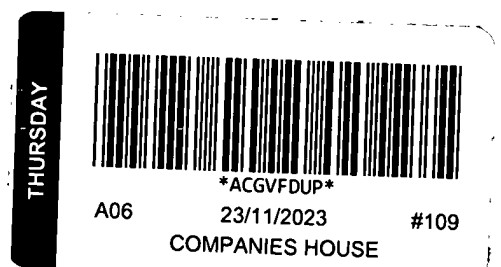


INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

Registered Company Number: 07474408



INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED**COMPANY INFORMATION
FOR THE YEAR ENDED 31 MARCH 2023**

DIRECTORS: Sally Taber – Executive Director
Graham Massie FCA
John Munton
Des Shiels

SECRETARY: Graham Massie FCA

REGISTERED OFFICE: 100 St Paul's Churchyard
London EC4M 8BU

COMPANY NUMBER: 07474408

BANKERS: Barclays Bank PLC

AUDITORS: Moore Kingston Smith LLP
9 Appold Street
London EC2A 2AP

INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED**DIRECTORS' REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

The directors submit their report and the financial statements of the company for the year ended 31 March 2023.

PRINCIPAL ACTIVITIES

Generally referred to as ISCAS, the company is a not-for-profit organisation registered with Companies House as a company limited by guarantee. Recognised by regulators as an appropriate body for the management of complaints about independent healthcare providers, it seeks to create an environment in which all patients have access a high-quality independent complaints system. ISCAS provides independent adjudication of complaints and promotes compliance to the ISCAS Code of Practice as the recognised industry standard for complaints handling, wherever patients are treated in independent healthcare and in NHS Private Patient Units.

DIRECTORS

The following directors held office during the year:

Sally Taber – Executive Director
Graham Massie FCA
John Munton
Des Shiels

REVIEW OF BUSINESS DEVELOPMENTS

Since 1 August 2021 ISCAS has been a wholly owned subsidiary of CEDR Services Limited, the ultimate parent of which is the Centre for Effective Dispute Resolution, a registered charity that has been providing operational support to ISCAS services since 2016. CEDR is Europe's largest independent dispute resolution centre for both commercial and consumer disputes, handling thousands of referrals a year. This relationship underpins our operational effectiveness as well as securing the long-term security of the organisation.

The covid-19 pandemic did not have a significant impact on the company's operations because its work is predominantly documents-based. There was, however, a decline in the level of complaints referred by patients during the period when all of the major independent providers handed over their facilities to support the NHS. Activity levels have increased over the past year but are still around 10% below pre-pandemic levels.

A complete report on the activities of the company is set out within the Annual Report of its ultimate parent charity, the Centre for Effective Dispute Resolution.

INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED
DIRECTORS' REPORT
FOR THE YEAR ENDED 31 MARCH 2023
(continued)

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law, the directors have prepared the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law, the directors 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 of the profit or loss of the company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping proper accounting records that are sufficient to show and explain the company's transactions, disclose with reasonable accuracy at any time the financial position of the 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

STATEMENT OF DISCLOSURE OF INFORMATION TO AUDITORS

In so far as the directors are aware:

- there is no relevant audit information of which the company's auditor is unaware; and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED

**DIRECTORS' REPORT
FOR THE YEAR ENDED 31 MARCH 2023
(continued)**

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' exemption.

AUDITORS

A resolution to re-appoint Moore Kingston Smith LLP as auditors of the company will be proposed at the Annual General Meeting.

By order of the Board



GJ MASSIE - Secretary

28 September 2023

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED

Opinion

We have audited the financial statements of Independent Sector Complaints Adjudication Service Limited (the 'company') for the year ended 31 March 2023 which comprise the Profit and Loss Account, the Balance Sheet, the Statement of Changes in Equity and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2023 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED
(continued)**

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made;
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of directors

As explained more fully in the directors' responsibilities statement set out on page 3, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED
(continued)**

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the company.

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED
(continued)**

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the company and considered that the most significant are the Companies Act 2006, UK financial reporting standards as issued by the Financial Reporting Council, and UK taxation legislation.
- We obtained an understanding of how the company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken for no purpose other than to draw to the attention of the company's members those matters which we are required to include in an auditor's report addressed to them. To the fullest extent permitted by law, we do not accept or assume responsibility to any party other than the company and company's members as a body, for our work, for this report, or for the opinions we have formed.

Moore Kingston Smith LLP

Andrew Stickland (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP,
Statutory Auditor

Date: 19 October 2023

9 Appold Street
London EC2A 2AP

INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED

**PROFIT AND LOSS ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	2023 £	2022 £
TURNOVER	2	450,782	436,120
Cost of sales		287,341	309,409
GROSS PROFIT		<u>163,441</u>	<u>126,711</u>
Administration expenses		85,177	91,317
PROFIT ON ORDINARY ACTIVITIES BEFORE TAXATION	3	78,264	35,394
Tax on profit on ordinary activities	5	-	-
PROFIT FOR THE FINANCIAL YEAR		<u><u>78,264</u></u>	<u><u>35,394</u></u>

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 MARCH 2023**

Reserves at 1 April 2022	128,359	122,965
Profit for the financial year	78,264	35,394
	<u>206,623</u>	<u>158,359</u>
Charitable distribution to ultimate parent undertaking	(10,000)	(30,000)
Balance at 31 March 2023	<u><u>196,623</u></u>	<u><u>128,359</u></u>

All amounts above are derived from continuing operations. There were no other recognised gains or losses.

The attached notes 1 to 11 form part of these financial statements.

INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED
**BALANCE SHEET
 AT 31 MARCH 2023**

	Notes	2023	2022
		£	£
CURRENT ASSETS			
Debtors	6	32,033	256,560
Cash at bank and in hand		237,255	248,702
		<u>269,288</u>	<u>505,262</u>
CREDITORS: amounts falling due within one year	7	72,665	376,903
NET CURRENT ASSETS		<u>196,623</u>	<u>128,359</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>196,623</u>	<u>128,359</u>
RESERVES			
Profit and loss account		196,623	128,359
TOTAL RESERVES		<u>196,623</u>	<u>128,359</u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the directors and authorised for issue on 28 September 2023 and are signed on their behalf by Graham Massie.



Graham Massie - Director

The attached notes 1 to 11 form part of these financial statements.

INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023****1. ACCOUNTING POLICIES***Company information*

Independent Sector Complaints Adjudication Service Limited is a private company limited by guarantee and is domiciled and incorporated in England and Wales. The registered office is 100 St Paul's Churchyard, London EC4M 1BU.

The company is limited by guarantee of members and does not have a share capital. The liability of members is limited to £1. The company has one member, CEDR Services Limited, which is a wholly owned subsidiary of Centre for Effective Dispute Resolution Limited, a registered charity, which is the company's ultimate parent undertaking. Copies of the group accounts are available from the company's registered office

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(a) *Basis of preparation of accounts*

The financial statements have been prepared in accordance with Section 1A of FRS102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS102") and the requirements of the Companies Act 2006.

The financial statements have been prepared under the historical cost convention.

(b) *Going concern*

The financial statements have been prepared on the going concern basis. The directors have considered the impact of the current economic environment and have concluded that there are no material uncertainties as to the company's ability to continue as a going concern.

(c) *Cash flow statement*

The accounts do not include a cash flow statement because the company is a wholly-owned subsidiary of another company and in accordance with Section 1A of FRS102 is exempt from the requirement to prepare a cash flow statement.

(d) *Turnover*

Fees from membership subscriptions and complaints adjudication services are included in turnover, net of value added tax, in the period in which the relevant services are rendered. Amounts invoiced and/or received for events occurring after the year-end are excluded.

(e) *Taxation*

Current tax is recognised at the amount of tax payable using the tax rates and laws that have been enacted or substantially enacted at the balance sheet date.

INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
(Continued)****1. ACCOUNTING POLICIES (continued)****(f) Cash and cash equivalents**

Cash at bank and cash in hand include cash and short-term liquid investments with original maturities of three months or less.

(g) Creditors and provisions

Creditors and provisions are recognised where the company 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 recognised at their settlement amount after allowing for any trade discounts due.

(h) Financial instruments

The company only has financial assets and financial liabilities of the kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

(i) Deferred taxation

Deferred taxation is recognised in respect of all timing differences that have originated but not reversed at the balance sheet date.

2. TURNOVER

The turnover and operating profit are attributable to the principal activity of the company carried out wholly in the United Kingdom.

3. PROFIT ON ORDINARY ACTIVITIES BEFORE TAXATION

Profit on ordinary activities before taxation is stated after charging auditors' remuneration for audit services of £5,750 (2022: £5,750)

4. TAXATION

No taxation charge arises in the current year because the company's entire profit before taxation has been distributed to its parent charity by way of a gift aid distribution paid within 9 months of the year end.

INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
(Continued)**

5. STAFF NUMBERS AND COSTS

The average number of employees, including directors, employed by the company during the year was 4 (2022: 4).

The only individuals receiving remuneration from the company are 2 (2022: 2) directors. Their aggregate payroll costs comprised fees and salaries of £50,750 (2022: £41,250).

6. DEBTORS

	2023	2022
	£	£
Trade debtors	31,152	284,418
Less: provisions	(12,000)	(30,260)
Prepayments	10,199	2,402
Other debtors	<u>2,682</u>	<u>-</u>
	<u>32,033</u>	<u>256,560</u>

7. CREDITORS: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	15,024	17,013
Due to parent undertaking	10,000	-
Social security and other taxes	-	106,311
Corporation tax	-	2,745
Accruals	47,641	48,162
Deferred income (note 8)	<u>-</u>	<u>202,672</u>
	<u>72,665</u>	<u>376,903</u>

8. DEFERRED INCOME

	2023	2022
	£	£
Balance at 1 April 2022	202,672	215,693
Amount released to incoming resources	(202,672)	(215,693)
Amount deferred in the year	<u>-</u>	<u>202,672</u>
Balance at 31 March 2023	<u>-</u>	<u>202,672</u>

Deferred income comprises amounts invoiced and/or received in advance of services to be provided after the year-end.

INDEPENDENT SECTOR COMPLAINTS ADJUDICATION SERVICE LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
(Continued)**

9. FINANCIAL INSTRUMENTS

	2023	2022
	£	£
Carrying amount of financial assets		
Debt instruments measured at amortised cost	21,834	254,158
Cash and cash equivalents	<u>237,255</u>	<u>248,702</u>
	<u>259,089</u>	<u>502,860</u>
Carrying amount of financial liabilities		
Measured at amortised cost	<u>25,024</u>	<u>126,069</u>

10. POST BALANCE SHEET EVENT

In a Board meeting to be held after the year end, the directors intend to propose that the year's profit on ordinary activities before taxation (£78,264) should be transferred to the parent undertaking, Centre for Effective Dispute Resolution, by way of Gift Aid. This donation has not been provided for as a liability in these financial statements.

11. RELATED PARTY DISCLOSURES

Exemption has been taken from including related party disclosures in respect of group transactions on the grounds that details are included in publicly available consolidated financial statements.