Ended 30 June 2023

Contents	Pages
Reference and Administrative Details	2
Report of the Board of Trustees	3-9
Independent Examiner's Report	10
Statement of Financial Activities	11
Balance Sheet	12
Notes to the Accounts	13-16

Report of the Board of Trustees for the year ended 30 June 2023

The Trustees present their report and the financial statements for the year to 30 June 2023.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Healthwatch Tower Hamlets ("The Charity") is a registered charity and was incorporated on 22 November 2013 as a company limited by guarantee. Its governing document is its Memorandum and Articles of Association that were amended by special resolution registered on 27 June 2014. The Charity was registered by the Charity Commission on 7 October 2014.

Recruitment and Appointment of the Board of Management

The management of the Charity is undertaken by a Board of Trustees that were first appointed following external recruitment in 2013 and elections in 2014. The Chair of Charity during the year was Mr Randal Smith. All Trustees live or work in the London Borough of Tower Hamlets and bring a range of skills and experience to the Board.

Trustee Induction and Training

Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern the Charity. Potential Trustees attend meetings as observers and advisors and newly appointed Trustees receive induction information which contains information about the Charity, its structure and operations, board structure, Trustee duties, responsibilities and key policies. Trustees are encouraged to participate in activities to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

Trustee Directors who served during the year and changes up to the accounts signing date were

Karen Bollan (resigned 31 August 2022)
Tim Oliver
Randal Smith
Stephanie Dowker
Fathimathuz Rofe (resigned 31 August 2022)
Nurun Nessa (appointed 16 February 2023 resigned 23 February 2023)
Ashton McGregor (appointed 31 August 2022)

Public Benefit

The Trustees 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. The Trustees are satisfied that the Charity continues to deliver very tangible public benefit through its activities.

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.

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) and adopting the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective I January 2019).

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 period. 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;-
- 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 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 information and to establish that the 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

Our mission is to put the voice of patients, carers, users and the local community at the centre of service planning, design and delivery. We give residents a stake in the local health and social care landscape to improve health and well-being. We support residents to navigate health and social care services and understand their journey.

Our charitable objects are:

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care service;
- (b) making the views and experience of members of general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery 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, reviewing, scrutinizing and monitoring local health and care services.

The Charity acts as the local independent champion for the public, aiming to promote better outcomes in health and social care for all by improving services as they operate today, or shaping how they will look in the future. The Charity also seeks to advance the education of the public in health and social care issues.

At an Extraordinary General Meeting on 31 August 2022 the Board agreed:

- to dissolve Healthwatch Tower Hamlets Ltd and establish a Charitable Incorporated Organisation (CIO) Local Voice in Your Community - to be known as Local Voice.
- to transfer the net assets of registered charity Healthwatch Tower Hamlets (Charity Number 1158809 - Company Number 0878682) to Local Voice in Your Community CIO from the date that our application is approved by the Charity Commissioners and dissolve Healthwatch Tower Hamlets Ltd

This change is required as Healthwatch Tower Hamlets Ltd is no longer the contract provider for Healthwatch Tower Hamlets and has expanded its remit to cover a wider geographical area including Healthwatch Waltham Forest, North East London Integrated Care Board (NEL ICB) and the wider health and care sector across England.

ACHIEVEMENTS AND PERFORMANCE

Healthwatch Tower Hamlets (trading as Local Voice) gathered 33,886 comments from local people across NEL and identified 104,901 issues about people's experience of health and social care services.

We continued to develop the NEL ICB Community Insights System with our Local Healthwatch partners, allowing us to produce and circulate over 56 regular quarterly reports and summary dashboards at NEL and Place Based Partnership level and 24 bespoke reports on particular services. You can find all our reports on the NEL ICB website https://www.northeastlondonhcp.nhs.uk/insight/healthwatch-and-community-insights/

Our insights on:

- equity and equality of maternity services led to work to establish a 24/7 maternity helpline, clearer service information and signposting to support such as children's centres and baby banks, training for staff on trauma and cultural understanding to better support different communities.
- <u>demand for same day appointments</u> by different patient cohorts is supporting improvements in primary care access and outcomes.
- <u>inequalities</u> allowed the ICB to focus on customising communications to meet the needs of particular ethnic and disability groups, leading to better rates of uptake of immunisation and screening programmes.

Our work in NEL ICB has been recognised as Best Practice and has won national awards.

Case Studies

- Parliamentary evidence report Best practice in working with ICB.
- NHS England Integrated Care Using Community Insights to improve care
- Healthwatch England winner of the Healthwatch working with your ICS. category in 2021

We have secured investment from the ICB for 2023/24 to provide an enhanced insight offer and continue to provide bespoke reporting.

Healthwatch Waltham Forest published 44 reports covering patient experience and the improvements people would like to see to health and social care services. 3,564 people shared their experiences of health and social care services with us with over 15,000 separate insights, helping to

raise awareness of issues and improve care. 259 people came to us for clear advice and information. The most common topics were dental access and mental health.

We interviewed 22 Care Homes about new GP services for their residents. Feedback was very positive with resident wellbeing improving. Issues concerned access to dentistry, mental health and continence services.

We gathered feedback from over 1,000 people on their experience of accessing GPs. Insights suggest that different access systems for the generally well and for people with long-term conditions and the vulnerable may improve experience.

We worked with our neighbouring Healthwatch to look at urgent care and ambulance services. We found that to tackle A&E and urgent care services we need to tackle access to GP services. We are working with Waltham Forest GPs to develop solutions..

You can find all our reports on the Healthwatch Waltham Forest website Healthwatch Waltham Forest Reports

FINANCIAL REVIEW

The results for the year ended 30 June 2023 are set out in the Statement of Financial Activities on page 10. The assets and liabilities of the Charity as at 30 June 2023 are given in the Balance Sheet on page 11. The financial statements should be read in conjunction with their related notes which appear on pages 12 to 15.

Principal Funding Sources

Total income for the year was £304,087 (2022: 223,680)
The main source of funding for the Charity during the year was a contract with London Borough of Waltham Forest who commission Healthwatch services across the Borough. The 3 year contract commenced on 1 May 2022 the sum received was £102,382. The Charity also raised grants of £189,327 from NHS North East London CCG and other public heath grants and £12,000 for other services. Expenditure in the year was £202,481 (2022: £205,378). The result was a surplus of £101,606, comprising an unrestricted surplus of £53,621 (2022: £3,037) and restricted funds to carry forward of £47,985 (2022: £15,265) to continue projects that carried over the year end.

Reserves

The Charity has reserves of £236,261(2022: £134,655) at 30 June 2023, classified as £63,250 restricted and £173,011 unrestricted. The Board keeps the level of reserves under regular review to ensure that they are 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 contract from the local authorities was cancelled. The Trustees have considered the current and future activities of the charity and the known levels of income and expenditure and are satisfied that the charity is a going concern.

PLANNING FOR FUTURE PERIODS

The Charity works closely with the London Borough of Waltham Forest to ensure that the services delivered meet the key outcomes and performance indicators of the contract and that we continue to maximise impact in the community. Through our work for NHS North East London we work across 7 boroughs. Annually, the Board agrees a work plan to be delivered to meet those contract objectives and this is monitored throughout the period.

We recognise the reliance the Charity has on the contract with the London Borough of Waltham Forest and the importance of ensuring that a Healthwatch contract continues. Our Strategic Plan includes an income generation strategy to diversify our income to broader service and geographical areas this includes taking a lead delivery role in the North East London ICB Community Insights project.

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income is dependent upon funding which is subject to national commissioning (of Healthwatch). The Charity successfully tendered for the Healthwatch Waltham Forest contract that commenced in May 2022. We have begun to broaden our service provision to a wider range of NHS and Local Authority providers from across the North East London area.

Our aim is to deliver effective Healthwatch and community insight services which are valued locally and recognised nationally. This will mean expanding our provision to a broader range of organisations and other parts of London and nationally. Promotion of the good work we do will be critical as we seek to put the charity at the front of the drive for improvements in health and social care services.

All staff have been working at home effectively and face to face engagement is undertaken by an outreach team. We continue to also use phone, online communications and digital engagement with residents and all stakeholders.

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.

Tax Status and Small Company Provisions

Healthwatch Tower Hamlets 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 period. This report has been prepared in accordance with the special provisions for small companies and comply with the Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102

Approved by the Board of Management on 15 March 2024.

Company Secretary

Dianne Barham

Independent Examiner's Report to the Trustees of Healthwatch Tower Hamlets Ltd Trading As Local Voice

I report on the financial statements of the charity for the period ended 30 June 2023. This report is made solely to the Trustees, as a body, in accordance with Section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the Trustees, those matters I am required to state to them and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Trustees as a body, for my work or for this report.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of financial statements. The trustees consider that an audit is not required for this year under Section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

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

- -examine the financial statements under Section 145 of the 2011 Act;
- -to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5) of the 2011 Act; and
- -to state where particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeking explanations from you as Trustee Directors 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 financial statements present a 'true and fair view' and 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 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 the Company as required by section 386 of the 2006 Act; or
- the accounts do not accord with those records; or
- 3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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

Signed

MARGARET TROTTER FCCA

205 WELL STREET

LONDON E9 6QU

Dated 15 MARCH 2024

Statement of Financial Activities Income and Expenditure Account for the year ended 30 June 2023

	<u>Note</u>	Restricted <u>Funds</u>	Unrestricted <u>Funds</u>	Total Funds 2023	Restricted <u>Funds</u>	Unrestricted Funds	Total Funds 2022
		£	£	£	£	£	£
Incoming resources							
Investment income			377	377			
Incoming resources from donations and charitable activities	2	189,327	114,383	303,710	60,080	163,600	223,680
Total incoming resources		189,327	114,760	304,087	60,080	163,600	223,680
Resources expended Costs of generating funds							
Cost of generating voluntary income	3	-	8,380	8,380		12,390	12,390
Charitable activities	4 _	140,220	53,881	194,101	44,815	148,174	192,989
Total resources expended	-	140,220	62,261	202,481	44,815	160,564	205,379
Net incoming/outgoing resources before transfers between funds		49,107	52,499	101,606	15,265	3,037	18,302
Transfers between funds		(1,122)	1,122	-			-
Net income/(expenditure) for the year	* -	47,985	53,621	101,606	15,265	3,037	18,302
Reconciliation of funds	11						
Total funds brought forward	(S-2)	15,265	119,390	134,655		116,353	116,353
Total funds carried forward		63,250	173,011	236,261	15,265	119,390	134,655

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above Movements in funds are disclosed in Note 11 to the financial statements.

Company no. 8786829

Balance sheet

30 June 2023

	Note	<u>2023</u>		<u>2</u>	022
		£	£	£	£
Fixed assets					
Tangible assets	7		_		_
Total fixed assets			-		-
Current assets					
Debtors	8	-		-	
Cash at bank and in hand	_	239,656		144,277	
Total current assets		239,656		144,277	
Creditors: amounts falling due					
within one year	9	(3,395)		(9,622)	
•	-	(-))		(3,022)	
Net current assets/(liabilities)			236,261		134,655
Total assets less current liabilities			236,261		134,655
					13 1,032
Net assets	10		236,261		134,655
The funds of the charity:					
Restricted funds			63,250	15,265	
Unrestricted funds:			,	,	
General fund		173,011		119,390	
Total unrestricted funds			173,011		134,655
Total charity funds	11		236,261		134,655

^{*}For the year ending 30 June 2023 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to smaller companies.

Approved by the board on And signed on their behalf by Director Name Signature ASHTON MCGREGOR A MChryw

^{*}The members have not requireed the company to obtain an audit in accordance with section 476 of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

^{*}The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

^{*}The accounts have been prepared in accordance with the micro-entity provisions and delivered in accordance with the provisions applicable to companies subject to the small companies regime

Notes to the accounts for the year ended 30 June 2023

1 Accounting policies

The company constitutes a public benefit entity as defined by FRS102 The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with the Companies Act 2006, the Financial Reporting Standard applicable in the UK and the Republic of Ireland (effective I January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102.

(ii) Fund accounting

Unrestricted funds are available for use at the discrection of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable. Income is defered where entitlement has not yet been completed.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- The main funding is a Heathwatch Grant and the company continues to be a going concern and is not wholly reliant on that grant.

(iv) Resources expended

Expenditure is accounted on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(v) Pension costs

Payments under defined contribution pension schemes are accounted for as they fall due.

Notes to the accounts for the year ended 30 June 2023

(vi) Fixed assets

Total

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

Office Furniture and Equipment

25%

151,278

135,009

2	Incoming resources from charitable activities	Restricted Funds	Unrestricted Funds	Total Funds 2023	Total Funds 2022
		£	£	£	£
	Grants and Donations London Borough of Walthan Forest Healthwatch Charitable activities TH CVS and other service grants	189,327	102,383 12,000	102,383 189,327 12,000	134,787 83,893 5,000
	Total	189,327	114,383	303,710	223,680
3	Cost of generating voluntary income	_			
	Salaries & Wages		8,380	8,380	12,390
	Total	-	8,380	8,380	12,390
4	Charitable activities Salaries and wages Events Marketing Outreach Office expenses, books & publications Community Intelligence professional + consultancy Financial management Training Governance	90,767 1,545 1,081 1,154 7,653 36,015 1,584 421	52,131 1,750	142,898 1,545 1,081 1,154 7,653 36,015 1,584 421 1,750	122,620 888 3,668 9,584 52,780 1,543 - 1,906
	Total =	140,220	53,881	194,101	192,989
5	Staff costs and numbers			<u>2023</u> €	<u>2022</u> £
	Staff costs were as follows:			100H	**
	Salaries and wages Social Security costs Pension costs			143,222 5,288 2,768	123,901 8,548 2,560

Notes to the accounts for the year ended 30 June 2023

No employee received emoluments of more than £60,000

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	<u>2023</u> No.	2022 No.	
Advice & guidance	3.00	2.00	
Administration & management	2.00	2.00	
Total	5.00	4.00	

6 Trustee and Key Management remuneration and expenses

The Chief Executive Dianne Barham received a salary of £33,518 for the year (2021: £58,135) No trustees received any remuneration for the year

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year

7 Tangible fixed assets

8

Trade debtors Other debtors

Total

	Office		
	equipment		<u>Total</u>
	£	£	£
Cost			
At 1 July 2022	6,322	12	6,322
Disposals	#	-	
Additions			
At 30 June 2023	6,322		6,322
Accumulated depreciation			
At 1 July 2022	6,322	-	6,322
Charge for the year	-	·	=
Disposals	<u>=</u>	-	<u> </u>
At 30 June 2023	6,322	<u>-</u>	6,322
Net book value			
At 30 June 2023		<u></u>	
	-		,, , , , , , , , , , , , , , , , , , ,
At 30 June 2022		· <u>-</u>	-
Debtors			

2023

2022

Notes to the accounts for the year ended 30 June 2023

9	Creditors:	amounts	falling	due within	one year	
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9	Creditors: amounts faming due wit	uin one year			2023 £	2022 £
	Expense creditors Accruals				95 3,300	4,456 5,166
	Total				3,395	9,622
10	Analysis of net assets between fund	s		General <u>Funds</u> £	Restricted <u>Funds</u> £	Total <u>Funds</u> £
	Tangible fixed assets Current assets Current liabilities			176,406 (3,395)	63,250	239,656 (3,395)
	Net assets at 30 June 2023			173,011	63,250	236,261
11	Movements in funds					
	Restricted funds:	At 1 July <u>2022</u> £	Incoming resources £	Outgoing resources	Transfers between funds £	At 30 June <u>2023</u>
		15,265	189,327	(140,220)	(1,122)	63,250
	Total restricted funds	15,265	189,327	(140,220)	(1,122)	63,250
	Unrestricted funds: General fund	119,390	114,760	(62,261)	1,122	173,011
	Total unrestricted funds	119,390	114,760	(62,261)	1,122	173,011
	Total funds	134,655	304,087	(202,481)		236,261