

HEALTHWATCH TOWER HAMLETS

(Limited by Guarantee)

COMPANY NO.:8786829

CHARITY NO.:1158809

REPORT AND ACCOUNTS

for the year ended
30 June 2021

MARGARET TROTTER FCCA

205 WELL STREET
LONDON E9 6QU

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HEALTHWATCH TOWER HAMLETS

Financial Statements for the Year Ended 30 June 2021

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HEALTHWATCH TOWER HAMLETS

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: Mile End Hospital
Bancroft Road, LONDON E1 4DG

Management Committee: Ms Myra Garrett
Mrs Karen Bollan
Mr David Kevin Burbidge (resigned 28 December 2020)
Professor Tim Oliver
Mr Randal Smith
Mr Iain MacLeod (resigned 16 December 2021)
Stephanie Dowker
Fathimathuz Rofe
Ms Kate Melvin (resigned 2 February 2022)

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

Report of the Board of Trustees for the year ended 30 June 2021

The Trustees present their report and the financial statements for the year to 30 June 2021.

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 Co Chairs of Charity during the year were Mr David Burbidge and 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 structures, Trustee duties and 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.

Changes in Trustees

Trustees resignations were Ms Kate Melvin 2 February 2022, Iain MacLeod 16 December 2021, David Burbidge 28 December 2020.

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.

HEALTHWATCH TOWER HAMLETS

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 1 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

HEALTHWATCH TOWER HAMLETS

dissemination of financial statements may differ from legislation in other jurisdictions.

OBJECTIVES AND ACTIVITIES

Our mission is to put the voice of Tower Hamlets 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 the health and well-being of the borough. 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 within the geographical boundaries of Tower Hamlets 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 consumer champion for the public, aiming to promote better outcomes in health and social care for all in the London Borough of Tower Hamlets 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.

We aim to reach out to everyone in the community by:

- Operating as a free membership based charity open to everyone who lives, or uses health and social care services in Tower Hamlets;
- 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;
- Undertaking research, reporting 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.

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ACHIEVEMENTS AND PERFORMANCE

Over 4,000 local people shared their experience of health and social care services. We used these to inform our 20 reports; making 128 recommendations for service improvement across public, primary, social and hospital care. 103 volunteers helped us to carry out our work. In total, they contributed 483 hours.

We led a Covid community insights project with our eight neighbouring Healthwatch for the North East London Integrated Care System. This has gathered nearly 60,000 issues and is seen as a national model of innovation.

Covid made our work on improving access to care even more important. As GPs moved to remote working and increased digital appointments, we looked at the impact on different groups within our communities.

Our insights helped GPs and hospitals adapt their systems quickly and helped them to train their staff to identify and address likely inequalities as they arose.

Our work into what makes a healthy community increased understanding of the factors impacting on inequalities locally.

Professor Sir Michael Marmot led our webinar on inequalities and Covid. We presented evidence to the Tower Hamlets local Inequalities Commission supporting their recommendations.

Our recommendations informed the new Borough Health and Wellbeing Strategy.

FINANCIAL REVIEW

The results for the period ended 30 June 2021 are set out in the Statement of Financial Activities on page 10. The assets and liabilities of the Charity as at 30 June 2021 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

The main source of funding for the Charity is the contract with London Borough of Tower Hamlets who commission Healthwatch Tower Hamlets to provide services across the Borough. In the year ended 30 June 2021 the contract sum was £179,716 (2020: £179,716). The income was used to meet the running costs of the Charity and to undertake activities in furtherance of its objectives. The Charity also raised £45,550 of additional income contracting with NHS North East London Commissioning Alliance, CCG and Public Health. Expenditure in the year was £223,406 (2020: £185,800) resulting in an unrestricted surplus of £1,860 (2020: £86). The Charity obtained Trusted Charity Mark status.

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Reserves

The Charity has reserves of £116,353 (2020: £114,493) at 30 June 2021 all classified as unrestricted. 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 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 continues to work closely with the London Borough of Tower Hamlets to ensure that the services delivered meet the key outcomes and performance indicators of the contract and that we continue to maximise our impact in the community. 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 Tower Hamlets 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 CCG Covid Community Insights project.

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income is dependent upon funding which is subject to national commissioning (of Healthwatch) and the local commissioning award to Healthwatch Tower Hamlets. The contract ends on 31 March 2022. The Charity successfully tendered for the Healthwatch Waltham Forest contract that will commence in April 2022.

All staff have been working at home effectively during the pandemic. Although face to face engagement was cancelled we moved to phone, online communications and digital engagement with residents and all stakeholders.

Our aim is to deliver effective Healthwatch services which are valued locally and recognised nationally. Promotion of the good work we do will be critical as we seek to put Healthwatch Tower Hamlets at the front of the drive for improvements in health and social care services. We need to balance the strategic oversight with local operational activities to benefit the many interested parties across the Borough.

HEALTHWATCH TOWER HAMLETS

The HWTH Board and Team have considered how best to deliver the contracted work under COVID-19 restrictions and have developed alternate methods of delivery, in keeping with Healthwatch England guidance, that best allows achievement of contractual and work objectives for the borough of Tower Hamlets.

We need to continue to ensure maximum participation via local membership which will give us the credibility we need amongst local health and social care practitioners.

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

16 MARCH 2022



Trustee Director
Karen Bollan

Independent Examiner's Report to the Trustees of Healthwatch Tower Hamlets Ltd

I report on the financial statements of the charity for the period ended 30 June 2021.

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.

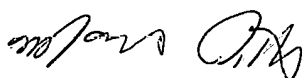
Independent examiner's statement

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
2. 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



Dated 17 March 2022

MARGARET TROTTER FCCA
205 WELL STREET
LONDON E9 6QU

HEALTHWATCH TOWER HAMLETS

Statement of Financial Activities Income and Expenditure Account for the year ended 30 June 2021

	<u>Note</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2021</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2020</u>
		£	£	£	£	£	£
Incoming resources							
Incoming resources from donations and charitable activities	2	-	225,266	225,266	1,170	184,716	185,886
<i>Total incoming resources</i>		-	225,266	225,266	1,170	184,716	185,886
Resources expended							
Costs of generating funds							
Cost of generating voluntary income	3	-	13,835	13,835		10,160	10,160
Charitable activities	4	-	209,571	209,571	24,413	151,227	175,640
<i>Total resources expended</i>		-	223,406	223,406	24,413	161,387	185,800
<i>Net incoming/outgoing resources before transfers between funds</i>		-	1,860	1,860	(23,243)	23,329	86
<i>Net income/(expenditure) for the year</i>		-	1,860	1,860	(23,243)	23,329	86
Reconciliation of funds							
Total funds brought forward	11	-	114,493	114,493	23,243	91,164	114,407
<i>Total funds carried forward</i>		-	116,353	116,353	-	114,493	114,493

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Company no. 8786829

Balance sheet

30 June 2021

	<u>Note</u>	<u>2021</u>	<u>2020</u>
		£	£
Fixed assets			
Tangible assets	7	-	1,851
Total fixed assets		-	1,851
Current assets			
Debtors	8	44,929	44,929
Cash at bank and in hand		120,519	73,892
Total current assets		165,448	118,821
Creditors: amounts falling due within one year	9	(49,095)	(6,179)
Net current assets/(liabilities)		116,353	112,642
Total assets less current liabilities		116,353	114,493
Net assets	10	116,353	114,493
The funds of the charity:			
Restricted funds		-	-
Unrestricted funds:			
General fund		116,353	114,493
Total unrestricted funds		116,353	114,493
Total charity funds	11	116,353	114,493

*For the year ending 30 June 2021 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to smaller companies.

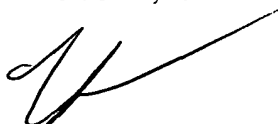
*The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*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

Approved by the board on
And signed on their behalf by
KAREN BOLLAN, Director

16 MARCH 2022



HEALTHWATCH TOWER HAMLETS

Notes to the accounts
for the year ended
30 June 2021

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 1 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 discretion 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.
- 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 from a Tower Hamlets 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 audit and 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.

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Notes to the accounts
for the year ended
30 June 2021

(v) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £500 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%

2 Incoming resources from charitable activities

	<u>Restricted Funds</u> £	<u>Unrestricted Funds</u> £	<u>Total Funds 2021</u> £	<u>Total Funds 2020</u> £
Donations				
London Borough of Tower Hamlets Healthwatch		179,716	179,716	179,716
Charitable activities		45,550	45,550	-
TH CVS			-	1,170
Other charitable income			-	5,000
Total	<u>-</u>	<u>225,266</u>	<u>225,266</u>	<u>185,886</u>

3 Cost of generating voluntary income

Salaries & Wages	<u>13,835</u>	<u>13,835</u>	<u>10,160</u>
Total	<u>-</u>	<u>13,835</u>	<u>10,160</u>

4 Charitable activities

Salaries and wages	123,521	123,521	123,729
Events		-	1,524
Marketing	427	427	-
Outreach	2,414	2,414	568
Rent and rates	6,971	6,971	6,971
Office expenses, books & publications	8,001	8,001	6,604
Community Intelligence professional + consultancy fees	61,633	61,633	25,913
Financial management	364	364	2,425
Depreciation	1,851	1,851	925
Training	2,560	2,560	607
Governance			
Communication	79	79	4,624
independent Examination	-	1,750	1,750
Total	<u>-</u>	<u>209,571</u>	<u>175,640</u>

5 Staff costs and numbers

	<u>2021</u> £	<u>2020</u> £
Staff costs were as follows:		
Salaries and wages	124,905	123,428

HEALTHWATCH TOWER HAMLETS

Notes to the accounts
for the year ended
30 June 2021

Social Security costs	9,710	7,931
Pension costs	<u>2,741</u>	<u>2,539</u>
Total	<u><u>137,356</u></u>	<u><u>133,898</u></u>

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>2021</u> No.	<u>2020</u> No.
Advice & guidance	1.50	2.00
Administration & management	1.50	1.50
Total	<u><u>3.00</u></u>	<u><u>3.50</u></u>

6 Trustee and Key Management remuneration and expenses

The Chief Executive Dianne Barham received a salary of £50,900 for the year (2019: £50,800)
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

	<u>Office equipment</u> £	£	<u>Total</u> £
<i>Cost</i>			
At 1 July 2020	6,322	-	6,322
Disposals	-	-	-
Additions	<u> </u>	<u> </u>	<u> </u>
At 30 June 2021	<u><u>6,322</u></u>	<u><u>-</u></u>	<u><u>6,322</u></u>
<i>Accumulated depreciation</i>			
At 1 July 2020	4,471	-	4,471
Charge for the year	1,851	-	1,851
Disposals	<u> </u>	<u> </u>	<u> </u>
At 30 June 2021	<u><u>6,322</u></u>	<u><u>-</u></u>	<u><u>6,322</u></u>
<i>Net book value</i>			
At 30 June 2021	<u><u>-</u></u>	<u><u>-</u></u>	<u><u>-</u></u>
At 30 June 2020	<u><u>1,851</u></u>	<u><u>-</u></u>	<u><u>1,851</u></u>

HEALTHWATCH TOWER HAMLETS

Notes to the accounts
for the year ended
30 June 2021

8 Debtors

	<u>2021</u> £	<u>2020</u> £
Trade debtors - LBTH Grant	44,929	44,929
Other debtors		
Prepayments		
Accrued income		
Prepayments		
Total	<u>44,929</u>	<u>44,929</u>

9 Creditors: amounts falling due within one year

	<u>2021</u> £	<u>2020</u> £
Expense creditors	8,294	-
Accruals	12,001	6,179
Deferred income	28,800	-
Total	<u>49,095</u>	<u>6,179</u>

10 Analysis of net assets between funds

	<u>General Funds</u> £	<u>Restricted Funds</u> £	<u>Total Funds</u> £
Tangible fixed assets	-	-	-
Current assets	165,448		165,448
Current liabilities	(49,095)		(49,095)
Net assets at 30 June 2021	<u>116,353</u>	<u>-</u>	<u>116,353</u>

11 Movements in funds

	<u>At 1 July 2020</u> £	<u>Incoming resources</u> £	<u>Outgoing resources</u> £	<u>Management charges</u> £	<u>At 30 June 2021</u> £
<i>Restricted funds:</i>					
	-	-	-	-	-
Total restricted funds	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<i>Unrestricted funds:</i>					
General fund	114,493	225,266	(223,406)	-	116,353
Total unrestricted funds	<u>114,493</u>	<u>225,266</u>	<u>(223,406)</u>	<u>-</u>	<u>116,353</u>
Total funds	<u>114,493</u>	<u>225,266</u>	<u>(223,406)</u>	<u>-</u>	<u>116,353</u>