

Trustees' Report

The trustees are pleased to present their report, together with the financial statements of the charity for the year ended 31 March 2020.

The financial statements have been prepared in accordance with the accounting policies set out in the full accounts and comply with the charitable company's Memorandum and Articles of Association, the Companies Act 2006, Charities Act 2011, other applicable laws, the requirements of the Statement of Recommended Practice for Charities effective from January 2015 (SORP 2015) and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Purposes and activities

The purposes of the charity set out in the constitution are:

- To enable older people to lead independent lives within the community
- To improve the mobility of service users
- To offer service-users coping strategies to deal with chronic degenerative diseases
- To reduce isolation
- To help older people make informed choices regarding their health care.

Public benefit

The trustees have had regard to the Charity Commission's general guidance on public benefit when reviewing the aims, objectives and activities of the charity.

Hoxton Health provides a range of non-pharmaceutical interventions designed to improve older people's health and well-being.



This year we offered:

- Low cost complementary health care of a high standard for older people and people with complex, chronic or degenerative ill health
- Exercise classes for people over 60
- Advice and information about health
- Mindfulness classes
- Foot health for homeless people
- Complementary therapies in specific residential care or nursing homes.



Achievements and performance

The financial year 2019–20 was primarily one of consolidation and exploration for Hoxton Health. We continued to work in our clinic at St Leonard’s, as well as in a local nursing home and it was a busy year in terms of the number of people we worked with. We decided that it was time for us to both reflect on what we had achieved and also look forward and see what sort of shape our future should have. We got a development grant from the National Lottery and appointed Jacky Bourke-White and Dr Jane Rowley to help us with shaping our future.

But we all know what happened in March 2020 and the year, which started with us feeling like we were excited to look at possibilities and really confident in our work, was turned on its head when we had to suspend services in on 16 March. The community in Hackney is very diverse and there is a high proportion

‘I never knew that this place existed. I wish I’d known years ago. I walk better, I sleep better and I’ve cut down on my medication. It’s made me optimistic for the first time in years. Long may it continue.’

of minority ethnic people who are more at risk from Covid-19 than others. Our client group was also particularly vulnerable to the ravages of Covid-19; partly in respect of their age and co-morbidities, but also because most of them live alone in the community. We needed urgently to get money to help us keep in touch and offer whatever support we could, primarily by signposting them to the services they need but also offering emotional support to those people most affected by Coronavirus.

Fundraising

The burden of ill health falls on older people but healthy ageing affects everyone; even if you aren't feeling the effects of ageing yourself, you probably have ageing friends and relations. Healthy ageing is not a sexy sell, but it is a vital challenge to all of us and the more people can take steps to keep well the less of a burden there will be on the over-stretched NHS.

During the year we had grants from:



City Bridge Trust

Our grant was extended to five years and this is key for us because this funding enabled us to continue our work with volunteers, work in the community and hold our fees down for another year.



NHS Property Services

As always, a very special thanks are due to NHS Property Services who provide us with our premises as a gift-in-kind donation.



South Hackney Parochial Charity

A grant for mindfulness for older people.



The Big Lottery

A grant for a root-and-branch consultation and implementation of its findings.



Financial review

There are cycles in the life of Hoxton Health. Some years we bring in more money than we spend but this year we used unrestricted funds to continue the work of our charity. It was generally thought a difficult year (as were the previous two) to raise funds. As has been our recent experience, raising funds to work with older people has become harder but we are committed to continuing our work and that was the reason for seeking funding for the consultation.

Income for the year totalled £138,577, an increase over the previous year. Our expenditure was £136,886. Although this looks like we are keeping our expenditure in balance, a surplus of £15,987 was restricted and disguises the fact that we had a shortfall in general funding last year of £14,296.

Risk management

The board of trustees is responsible for the management of the risks faced by the charity.

The charity has a formal risk management process through which management identifies the major risks to which the organisation may be exposed and ranks these by likelihood and impact, culminating in a risk control document which is updated on a regular basis. These risks are reviewed at board meetings throughout the year. The charity's activities are largely project-based and systems are in place to ensure that the charity's exposure is kept more or less in line with secured project funding. The trustees are satisfied that systems have been developed and are in place to mitigate identified risks to an acceptable level.

The principal risks and uncertainties identified by the charity are outlined in the table below:

Risk areas	Action taken to mitigate the risk
The need for varied funding streams	As well as seeking to fully fund projects run by Hoxton Health, we also look for opportunities to take referrals from third parties.
Appropriate financial procedures	Financial procedures are reviewed regularly by the Finance Sub-Committee and annually by the Board.

Risk areas	Action taken to mitigate the risk
Minimizing health and safety risks	We carry out annual risk assessments of the premises as well as risk assessments on all new venues we work from. Because some of our practitioners are involved in working from the homes of clients, we also engage a 'Lone Worker' monitoring company to ensure that there is back-up for any lone worker.
Impact of Covid-19 or other similar viral outbreaks	Alongside the work ensuring that our existing procedures are Covid compliant and introducing new or enhanced procedures in relation to hygiene and use of PPE in the clinic and for home visits, the clinic at St Leonard's has been reorganized to make Covid-19 secure in and compliant with the standards of NHS Properties.

Future Plans

The trustees are committed to finding the most effective ways possible to help older people live healthier, happier, independent later lives. We have initiated a consultation which will look at the whole of our service, the environment we work in, the need and potential partnerships. The Covid-19 pandemic might seem like an obstacle to this, but we see it as an opportunity to dig deeper and look at our options from the ground up.

The charity has a Manager who manages the day-to-day running of the organization and who has overall responsibility for the various projects. The table on page 7 shows who, other than the Trustees, worked at the charity during the year.

Remuneration policy for senior management personnel

The Trustees consider that the board of Trustees and the General Manager comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All Trustees give of their time freely.

Financial Summary

I April 2019–31 March 2020

INCOME	£	EXPENDITURE	£
Restricted grants	74,830	Practitioner fees	51,482
Unrestricted grants	–	Staff costs	39,811
Treatment and exercise fees	58,858	Management & finance costs	36,574
Other income	3,955	Operational costs	9,019
Investment income	21		
Donations	913		
Total income	<u>138,577</u>	Total expenditure	<u>136,886</u>
FIXED ASSETS			
Tangible	219		
CURRENT ASSETS			
Debtors and prepayments	662		
Cash in hand and at bank	44,067		
	<u>44,729</u>		
CURRENT LIABILITIES			
Creditors/accruals	(449)		
Net Current Assets	44,280		
NET ASSETS	<u>44,499</u>		
Funds of the charity			
Unrestricted funds			
Designated	5,000		
General	1,179		
Restricted funds	38,320		
TOTAL CHARITY FUNDS	<u>44,499</u>		

Trustees' responsibilities in relation to the accounts

The Trustees are responsible for preparing the Report of the Management Committee and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees 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).

The financial statements are required by law to give a true and fair view of the state of the affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing these financial statements the Trustees are required to:

- Select suitable accounting policies and apply them consistently
- Observe methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable 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 assume that the charitable company will continue in operation.

The Trustees are also responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees also confirm that they have made all necessary enquires and taken such steps that they ought to, to ensure that they become aware of any relevant information and that they confirm that the charitable company's independent examiner has been made aware of such information.

Independent examiner

Timothy Geddes was appointed as the charity's independent examiner during the year. A resolution to reappoint him as independent examiner will be proposed at the Annual General Meeting.



Personnel

Staff:

Janet Cobill *Manager*

Liz Hughes

Volunteer Coordinator

Marie Poli

Volunteer Coordinator

Diana Rogers

Development Manager

Volunteers:

Pennina Barnett

Olivia Lewis

Hidat Berhe

Katya Mass

Marvin Chillan

Carol Page

Alexia D'Arconso

Jenny Smolders

Tim Geddes

Lucie Synkova

Marlene Honore

Practitioners:

Fatima Bailey

acupuncture

Paula Branch

foot health

Jo Christophe

osteopathy

Anne Derby

herbal medicine and aromatherapy

Esperanza Fernandez

acupuncture

Lisa Goodwin

volunteer massage therapist

Jennifer Irving

foot health

Massimo Lenotti

osteopathy

Rosemary Mason

aromatherapy

Wendy Morgan

reflexology

Michelle Mylonas

therapeutic massage and aromatherapy

Tina Nuemann

homeopathy

Diana Rogers

osteopathy

Loredana Roiter

shiatsu massage

Ruth Solomon

shiatsu massage

Anita Wicks

homeopathy

Tutors:

Matt Cooper

tai chi

Esperanza Fernandez

mindfulness

Scott Matthews

(slow) line dancing

James Mills

tai chi

Diana Rogers

chair-based exercise

HOXTON HEALTH VOLUNTEER PROGRAMME



Working with our permanent Volunteer Coordinator Marie (*left*), Hoxton Health has a valued team of volunteers (*see opposite*) who help us with reception and admin. This is part of our commitment to participating in every way we can in our local community.

Our volunteers all live locally, and they bring a different energy and dynamism to the organisation, and help make Hoxton Health the friendly welcoming place that patients tell us they value so much.

As part of the programme we aim to support volunteers in moving on to what they want to do next, whether that be employment, training or retirement!

The volunteers are a great asset to the organisation, and we want to take this chance to thank them for all they do, for their ideas and commitment and to say how much we appreciate their contributions and feedback.

It's been a difficult year for everyone and Hoxton Health is no exception.



SOME OF THE DEDICATED STAFF, PRACTITIONERS AND THERAPISTS WHO WORK AT HOXTON HEALTH

A word from the Chair (Susan Chambers)...

Sometimes being the Chair of a small charity is challenging and this year has been no exception. The funding environment is getting harder and harder and we sometimes seem to have to run just to stand still. What keeps me going is the benefit to our service-users. The feedback we get – from the clinical improvement in patient symptoms to an increase in social integration and confidence in the community – is remarkable.

When detractors ask what difference we make, I can point them to our monitoring. But I also say that when people who are on the lowest of incomes choose to spend some of their very limited money on seeking out and paying for support to help them feel better, and then refer their friends, I know that the effort we put into fundraising to keep the fees affordable is worthwhile.

The year ended with the Covid-19 pandemic and the lockdown will highlight the importance of our work. Perhaps there are silver linings to the darkest clouds.

...and one from the Manager (Janet Cobill)

We are at a point where I can look both ways – in the final year of our City Bridge Trust grant and about to start a consultation about the future of our services.

City Bridge Trust, always a stalwart funder of small charities doing on-the-ground work, have funded us for five years to specifically support our work with people over the age of 75 but also to employ a Volunteer Coordinator to develop the range and depth of our work with volunteers. It has allowed us to work with volunteers who need support in regaining their confidence in the world of work as well as those who want to give back to their community. It broadens our diversity and the interaction between our service-users and volunteers is a joy to behold. It is intergenerational engagement in action.

We need to decide what we are going to do about our volunteer programme along with the rest of our services; not whether they are needed but what offers the most value to older people and the community.

I see our goal as enabling older people to remain in or become more engaged with their community. Older people are often written off as users of services and resources but to do that is to forget that they are a resource in themselves. At the moment we are in danger of wasting skills, talent, energy and enthusiasm by writing older people off when they still have so much to contribute.

It is with this in mind that we are about to undertake a root and branch review of the work we do and the contribution we can make in the future.



The Hoxton Health website has been a useful way to keep our service-users up to date during the uncertain times of the pandemic. But an important part of our outreach was to also keep in touch with our most vulnerable service-users by phone.

HOXTON HEALTH
for BETTER HEALTH IN LATER LIFE



St Leonard's Hospital
Nuttall Street, London N1 5LZ
REGISTERED CHARITY NO 1127769
REGISTERED COMPANY NO 6766670

Help fund our work!
To donate £5, text **HOXTON 5** to 70085.
Or give any amount up to £20. For example, **HOXTON 15**.

- Home
- Covid-19 »
- About us
- Classes
- Treatments
- Blog
- Contact us
- Volunteers



Bringing nature into the office

We continue on in lockdown mode. Working from home due to the Coronavirus is becoming the new normal. There has never been a better time to ensure your working environment... Continue reading

News from Hoxton Health

Foot Health

If you are over 55 and have been affected by Covid-19 and need your toenails cut or minor foot problems dealt with, call us to make an appointment. We have extra funding to do extra clinics. If you can't get out we can do HOME VISITS too. All treatments cost £15 and you need to buy a kit to stop cross infection (£8) if you are going to use us again in the future.

We're open again!

We opened up on 2nd November. If you want to use the service, just give us a ring on 020 7739 2533. We look forward to seeing you in our new Covid Secure clinic.

Research at Hoxton Health

We are getting ready to open up again at St Leonard's. Things will be different and what we really want to know is WHAT YOU WANT. You may be called by a team to ask you questions... Hoxton Health

STAY IN TOUCH!

Join us for Coffee & a Chat on Zoom
Wednesday mornings 11am-midday

Service users are invited to join us for a virtual 'cuppa' (tea or coffee, it's up to you 'cos you'll be making it!). No need to book!

You can meet up with us via the Zoom app which you can download onto your tablet or phone, or via the Zoom website on your browser. You'll need the following info:

<https://us02web.zoom.us/j/840248735807>
pwd=RUowcVJMVEHdkFwQIBsOUhhMIZVdz09

We look forward to seeing you soon!

Coronavirus update

Sadly, we've had to suspend our services until further notice but are calling all our most vulnerable clients regularly and will let you know when and how things change. Don't forget:

- Stay well!
- Don't forget to wash your hands.
- Try not to touch your face.
- Eat and sleep as well as you can.
- Take exercise, if you are able to.

All these things will help your immune system

Learn more and more about the effects of Covid-19, it is becoming more and more obvious that your respiratory strength is really important. Here is a video by a London hospital doctor that you can do to improve your breathing. It's not too late to improve your lungs.

Strengthening your lungs
03/04/2020 by hhealth / Eash post



Helen is a singer. She's made a video of an exercise Ingo Titze invented to help singers strengthen their lungs. Right now, we all need to do that, so take a look at this exercise and practise, practise, practise.

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Board of Trustees

Susan Chambers (Chair)

Carolyn Clark

Gerry Harris

Dr Laura Lyttleton (Treasurer)

Debbie Rhys (resigned 2 December 2019)

Lou White (resigned 21 January 2020)

HOXTON HEALTH

for BETTER HEALTH IN LATER LIFE



REGISTERED CHARITY NO 1127769 REGISTERED COMPANY NO 6766670

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