

A Charitable Incorporated Organisation

**Trustees' Report and Unaudited
Financial Statements**

Year ended 31 March 2018

Charity Registration No. 1152552



HEALTHWATCH CAMDEN

REFERENCE AND ADMINISTRATIVE DETAILS:

Status: Charity Registration No.: 1152552

The Charity's governing document is constitution dated 21 June 2013

Chief Executive Officer: Frances Hasler

Registered Office: 150 Ossulston Street
London
NW1 1EE

Trustees: Saloni Thakrar, Chair
Pamela Hibbs
Sanjay Ganvir
Sarah Hoyle (appt. 26 June 2017)
Robert Sumerling (appt. 26 June 2017)
Sonal Keay (appt. 25 Sept 2017)
Sarah Cawthra (20 Nov 2017)
Clarice Neves (20 Nov 2017)
Connie Smith, Chair (retired 26 June 2017)
Elisa Alvares (retired June 26 2017)
Jessica Warne (retired Sept 25 2017)

Independent examiner: Shruti Soni ACCA
Shruti Soni Ltd
Chartered Certified Accountants
Chislehurst Business Centre
1 Bromley Lane BR7 6LH



Trustees' Report for the year ended 31 March 2018

The trustees present their report and the financial statements for the year ended 31 March 2018.

This Trustees Report and the associated Financial Statements have been prepared in accordance with guidance for preparing Charity Accounts and Reports presented in "Accounting and Reporting by Charities: Statement of Recommended Practice" and are therefore in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (effective 1 January 2015) - (Charities SORP FRS 102).

This report should be read alongside our annual report on our Healthwatch activities, published in June 2018 (<https://healthwatchcamden.co.uk/resources/healthwatch-camden-annual-report-2017-18>).

Trustees are proud of the achievements of the organisation over the year, and the clear impact we are having to improve services in Camden and beyond.

Objectives

Healthwatch Camden is an independent organisation, run by and for local people. Our role is to ensure that Camden people have a strong VOICE in local health and social care services; that they know about the CHOICES they can make in health and social care services; and that local people's views lead to positive CHANGE in health and social care services.

Our remit derives from the key functions and powers of a local Healthwatch organisation, as set out in the 2012 Health and Social Care Act. These are:

- to provide information and advice to the general public about local health and social care services;
- to make the views and experiences of members of the general public known to health and social care providers and commissioners;
- to enable local people to have a voice in the development, delivery, improvement and equality of access to local health and social care services and facilities;
- to support for our volunteers and the wider community in understanding and monitoring local health and social care services and facilities.

Activities - how we work

Our work is based on what matters to local people. So we spend time going out to gather views and experience from different groups across the borough. We work closely with the diverse voluntary and community organisations in the borough, so that we can reach as wide a range of

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people as possible. We go to community events and we collect feedback on services, face to face, via comment cards and via our website. We invite local people to help set our priorities, choosing which aspects of local health and care services need to be improved.

We work with people who use services to carry out enquiries in our priority areas, and write or film reports on what we find. We have powers to go into services to check on quality. We use different methods to explore the priority topics, including surveys, interviews, data analysis, mystery shopping, focus groups and workshops. We share reports with service providers and with people in charge of planning services (commissioners). We have legal powers which mean that providers and commissioners must respond to our recommendations. We also share what we learn with the Care Quality Commission and with Healthwatch England. We follow up our recommendations to see how they are being implemented.

We provide information to people about the choices they can make in services. We do this using our online guide (Start here) and through regular updates on our social media, especially via Twitter. We help people to make contact with the right support, including referring them to advocacy services where necessary.

We champion the views of local people. We take part in planning changes in local services, making sure that local citizens get a say. This includes being represented on key bodies such as the Health and Wellbeing Board and the Clinical Commissioning Group Board as well as taking part in detailed work on specific services. We contribute to consultation events run by the council and the CCG.

We support local people to get involved in the services they use, working in partnership with providers and commissioners to set up advisory groups, conduct surveys or run consultation events. We also work in partnership with other local Healthwatch, where services are being planned across more than one borough. We provide practical solutions, too, such as helping local GPs to improve the way they communicate with disabled people.

Volunteers are a key contributor to our work, helping us with surveys and other research, distributing information and representing us at events. The many voluntary and community organisations in the borough are also a key resource for us, and we actively work to develop relationships with groups, to understand what matters to the people they serve. We work with them on joint projects where we have shared concerns.

Achievements

In June every year we publish a report on our activities. It forms an annexe to this report.

Highlights this year include:

Impact on mental health services

We listened to the concerns of service users at the Highgate Mental Health Day Centre about changes that were happening in their service. We helped them to compile audio diaries of their experience. From these we could see how changes at the Centre impacted their daily lives. We found many problems with the management of changing the service that could've been easily avoided and which had a detrimental impact on service users. We made 7 recommendations that focused on the importance of good and honest consultation. The provider, Camden & Islington NHS Trust, apologised to the users for the problems they had experienced. As importantly, they learned from the report and are now working to manage change differently. We are helping them to consult in a better way.

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Giving a platform to young people

We wanted to find out the health and social care issues young people aged fifteen to sixteen in Camden think are important, and also to find out how they like to be communicated to by health professionals and teachers. We worked with a group of school students. They worked as a team to identify the issues most important to them. They also used teamwork to create a video. The group decided that the three most important health issues to young people in Camden were: workload, body image and drugs. These were the issues covered in the young people's videos. The videos were then shared on YouTube, Facebook, Twitter and Instagram for five days in order to get as many people as possible to see them. Response to the videos and to the report about the project has been very positive and we will be following up with more work about young people in future.

Shaping urgent and emergency care services

We collaborated with four other local Healthwatch to engage people to help plan developments in urgent and emergency care services across five boroughs. We held numerous focus groups, conducted surveys and interviews. We shared what we heard with the North London Partnership, which is a group of NHS organisations and local authorities working together to improve health services across the area. We organised a co-design event to bring together people who use services and people who provide services. They shared the challenges of current services and jointly looked at solutions.

Supporting a good end to life

We interviewed people about services that provide support in the last phase of life. We spoke to carers and a small number of service users. We made sure we spoke to a diverse group of people. We found excellent examples of care, however we also heard from people who felt that their cultural or religious needs had not been taken into account, and also from people who were not aware of the services that are available. We shared our findings with the service leaders and held a co-design event to bring this user and carer perspective into plans for a new phone service that will link people to all available last-phase-of-life services.

Improving communication at GP services

Last year we did a report on problems some disabled people have with communications at their GP surgery. This year we followed it up, by helping GP surgeries to implement five simple changes to improve accessible communication. We've visited each surgery to provide a short training session for staff. Now at every surgery in Camden patients can register using large print or easy read forms, and all new patients are asked about their communication needs. The work has been spread beyond Camden, NHS England has adopted our templates for accessible registration forms and is sharing them with GP practices nationwide.

Influencing dentists

Volunteers helped us to survey people about their views on dental charges. We found many people were unclear about what they should be charged and some felt overcharged. We worked with local dentists to get them to put more helpful information in their waiting areas. The bodies responsible for dental services across London have recognised the value of our work.

Checking on community facilities

We worked with volunteers from Camden Disability Action to assess the disability access at 28 of Camden's community centres. We found both good points and things that could be improved. We made recommendations to community centres and to the council. Several centres have now made some improvements to their access, so that more disabled people can take advantage of what they offer. The council has agreed to work with community centres to help them to make further changes. Camden Disability Action will help to train centre staff in future. Working

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together with voluntary sector colleagues in this way helps to strengthen the impact of both organisations.

Structure, Governance and Management

Healthwatch Camden is a Charitable Incorporated Organisation, foundation model. We do not have a formal membership structure - anyone who lives in Camden or who uses health and social care services in the borough can get involved in our work.

Staffing

Healthwatch Camden is a small organisation with six staff (4.2 whole time equivalent) led by Director Frances Hasler. We also have a number of active volunteers.

Staff work to gather people's experiences and views, and to report on the issues that matter to local people. They reach out to different communities of interest and work with local voluntary organisations to make sure we are hearing from as wide a group of people as possible. They work to influence local service providers. Staff also gather information about services and share it via our website and social media, as well as responding to queries by telephone or e mail.

Volunteers help us to gather and to disseminate information. Some are trained for specific roles such as 'PLACE' assessments (patient led assessment of the care environment, which takes place in hospitals annually) or to do formal visits to local care services using Healthwatch 'enter and view' powers. Others help by taking surveys to public places such as supermarkets or the High Street - or even the pub.

Governance

The organisation is governed by a board of trustees, currently six in number. Trustees are appointed for a term of three years and may serve two terms consecutively. Trustees are recruited through a mix of open advertising and personal recommendation and all are interviewed. The board reflects a range of skills and experience. All trustees must have a connection with Camden as residents, service users, workers or students.

New trustees are provided with an induction briefing. All trustees receive a weekly update from the Director on current issues and are encouraged to visit the office and to take part in the organisation's activities.

Trustees meet eight times a year. Four of these meetings are held in public. In addition, trustees and staff hold an annual 'away-day' to review progress and plan future work. Trustees also meet virtually as required. There are no standing committees, however the board sets up ad hoc task groups from time to time, and different trustees provide oversight and expertise to specific areas of work. This includes oversight of financial management, review of operating policies, staff issues and strategic planning.

This year a major item of work for the board has been developing a new five year strategic plan, which sets out our ambitions for the short and longer term.

Our review of operating policies included preparation for the introduction of the GDPR, and development of a comprehensive information governance policy.

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Maintaining independence

It is essential to our role that we are independent, so that we may provide unbiased insight and recommendations. Trustees are mindful of their role as representatives of the public interest and both trustees and staff follow the 'Nolan Principles' of conduct in public life. Our role requires us to be well connected with local networks and stakeholders, and to act as a 'critical friend' to the health and social care system. So we always strive to keep a balance between maintaining close and constructive relationships and being demonstrably independent.

Public benefit statement

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

Financial review

Healthwatch Camden receives a core grant from the London Borough of Camden. In 2017/18 this was set at £218,815. This was the second year of a two year grant agreement. During the year the council reviewed our funding and awarded us a further two-year grant from April 2018, at the reduced level of £200,000.

In 2017/18 we generated more money than we had expected. This was helpful, as it enables us to offset some of the effect of the grant cut. A large source of income was for work on urgent care - we acted as lead organisation, managing the money and making payments to the other four local Healthwatch involved in the work.

This year for the first time our expenditure exceeded our core grant income. In coming years we expect to see a bigger gap between our expenses and our core income, meaning that we have to increase our income generating activity.

Trustees reviewed our financial strategy and agreed to focus income generating efforts on contracts and grants, and to look for future partnerships with some of the larger health-related charities in the borough. An essential part of our income strategy is maintaining good relationships with our key stakeholders, including the London Borough of Camden.

Our largest expense is always our staff. This year we slightly underspent as we had a vacancy for part of the year. As part of our strategic plan trustees initiated a staff role review, to make sure we are making best use of staff resources and matching our capacity to our strategic ambitions.

We ended the financial year with a healthy balance sheet. Nonetheless, trustees are keen to maintain a focus on increasing our income and containing our costs. We have benefited from some expert volunteer help, for example on developing our social media, which has helped to keep costs low in some areas. We make our money go further by collaborating with partners, including other local Healthwatch.

Trustees regularly review our spending plans, to make sure we are making the best of our resources.

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Review

As part of our rolling review of operational policies trustees reviewed our financial procedures and banking arrangements. In May 2017 we appointed a new independent examiner, Shruti Soni, and a new payroll provider, FMP Payroll Services. In September 2017 we further strengthened our processes by appointing a qualified person, Martyn Smith (trading as The Mobile Accountant) to provide quarterly management accounts. Trustees also resolved to move our main bank account to a new bank. This move will take place later in 2018.

Reserves policy

Trustees reviewed our reserves policy in October 2017. Current policy is to maintain a reserve of not less than three months' running costs. This is being achieved, our current designated reserve is £57,500. Trustees also aim to create a reserve for development costs, from surplus unrestricted funds. All other funds are available to be used in-year to further the objectives of the charity.

Risks

Healthwatch Camden has a risk register, reviewed twice-yearly. At the last review three risks were judged to be high level, requiring active management, and a further thirteen were judged to be of moderate concern, requiring monitoring. Our main risk areas are financial - the likelihood of further cuts to our core grant, and a risk that we will not achieve our income generation targets. Trustees have considered strategies for managing these risks and will be reviewing how far we are able to fulfil the legal functions of a local Healthwatch organisation if our core income drops below its current level. We have the ability to refer funding concerns to Healthwatch England, who may intervene on our behalf with our main funders, the London Borough of Camden. As a small charity with no in-house finance team we also identified a general risk of loss due to fraud and have reviewed our financial procedures as outlined above.

Trustees consider that all general operational risks are being well managed and present a low risk overall. A new compliance risk relating to failure to manage a conflict of interest was added this year, to reflect increased public focus on transparency and probity. Trustees are satisfied that risk management in use is proportionate and sufficient.

Future Plans

This year we published a new strategic plan for the next five years (available on our website: www.healthwatchcamden.co.uk/reports)

Our ambition is to lead strong, influential and inclusive engagement for all of Camden's residents.

- We aim to connect and strengthen local voices
- We aim to set the standard for excellent engagement in the borough
- We want to see real sharing of decision making, based on the views of people from every part of Camden's community
- We want to see all services actively using what people tell them, to make big and small improvements.

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In 2018/19 we're going to be focusing on extending our reach - speaking to more and more diverse people in Camden, including homeless people, youth, migrants and families of young children.

Priorities

This year we will be:

- Completing our project on the health impact of poor or insecure housing
- Surveying people who use community health services
- Supporting people to have a say in changes at St Pancras hospital

We have surveyed local people on our priorities for 2019 and beyond. Among the topics we will be working on are:

- outpatient referrals
- mental health services for children and young people
- asthma and the effects of air pollution.

In addition we will be:

- building our information bank, sharing what we know online.
- recruiting more volunteers, to help us gather views and look at services.

We plan to move office later in 2018, as our current base no longer suits our needs.

Statement of Trustees' Responsibilities

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

In preparing these financial statements, the trustees are required to:

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

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

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This report was approved by the Trustees on..... and signed on their behalf by:

Signed _____
Trustee

Name _____



Independent Examiner's Report to the Trustees of Healthwatch Camden

I report on the financial statements of the charity for the year ended 31 March 2018 as set out on pages 11 -23.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination

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.

Shruti Soni ACCA

Shruti Soni Ltd - Chartered Certified Accountants
Chislhurst Business Centre, 1 Bromley Lane BR7 6LH

Date:

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Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2018

	Note	Unrestricted £	Restricted £	2018 Total £	Unrestricted £	Restricted £	2017 Total £
Income from:							
Donations and legacies	2	400	218,815	219,215	-	218,815	218,815
Charitable activities							
Health advice, information and research	3	87,990	-	87,990	2,654	-	2,654
Total income		88,390	218,815	307,205	2,654	218,815	221,469
Expenditure on:							
Raising funds	4	-	2,158	2,158	-	2,174	2,174
Charitable activities							
Health advice, information and research	4	32,487	219,882	252,369	-	225,870	225,870
Total expenditure		32,487	222,040	254,527	-	228,044	228,044
Net income / (expenditure) for the year		55,903	(3,225)	52,678	2,654	(9,229)	(6,575)
Net movement in funds		55,903	(3,225)	52,678	2,654	(9,229)	(6,575)
Reconciliation of funds:							
Total funds brought forward		56,116	12,480	68,596	53,462	21,709	75,171
Total funds carried forward	14	112,019	9,255	121,274	56,116	12,480	68,596

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 14 to the financial statements.

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Balance sheet

As at 31 March 2018

	Note	£	2018 £	£	2017 £
Fixed assets:					
Tangible assets	10		1,709		3,419
			1,709		3,419
Current assets:					
Cash at bank and in hand		138,042		76,220	
		138,565		76,220	
Liabilities:					
Creditors: amounts falling due within one year	12	19,000		11,043	
				11,043	
Net current assets / (liabilities)			119,565		65,177
Total assets less current liabilities			121,274		68,596
Total net assets / (liabilities)			121,274		68,596
The funds of the charity:					
Restricted income funds	13		9,255		12,480
Unrestricted income funds:					
Designated funds		57,000		51,000	
General funds		55,019		5,116	
			112,019		56,116
Total unrestricted funds			112,019		56,116
Total charity funds			121,274		68,596

These financial statements were approved by the board on and signed by its behalf by:

Trustee
Name

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Statement of cash flows

For the year ended 31 March 2018

	Note	2018 £	£	2017 £	£
Cash flows from operating activities	15				
Net cash provided by / (used in) operating activities			61,822		(5,921)
Cash flows from investing activities:					
Dividends, interest and rents from investments		-		-	
Purchase of fixed assets		-		(5,129)	
Net cash provided by / (used in) investing activities			-		(5,129)
Change in cash and cash equivalents in the year			61,822		(11,050)
Cash and cash equivalents at the beginning of the year			76,220		87,270
Cash and cash equivalents at the end of the year	16		138,042		76,220

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Notes to the financial statements

For the year ended 31 March 2018

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Healthwatch Camden is a charitable incorporated organisation registered with Charity Commission with registration number 1152552. Its registered office address is 150 Ossulston Street, NW1 1EE. The accounts are presented in GBP rounded to £1.

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

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

b) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Key judgements (excluding those involving estimates) that the charitable company has made which have a significant effect on the accounts include Depreciation rates for tangible Fixed Assets.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

f) Fund accounting

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

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes. Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

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Notes to the financial statements

For the year ended 31 March 2018

1 Accounting policies (continued)

g) Expenditure

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

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

h) Allocation of support costs

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

- | | |
|---|-----|
| ▫ Cost of raising funds | 1% |
| ▫ Health advice, information and research | 97% |
| ▫ Governance costs | 2% |

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

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

- | | |
|--------------------|---------|
| ▫ Office Equipment | 2 years |
|--------------------|---------|

k) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

l) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

m) Creditors and provisions

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

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

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Notes to the financial statements

For the year ended 31 March 2018

1 Accounting policies (continued)

n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

2 Income from donations and legacies

	Unrestricted £	Restricted £	2018 total Total £	2017 Total £
London Borough of Camden	-	218,815	218,815	218,815
Other grants	-	-	-	-
Donations	400	-	400	-
	<u>400</u>	<u>218,815</u>	<u>219,215</u>	<u>218,815</u>

3 Income from charitable activities

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Health advice, information and research				
Verve Communications	-	-	-	2,654
Camden & Islington NHS	3,600	-	3,600	-
Healthwatch Enfield	2,865	-	2,865	-
North Central London Sustainability and Transformation Plan UEC	81,375	-	81,375	-
Other	150	-	150	-
Total income from charitable activities	<u>87,990</u>	<u>-</u>	<u>87,990</u>	<u>2,654</u>

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Notes to the financial statements

For the year ended 31 March 2018

4 Analysis of expenditure

	1%	92%	2%	5%			
Salary allocation							
Support cost allocation							
	Charitable activity						
	Cost of raising funds	Health advice, information and research	Governance costs	Support costs	2018 Total	2017	Total
	£	£	£	£	£		£
Staff costs (Note 6)	1,732	159,379	3,465	8,662	173,238		171,479
Recruitment	-	-	-	-	-		906
Delivery partners	-	26,581	-	-	26,581		-
Consultants and engagement	-	617	-	-	617		-
Accountancy and payroll fees	-	-	2,788	-	2,788		-
Board members training	-	-	-	-	-		288
Trustee recruitment	-	-	-	-	-		500
Independent examination	-	-	2,000	-	2,000		1,500
Insurance	-	-	-	406	406		404
Intern and volunteer expenses	-	504	-	64	568		-
Marketing and design	-	4,628	-	142	4,770		11,015
Meetings and events	-	911	3,717	-	4,628		5,735
Office equipment and consumables	-	188	-	1,957	2,145		594
Other staff costs	-	192	-	1,370	1,562		1,230
Print, stationery and post	-	68	-	471	539		407
Rent	-	-	-	15,000	15,000		17,750
Research	-	17,760	-	-	17,760		13,385
Professional fees	-	-	-	-	-		600
Telephone	-	-	-	(249)	(249)		230
Bank charges and sundry	-	-	-	464	464		311
Depreciation	-	-	-	1,710	1,710		1,710
	<u>1,732</u>	<u>210,828</u>	<u>11,970</u>	<u>29,997</u>	<u>254,527</u>		<u>228,044</u>
Support costs	300	29,097	600	(29,997)	-		-
Governance costs	126	12,444	(12,570)	-	-		-
Total expenditure 2018	<u>2,158</u>	<u>252,369</u>	<u>-</u>	<u>-</u>	<u>254,527</u>		<u>228,044</u>
Total expenditure 2017	<u>2,174</u>	<u>225,870</u>	-	-	228,044		228,044

Of the total expenditure during the year £222,040 was restricted (2016: £261,154).

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2018

5 Net incoming resources for the year

This is stated after charging / crediting:

	2018 £	2017 £
Depreciation	1,710	1,710
Operating lease rentals: Property	15,000	17,750

6 Staff cost, Trustee remuneration and expenses

Staff costs were as follows:

	2018 £	2017 £
Salaries and wages	158,852	159,058
Social security costs	12,353	12,421
Employer's contribution to defined contribution pension schemes	2,033	-

No employee earned more than £60,000 during the year (2017: nil).

The total employee benefits including pension contributions of the key management personnel were £38,000 (2017: £36,000). The Charity considers its key management personnel comprise the Trustees and the Director.

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2017: £nil). No charity trustee received payment for professional or other services supplied to the charity (2017: £nil).

No trustees' expenses representing any payment or reimbursement of travel and subsistence costs were paid during the year (2017: nil).

No trustees were reimbursed any expenses incurred in relation to their duties as trustees.

7 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2018 No.	2017 No.
Health advice, information and research	6.0	6.0

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2018

8 Related party transactions

In 2017, Spectrum CIL, an organisation which employs the partner of Frances Hasler, CEO of Healthwatch Camden, provided consultancy research services to Healthwatch Camden for £5,250. This amount was outstanding at year end and has subsequently been paid.

There are no related party transactions to disclose for 2018 (2017: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties. Some trustees donate back out of pocket expenses incurred.

9 Taxation

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

10 Tangible fixed assets

	IT Equipment £	Total £
Cost or valuation		
At the start of the year		-
Additions in year	5,129	5,129
At the end of the year	5,129	5,129
Depreciation		
At the start of the year	1,710	1,710
Charge for the year	1,710	1,710
At the end of the year	3,420	3,420
Net book value		
At the end of the year	1,709	1,709
At the start of the year	3,419	3,419

All of the above assets are used for charitable purposes.

11 Debtors

	2018 £	2017 £
Prepayments	523	-
	523	-

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2018

12 Creditors: amounts falling due within one year

	2018 £	2017 £
Taxation and social security	-	4,293
Accruals	19,000	6,750
	19,000	11,043

13 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	1,709	-	-	1,709
Net current assets	53,310	57,000	9,255	119,565
Net assets as at 31 March 2018	55,019	57,000	9,255	121,274

	General £	Designated £	Restricted £	Total funds £
Tangible fixed assets	3,419	-	-	3,419
Net current assets	1,697	51,000	12,480	65,177
Net assets as at 31 March 2017	5,116	51,000	12,480	68,596

14 Movements in funds

	At 1 April 2017 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2018 £
Restricted funds:					
London Borough of Camden	12,480	218,815	(222,040)	-	9,255
Total restricted funds	12,480	218,815	(222,040)	-	9,255
Unrestricted funds:					
Designated funds:					
Contingency reserve	51,000	-	-	6,000	57,000
Total designated funds	51,000	-	-	6,000	57,000
General funds	5,116	88,390	(32,487)	(6,000)	55,019
Total unrestricted funds	56,116	88,390	(32,487)	-	112,019
Total funds	68,596	307,205	(254,527)	-	121,274

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2018

14 Movements in funds (continued)

	At 1 April 2016 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2017 £
Restricted funds:					
London Borough of Camden	21,709	218,815	(228,044)	-	12,480
Total restricted funds	21,709	218,815	(228,044)	-	12,480
Unrestricted funds:					
Designated funds:					
Contingency reserve	50,136	-	-	864	51,000
Total designated funds	50,136	-	-	864	51,000
General funds	3,326	2,654	-	(864)	5,116
Total unrestricted funds	53,462	2,654	-	-	56,116
Total funds	75,171	221,469	(228,044)	-	68,596

Purposes of restricted funds

Grant from London Borough of Camden is to cover costs of core services provided by the charity which are: Information, Policy and insight and Community engagement.

15 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2018 £	2017 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	52,678	(6,575)
Depreciation charges	1,710	1,710
(Decrease)/Increase in creditors	7,957	(1,056)
Net cash provided by operating activities	61,822	(5,921)

16 Analysis of cash and cash equivalents

	At 1 April 2017 £	Cash flows £	Other changes £	At 31 March 2018 £
Cash in hand	76,220	61,822	-	138,042
Total cash and cash equivalents	76,220	61,822	-	138,042

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2018

17 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property 2018 £	2017 £	Equipment 2018 £	2017 £
Less than one year	15,000	15,000	-	-
	<u>15,000</u>	<u>15,000</u>	<u>-</u>	<u>-</u>

18 Legal status of the charity

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