

**HEALTHWATCH MK CIO**  
**REPORT TO THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2020**

**Charity number - 1166148**

## Healthwatch MK CIO

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# Healthwatch MK CIO

## Trustees' Report

### Charity name

Healthwatch MK CIO

### Charity number

1166148

### The trustees who served during the year were:

H Kirkwood

M Wale Resigned 18 July 2019

M Newton

J Maslen Resigned 18 July 2019

G Assibey

A Devi Resigned 6 November 2019

A Hancock

C Higgins Resigned 18 July 2019

S Woods Appointed 18 July 2019

V Bimpong Appointed 18 July 2019

P Egerton Appointed 18 July 2019

M Legge Appointed 18 July 2019

J Whild Appointed 18 July 2019

L Bell Appointed 18 July 2019

M Briggs Appointed 18 July 2019 & resigned 19 February 2020

### Principal place of business

Suite 113

Milton Keynes Business Centre

Linford Wood

Milton Keynes

MK14 6GD

### Independent examiner

Steve Robinson FCA

Silbury Court

420 Silbury Boulevard

Central Milton Keynes

MK9 2AF

## Healthwatch MK CIO

### Trustees' Report (continued)

#### Objects and activities

The charity's objects are the advancement of health and the relief of those in need by reason of youth, ill health, disability or financial hardship. The policies adopted in furtherance of these objects are:

- Providing information and advice to the general public about local health and social care services,
- Making the views and experiences of members of the general public known to health and social care providers,
- Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities, and
- Providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities,

Healthwatch MK CIO aims to give citizens and communities in Milton Keynes a stronger voice to influence and challenge how health and social care services are provided within their locality.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake. The Trustees have examined the guidance issued by the Charity Commission and confirm that Healthwatch Milton Keynes meets the public benefit requirement in both of its aspects (the benefit aspect, and the public aspect).

Healthwatch Milton Keynes has both statutory and voluntary activities. Statutory responsibilities include representing the views and experiences of recipients of health and social care services on the local Health and Wellbeing Board, monitoring annual Quality Accounts produced by providers of NHS services and publishing evidence of service user, patient and carer experience of health and social care services. Voluntary activities include Enter and View visits, the organisation of public and patient engagement events, providing and monitoring signposting services for the public, conducting and assisting with surveys and projects in the health and social care field, and ensuring that the patient and public voice is heard and acted upon.

While the work of Healthwatch Milton Keynes is coordinated and administered by paid staff members, its governance and some of its activities depend upon volunteers.

#### Achievements and performance

Healthwatch Milton Keynes delivered its third full year as an independent CIO.

Healthwatch Milton Keynes ensures that voices of the public, patients, service users, their families and carers are heard in policy decision-making in the health and social care field, through the publication of evidence-based research, engagement activities and its membership of strategic Boards and Committees which include the local Health and Wellbeing Board, Health and Adult Social Care Scrutiny Committee, Milton Keynes Clinical Commissioning Group Board, Milton Keynes University Hospital Trust Council of Governors

## Healthwatch MK CIO

### Trustees' Report (continued)

and the MK Together Partnership. Healthwatch Milton Keynes collaborates with other Healthwatch bodies in surrounding Local Authority areas to monitor the development and delivery of the Bedfordshire, Luton and Milton Keynes Integrated Care System.

Healthwatch Milton Keynes has a programme of service evaluation and scrutiny projects which includes a large programme of Enter and View visits to health and care services. Healthwatch Milton Keynes also delivers a programme of engagement with the public through planned and responsive engagement events and focus groups. Healthwatch Milton Keynes facilitates the local network of GP Practice Patient Participation Groups and provides management and administration to Milton Keynes Council's Social Care Mental Health, Dementia, Older Persons and Carers Partnership Boards. Healthwatch Milton Keynes' Annual Members meeting was held in July 2019.

Healthwatch Milton Keynes publishes an Annual Report on 30th June, quarterly newsletters to postal members and fortnightly e-newsletters for its online membership and maintains a permanent telephone and web-based signposting service for the public to seek support and raise compliments and concerns.

This year Healthwatch Milton Keynes delivered 17 Enter and View visits in Care Homes, residential homes for people with learning disabilities, a private clinic delivering some NHS services, the local mental health inpatient unit and the maternity wards at Milton Keynes Hospital. Healthwatch Milton Keynes also published reports on all Enter and View visits and follow-up activity from visits made in the previous year. In addition, Healthwatch Milton Keynes delivered events including a large self-care promotion event at the local Hindu Temple, and a programme of engagement with over 600 young people. Healthwatch Milton Keynes facilitated a focus group between Milton Keynes Council and a group of carers, who manage Direct Payments on behalf of their cared-for, to allow the Council to hear the difficulties inherent in the system and hear suggestions for improvements.

Healthwatch Milton Keynes continued to fulfil commitments regarding additional funding to manage Milton Keynes Council's Adult Social Care Partnership Board and also took on the role as Sponsor for an affiliated Board of the Health and Wellbeing Board, concerned with citizen engagement. Funding for the Partnership Boards has been secured until July 2020.

Healthwatch Milton Keynes involves its membership directly in its activities including developing business plans, in the planning and delivery of its Enter and View visits, in research and as patient representatives at local Boards and Forums. Healthwatch Milton Keynes maintains a group of around 20 volunteers, excluding Trustees.

During the period Healthwatch Milton Keynes secured agreement from the local authority to fund the Enter and View Programme Coordinator post for 2020-21. The previous Enter and View Programme Coordinator left and a recruitment exercise to fill the position was successful.

## Healthwatch MK CIO

### Trustees' Report (continued)

In March 2020, the COVID-19 pandemic and government guidance placed restrictions on businesses and citizens which impacted the delivery of a number of Enter and View visits and publication of several reports including the completion of a planned Enter and View visit programme at residential homes for people with learning disabilities, the publication of the Enter and View report from visits made to the local Mental Health inpatient unit and the publication of Healthwatch Milton Keynes Young Peoples Engagement project. The outcome of the Direct Payment improvement focus group has also been delayed, as the capacity of the Council to carry out improvement projects has been significantly curtailed at this time.

Social contact restrictions and social distancing enforcement impact on the delivery of some of Healthwatch Milton Keynes' activities including Enter and View, events and other face-to-face activities. The result of this is Healthwatch Milton Keynes will see reduced expenditure during this restriction period.

#### **Review of the year**

The charity receives quarterly grant funding from Milton Keynes Council. This funding has been agreed to continue for three years from 1st April 2020-31st March 2023.

It is the policy of Healthwatch Milton Keynes to commit unrestricted funds which have not been designated for a specific to maintain reserves at a level to support running costs in the event that a change in government or commissioning policy necessitates the winding up of the organisation.

On an annual basis Healthwatch Milton Keynes will produce a Budget for the full financial year, and a six-month Reforecast for October - March, and will set a minimum reserves calculation based on its estimates of the sums required to achieve an orderly close-down of the organisation. This is balanced with the funding available and takes into consideration the likely funds required to support the organisation if there is a late payment of a contract invoice.

Reserves reviews will take into account staff costs (during the close down and at the end of the contract, assuming members of staff are not transferred to another organisation under TUPE); any contract terms (office accommodation and office supplies); legal and professional fees and running costs. The Board will keep the level of reserves under biannual review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The current reserves sum has been approved by the Board of Trustees at £20,000.

The cash funds at the year-end were £31,601, of which £2,500 is restricted.

Healthwatch Milton Keynes current end of year funds exceed that of our planned reserves. Due to the uncertainty of funding from July 2020 to maintain an engagement resource in the staffing team, the Board of Trustees has committed most of the unallocated surplus to maintaining the engagement staff post, should funding not continue. The remainder of

## Healthwatch MK CIO

### Trustees' Report (continued)

unallocated surplus has been committed to additional office furniture and equipment required to support a staff team of 5 on a longer-term basis.

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

#### **Basis of preparation**

These accounts are prepared on a receipts and payments basis

#### **Structure, governance and management**

The charity is a charitable incorporated organisation governed by a Charity Commission model constitution for a Charitable Incorporated Organisation adopted on 9th March 2016.

It registered as a charity with the Charity Commission on 21st March 2016, charity number 1166148.

Trustees are appointed following the procedures laid down in the Constitution. One third of the trustees are required to step down annually, and elections, open to the membership of the C10, are conducted by post and confirmed at the Annual General Meeting. The Board of Trustees is empowered to co-opt new trustees to fulfil specific needs, but co-opted trustees must put their names forward for election by the membership at the next AGM. The maximum number of trustees permitted is 12.

Healthwatch Milton Keynes has a nucleus of paid staff, including a full-time CEO and deputy CEO, one full time and two part time officers, dealing respectively with administration, communications, engagement, and programme delivery.

The charity is part of a network of local Healthwatch co-ordinated by a national organisation, Healthwatch England.

All new trustees are inducted by the Chair of Healthwatch Milton Keynes and Chief Executive Officer and are given basic documentation on the work of the organisation, including the Constitution, Standing Procedures and Terms of Reference for Trustees.

Healthwatch Milton Keynes is grant funded by Milton Keynes Council but acts completely independently.

The trustees' report was approved by the Board of Trustees.

M Legge  
Chair of Trustees

## Healthwatch MK CIO

### Independent Examiner's Report

I report to the trustees on my examination of the accounts of Healthwatch MK CIO (the CIO) for the year ended 31 March 2020.

#### ***Responsibilities and basis of report***

As the CIO 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 CIOs accounts carried out under section 145 of the 2011 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 which gives me cause to believe that in any material respect:

- accounting records were not kept in accordance with section 130 of the Act; or
- the accounts do not accord with the accounting records.

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

Steve Robinson FCA  
Silbury Court  
420 Silbury Boulevard  
Central Milton Keynes  
MK9 2AF

**Date:**



Healthwatch MK CIO

Receipts and payments account for the year ended 31 March 2020

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
<b>Receipts</b>					
Donations and legacies	3	-	-	-	20
Income from charitable activities	4	172,870	2,500	175,370	131,189
Non-cash movement	4	-	-	-	-
<b>Total Receipts</b>		<b>172,870</b>	<b>2,500</b>	<b>175,370</b>	<b>131,209</b>
<b>Payments</b>					
Raising funds	5	1,440	1,844	3,284	1,394
Charitable activities	6	178,953	656	179,609	148,531
Fixed asset purchases		90	-	90	717
<b>Total Payments</b>		<b>180,483</b>	<b>2,500</b>	<b>182,983</b>	<b>150,642</b>
<b>Net increase/(decrease) in cash for the year</b>		<b>(7,613)</b>	<b>-</b>	<b>(7,613)</b>	<b>(19,433)</b>
<b>Reconciliation of balances</b>					
<b>Cash brought forward</b>		<b>39,214</b>	<b>-</b>	<b>39,214</b>	<b>58,647</b>
<b>Cash carried forward</b>		<b>31,601</b>	<b>-</b>	<b>31,601</b>	<b>39,214</b>

The accounts have been prepared under the receipts and payments basis in accordance with CC16b guidance.

## Healthwatch MK CIO

### Statement of assets and liabilities as at 31 March 2020

	Notes	2020 £	2019 £
<b>Assets</b>			
<b>Fixed assets</b>			
Tangible assets	10	665	2,068
<b>Current assets</b>			
Debtors	11	64	-
Cash at bank and in hand		31,601	39,214
<b>Liabilities</b>			
Creditors	12	2,996	6,077
<b>Cash analysed between funds</b>			
Unrestricted		31,601	39,214
Restricted		-	-
		<u>31,601</u>	<u>39,214</u>

Healthwatch MK CIO

Notes to accounts

**3 Receipts from donations and legacies**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Donations and gifts	-	20
Donated goods and services	-	-
	<u>-</u>	<u>20</u>

**4 Receipts from charitable activities**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Services provided under grant	<u>175,370</u>	<u>131,189</u>

**Analysis by fund**

Unrestricted funds – general	172,870	128,103
Restricted funds	<u>2,500</u>	<u>3,086</u>
	<u>175,370</u>	<u>131,189</u>

**5 Payments for raising funds**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
<b>Fundraising and publicity</b>		
Other fundraising costs -unrestricted	1,440	1,394
Other fundraising costs - restricted	<u>1,844</u>	<u>-</u>
	<u>3,284</u>	<u>1,394</u>

Healthwatch MK CIO

Notes to accounts (continued)

**6 Payments for charitable activities**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Staff costs	134,156	109,624
Catering costs	1,189	1,275
Recruitment costs	445	1,770
Printing, postage and stationery	4,413	4,438
Insurance	1,770	1,766
Meeting room costs	1,530	1,850
Legal and professional fees	3,936	4,200
Rent	10,236	9,936
Establishment costs	7,571	1,620
Staff development and training	1,790	2,883
Telephone and internet	2,541	3,265
Travelling	3,315	2,206
Bank fees	460	-
	<u>173,352</u>	<u>144,833</u>
Governance costs (see note 7)	<u>6,257</u>	<u>3,698</u>
	<u>179,609</u>	<u>148,531</u>
<b>Analysis by fund</b>		
Unrestricted funds	178,953	147,331
Restricted funds	<u>656</u>	<u>1,200</u>
	<u>179,609</u>	<u>148,531</u>

**Healthwatch MK CIO**

**Notes to accounts (continued)**

**7 Support costs**

	<b>Support costs</b>	<b>Governance costs</b>	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Trustee development	-	-	-	240
Trustee expenses	-	606	606	779
Accountancy	-	5,651	5,651	2,679
	<u>-</u>	<u>6,257</u>	<u>6,257</u>	<u>3,698</u>

**8 Trustees**

None of the trustees (or any persons connected with them) received any remunerations or benefits from the charity during the year other than reimbursement of travelling expenses totalling £606 (2019: £779).

**9 Employees**

**Number of employees**

The average monthly number of employees during the year was:

	<b>2020</b>	<b>2019</b>
	<b>Number</b>	<b>Number</b>
Operations	3	2
Administration and communications	2	2
	<u>5</u>	<u>4</u>

**Employment costs**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Wages and salaries	122,874	99,346
Social security costs	7,911	5,753
Pension costs	3,371	1,825
	<u>134,156</u>	<u>106,924</u>
Agency staff	-	2,700
Total staff costs	<u>134,156</u>	<u>109,624</u>

There were no employees whose annual remuneration were £60,000 or more.

Healthwatch MK CIO

Notes to accounts (continued)

10 Tangible Fixed Assets

	Fixtures and fittings	Computer equipment	Total
	£	£	£
<b>Cost</b>			
At 1 April 2019	1,007	4,108	5,115
Additions	-	90	90
At 31 March 2020	<u>1,007</u>	<u>4,198</u>	<u>5,205</u>
<b>Depreciation and impairment</b>			
At 1 April 2019	278	2,769	3,047
Depreciation charged in the year	124	1,369	1,493
At 31 March 2020	<u>402</u>	<u>4,138</u>	<u>4,540</u>
<b>Carrying amount</b>			
At 31 March 2020	<u>605</u>	<u>60</u>	<u>665</u>
At 1 April 2019	<u>729</u>	<u>1,339</u>	<u>2,068</u>

In the assets and liabilities statement, tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	15% on cost
Computer equipment	33% on cost

The cash paid for the addition of and proceeds from the disposal of a tangible asset is recognised in the receipts and payments account when paid.

11 Debtors

	2020	2019
	£	£
Other taxation and social security	64	-
	<u>64</u>	<u>-</u>

Healthwatch MK CIO

Notes to accounts (continued)

**12 Creditors: amounts falling due within one year**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Other taxation and social security	-	2,452
Trade creditors	-	1,004
Other creditors	448	341
Accruals and deferred income	2,280	2,280
	<u>2,728</u>	<u>6,077</u>

**13 Restricted funds balance**

	<b>Movement in restricted funds</b>			<b>Balance at 31 March 2020</b>
	<b>Balance at 1 April 2019</b>	<b>Receipts</b>	<b>Payments</b>	
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Young carers project	-	2,500	2,500	-

**14 Guarantees and secured debts**

There have been no guarantees given by the CIO in the year, nor does the CIO have any debts at 31 March 2020 which are secured by an express charge on any of the assets of the CIO.