

HEALTHWATCH LAMBETH

England & Wales · Charity number 1153444

Details

Other names	HWL
Status	Registered
Legal form	Charitable company
Company number	08430436
Registered	2013-08-16
Register	View on the Charity Commission register

Contact

Address	Healthwatch Lambeth Health Foundry Canterbury House 1 Royal Street London SE1 7LL
Phone	02072748522
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Website	www.healthwatchlambeth.org.uk

Activities

Objects: THE PURPOSES OF THE CHARITY ARE FOR THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP IN THE LONDON BOROUGH OF LAMBETH BY:1.PROVIDING INFORMATION AND SIGNPOSTING TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICES;2.MAKING THE VIEWS AND EXPERIENCES OF THE CITIZENS OF LAMBETH KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS DRAWING ON CITIZENS' NEEDS, INVOLVEMENT AND ASPIRATIONS WHETHER USERS OR NOT OF HEALTH AND SOCIAL CARE SERVICES3.ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY AND EQUALITY OF ACCESS TO LOCAL HEALTH AND CARE SERVICES AND FACILITIES AND;4.PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, SCRUTINIZING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES.

Activities: HEALTHWATCH LAMBETH'S OBJECTS ARE TO ADVANCE THE HEALTH AND THE RELIEF OF THOSE IN NEED BY REASONS OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP IN THE LONDON BOROUGH OF LAMBETH BY MAKING THE VIEWS AND EXPERIENCES OF THE CITIZENS OF LAMBETH KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** LAMBETH
- Bromley
- Lambeth
- Lewisham
- Southwark
- Wandsworth

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£258,411	£296,445	-	-
2024-03-31	£342,307	£365,239	-	-
2023-03-31	£365,909	£360,278	-	-
2022-03-31	£367,825	£366,873	-	-
2021-03-31	£897,250	£981,866	£237,273	11

Trustees

Name	Role	Appointed
Patrick Mitchell	Chair	2024-08-31
ANDREW DOBSON		2024-12-04
David Maguire		2024-12-04
Dr Chioma Okonji		2024-12-04
Eileen Meredith Pembridge		2020-04-28
Jennifer Walker		2024-12-04
Max Ottaway		2024-09-09
Tom Lee		2024-04-24
Zahra Abbas		2024-07-10

HEALTHWATCH LAMBETH

England & Wales - Charity number 1153444

Accounts



Healthwatch Lambeth

Trustees Annual Report and Unaudited Financial Statements Year ended 31 March 2025

Charity registration - 1153444

Company number - 08430436

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Reference and administrative details

Charity number

1153444

Company number

08430436

Registered office

Health Foundry
Canterbury House
1 Royal Street
London
SE1 7LL

Trustees

Patrick Mitchell	Chair (appointed as trustee 31 August 2024)
Dr Sarah Corlette	(resigned 31 August 2024)
Francis Argo James	(resigned May 2025)
Ruth Atkinson	(resigned March 2025)
Zahra Abbas	(appointed 10 July 2024)
Tom Lee	(appointed 24 April 2024)
Max Ottaway	(appointed 9 September 2024)
Andrew Dobson	(appointed 4 December 2024)
Chioma Okonji	(appointed 4 December 2024)
Jennifer Walker	(appointed 4 December 2024)
Eileen Meredith Pembridge	
David Maguire	(appointed 4 December 2024)
Andre Blackman	

Secretary

Mairead Healy	(resigned 31 August 2024)
Folake Segun	(appointed 4 November 2024)

Chief executive

Folake Segun

Independent examiners

Enaid Accountancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Principal bankers

CAF Bank Ltd
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

The Co-operative Bank
P O Box 101
1 Balloon Street
Manchester
M60 4EP

Triodos
Deanery Road
Bristol
BS1 5AS

Trustees' annual report

The Board of Trustees, who are also directors of the Charity for the purposes of the Companies Act, and trustees for charity law purposes, submit their annual report and the financial statements of Healthwatch Lambeth for the year ended 31 March 2025.

The Board of Trustees confirms that the annual report and financial statements of the Charity comply with current statutory requirements, including the Charity Act 2011, as well as the requirements of the Charity's governing document and the provisions of the 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and the Companies Act 2006.

Aims and objectives

Healthwatch Lambeth (HWL) is the independent champion for local people's voices in health and social care in the London Borough of Lambeth. Healthwatch Lambeth aims to ensure people's experiences of care count when it comes to shaping and improving services. The organisation seeks to challenge inequalities in health and care, and to help people get the services they need.

The charitable objects of HWL are to advance the health and the relief of those in need by reason of youth, age, ill health, disability, or financial hardship in the London Borough of Lambeth by:

- Making the views and experiences of the people of Lambeth known to health and social care commissioners and providers and drawing on people's needs, involvement, and aspirations, whether or not they use health and social care services
- Enabling local people to have a voice in the development, delivery, and equality of access to local health and care services and facilities
- Providing training and the development of skills for volunteers and the wider community to understand, scrutinise, review, and monitor local health and care services and facilities
- Providing information and signposting to the public about health and social care services.

Public Benefit

The trustees of HWL confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

During 2024-25, Healthwatch Lambeth continued to deliver on its 3 priorities set out in our current Strategy:

- To reduce health inequalities
- To make care more personalised
- To improve quality and access to services

by:

Our Remit: What we do



- Working directly with individuals, groups and community organisations who are marginalised and seldom heard, to ensure their issues and experiences influence health and care services for the better
- Ensuring the information Healthwatch Lambeth provides about services and other sources of support is accurate, accessible and useful to people who most need it
- Helping people to raise concerns
- Making sure services know about and respond to people’s feedback

Further information is available in the [Healthwatch Lambeth Annual Report 2024-2025](#).

Review of activities 2024-2025

Our activities in 2024–2025 led to real improvements for local people and services. Enter and View visits resulted in better communication, involvement, and amenities for patients at Lambeth Hospital, while feedback from extra care housing residents led to more inclusive activities and improved information sharing. By reaching out to underserved communities, supporting carers, and raising safety concerns, Healthwatch Lambeth empowered individuals and influenced positive changes in care pathways, complaints processes, and patient transport standards.

At a system level, Healthwatch Lambeth’s collaboration with neighbouring Healthwatch organisations ensured that local voices shaped decisions at the South East London Integrated Care System. Volunteers contributed hundreds of hours to outreach and research, and the advice and information service helped thousands navigate complex health and care issues.

Collectively, these efforts helped make services more responsive, equitable, and accessible for all communities in Lambeth.

Healthwatch Lambeth’s activities in 2024-2025 included:

- **Publishing 39 reports and updates** on improvements needed in areas such as pharmacy services, digital access in primary care, and inpatient mental health care. Our most popular report was the Luther King Ward Enter & View, which highlighted the experiences of male service users in inpatient mental health care.



- **Supporting more than 23,400 people** to have their say and get information about their care. We reached out to 830 people who shared their experiences of health and social care services, helping to raise awareness of issues and improve care. Over 16,200 people came to us for guidance and information on topics such as prescription costs, social prescribing, and making complaints about NHS services.

Engaging with the community throughout the year:

In spring, we worked with the Lambeth Safeguarding Adults Board to inform residents about the safeguarding process and contributed to the London Assembly Health Committee’s investigation into dentistry.

In summer, we used insight from women’s maternity care experiences to co-create solutions with South East London maternity services and stakeholder groups, and gathered feedback from Black African, Black

Caribbean, and South Asian residents waiting for specialist eye care.

In autumn, we conducted Enter & View visits in two GP surgeries and surveyed residents about their use of pharmacy services, contributing to the new Lambeth Pharmaceutical Needs Assessment.

Spring	<p>We collaborated with the Lambeth Safeguarding Adults Board to inform residents about safeguarding processes and community engagement opportunities.</p> <p>Our Resident Pulse Survey highlighted the need for improved communication and support for residents awaiting elective care.</p>
Summer	<p>Our research highlighted the need for improved access to dental care during summer, influencing local healthcare policies.</p> <p>We focused on enhancing patient and carer engagement, ensuring their voices were heard in summer health initiatives.</p> <p>Our recommendations led to improved communication strategies for mental health wards, benefiting patients.</p>
Autumn	<p>The NHS used our insights from women's maternity care experiences to improve local maternity services effectively.</p> <p>Feedback was gathered from diverse communities to ensure culturally competent healthcare services and support.</p> <p>Collaboration with SEL maternity services and stakeholders led to co-created solutions for better healthcare delivery.</p>
Winter	<p>Our Enter & View visits to GP surgeries assessed patient experience.</p> <p>We contributed to the new Lambeth Pharmaceutical Needs Assessment to ensure equitable access for people.</p>

Collaborating with partners:

We worked with our five neighbouring Healthwatch organisations to ensure people's experiences of care in South East London are heard at the Integrated Care System (ICS) level and influence decisions about services. Our collaboration helped shape the SEL ICS strategy, tackle digital exclusion, and support good practice engagement with people and communities.

Tackling digital exclusion:

Following our 2024 report, practices in Fiveways PCN now offer regular drop-in sessions to help patients use online services like the NHS App, improving digital literacy and reducing exclusion.

Bringing people's experiences to decision-makers:

We shared feedback with healthcare professionals and commissioners, resulting in improvements such as clearer information for patients, better communication in care settings, and enhanced access to services.

Listening to seldom-heard communities:

We reached out to groups including chronic pain support groups for Black patients, older residents at community events, and LGBT+ affirming retirement communities, ensuring their voices shaped local health and care services.

Providing advice and information:

Our confidential support service helped people navigate complex care moves, understand their rights, and raise concerns about safety and quality of care.

How we made a difference

Driving Improvements in Care Settings:

Healthwatch Lambeth's Enter and View visits led to tangible changes in local services. For example, after visiting the Luther King Ward at Lambeth Hospital, recommendations resulted in the introduction of welcome packs for new patients, regular meet-and-greet sessions with the ward manager, greater involvement of patients and carers in care planning, and 24/7 access to refreshments. These changes improved communication, inclusion, and the overall environment for patients and carers.

Enhancing Extra Care Housing:

Feedback from residents and staff at Bankhouse Extra Care Scheme led to improved communication channels, clearer information about social activities, and the appointment of a new Activities Coordinator. This fostered a more connected and inclusive living environment for older residents

Empowering Seldom-Heard Communities:

Healthwatch Lambeth reached out to groups often underrepresented in health and care conversations, including Black communities, older people, and LGBT+ residents. By listening to their experiences and sharing their feedback with service providers, Healthwatch helped shape more responsive and equitable services.



Supporting Carers and Improving Complaints Processes:

Sessions for dementia carers increased awareness of NHS complaints procedures, empowering carers to advocate for their loved ones. Insights from carers also contributed to improvements in the Carers Strategy at Guy's and St Thomas' Hospital, including revisions to the Carers Passport.

Influencing System-Level Change:

By collaborating with neighbouring Healthwatch organisations, Healthwatch Lambeth ensured that local voices influenced decisions at the South East London Integrated Care System (ICS) level. This included shaping strategies to tackle digital exclusion and supporting good practice in community engagement.

Improving Access and Information:

Healthwatch Lambeth's advice and information service helped individuals navigate complex care moves and raised safety concerns that led to improvements in patient transport standards. The service empowered people to make informed choices and access the support they needed.

Championing Volunteer Impact:

Volunteers contributed 330 hours, supporting outreach, research, and communications. Their work helped gather community feedback, raise awareness, and drive improvements in local health and care services.

Signposting and information services

Healthwatch Lambeth provides a free, confidential information and signposting service to help residents understand their choices and access the help they need. Whether someone is looking for an NHS dentist, choosing a care home for a relative, or making a complaint, Healthwatch Lambeth is available to assist. Our signposting and information service also drives improvements in local health and care services by raising issues with providers and ensuring they are addressed.

In 2024–2025, examples include:

Helping with Care Moves:

We supported a resident in moving her mother closer to family without losing the care she relied on. By providing signposting to organisations such as Scope for advice on moving care, the Hubs Mobility Advice Service for travel support, and AgeUK Lambeth for help with forms they were more confident about the move.

Improving Patient Transport Safety:

After a former patient transport driver, raised serious safety concerns about poor training, equipment, and standards, we shared these concerns with the NHS Trust involved. The Trust responded by reviewing and improving training, equipment, and safety standards in the new contract with the transport provider.

Volunteering programme

Our volunteers are at the heart of Healthwatch Lambeth’s work, playing a vital role in helping us understand what is working well and what needs improvement in our community. This year, our fantastic volunteers contributed a total of 330 hours to support our activities.



Volunteer Contributions

- Carried out Enter and View visits in local GP practices, Extra Care housing, and hospitals.
- Encouraged residents to share their views during outreach activities.
- Attended borough-wide events to raise awareness of Healthwatch Lambeth and gather feedback from the public.
- Conducted literature and website reviews on health and social care topics.
- Developed engagement materials, supported digital communications, and mailed out copies of our printed newsletter.

Volunteer Stories



“Volunteering with Healthwatch Lambeth has been extremely rewarding. I got involved to do something meaningful with my free time and to learn more about public health at a local level – it has turned into so much more!”
 — Kate, volunteer and pharmaceutical analyst

“Volunteering taught me how to talk to people, use my skills to make a real difference, and gain clarity about my career steps. Honestly, I just really enjoy it!”
 — Naomi, who joined as a volunteer in 2018 for GCSE work experience and has continued volunteering into adulthood



The Impact

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care across Lambeth. Their dedication and commitment are essential to our mission, and we are deeply grateful for their ongoing support.

Financial review

In 2024-2025, Healthwatch Lambeth received £197,215 in statutory funding from Lambeth Council, which is less than the previous year. Additional income included £30,000 from NHS South East London, £3,000 for Lambeth DataNet, £2,676 in bank interest, £1,620 from SEL ICB, and £1,500 from Healthwatch England for the Eye Care Project.

The book values of the assets held at the year-end are, in the opinion of the Board of Trustees, as stated in the financial statements. Also, in its opinion, adequate assets are available to fulfil the obligations of Healthwatch Lambeth.

A summary of the result of Healthwatch Lambeth’s activities during the year is given in the Statement of Financial Activities on page 15.

Total income from grants and donations amounted to £255,735 (2024: £339,263)

Expenses incurred during the year to 31 March 2025 primarily relate to the costs of running the charity’s

projects.

The governance costs were made up of independent examination fees and legal and professional expenses. The governance costs are approved by the Trustees.

The total funds as at 31 March 2025 were £179,891 (2024: £217,925). This comprises the year-end unrestricted funds of £179,891 (2024: £205,493) and restricted funds of £Nil (2024: £12,432).

Policy on reserves

Healthwatch holds a designated reserve fund of £75,000. This represents 38% of core grant which is equivalent to 4 months expenditure.

Deferred Income Policy

Healthwatch Lambeth defers income related to time periods and/or activities that have not yet occurred.

Overhead Allocation Policy

Healthwatch Lambeth is committed to managing overhead costs across all projects and activities to achieve best value. We carefully plan and budget new projects to ensure overheads are fully costed.

Plans for future periods

Healthwatch Lambeth's priorities reflect its commitment to play a full and active part in ensuring that people who experience the worst outcomes in health and social care have the opportunity to be heard and understood, and that their views shape how services are provided.

Healthwatch Lambeth priorities for 2025-26 include:

To continue outreach activities to people and groups experiencing social deprivation and marginalisation so that their experiences and views are heard, understood and responded to by people in power.

To work with others in Lambeth and the South East London Integrated Care System to help develop a health and social care culture where all staff listen to and learn from service users and carers in their efforts to improve services



Structure, governance and management

Governing Document

The company is a charitable company limited by guarantee, incorporated in England & Wales on 5 March 2013 and registered as a charity on 16 August 2013. The objects and powers of the company were established in its Memorandum of Association and are governed by its Articles of Association. The charity commenced operations on the date of incorporation. The directors of the charitable company (the charity) are its trustees for the purposes of the charity law and throughout this report are collectively referred to as the Trustees.

Recruitment and Appointment of Trustees

The Trustees who held office during the financial year and at the date of this report are set out on page 4. The Trustees are appointed in accordance with the rules set out in the Articles of Association.

Induction and training of trustees

Induction to the Board is led by the Chair and the CEO. All trustees meet with the Chair and the CEO throughout the year to discuss the organisation's work and strategy. Trustees meet staff, volunteers, and stakeholders throughout the year at public engagement events.

Trustee Committees

Healthwatch Lambeth Trustee Board meets quarterly. The trustees also work through two sub-committees:

Finance, Risk and Assurance: Meets quarterly to review financial management reports, delivery reports and the organisational Risk Register. Healthwatch Lambeth continuously reviews its Financial Procedures and Policies.

Strategy & Performance Committee: Meets to review the Healthwatch Lambeth work programme, review strategic direction and to guide and support the staff team.

Organisational structure

1 full-time and 6 part-time staff carry out the organisation's work.

The Healthwatch Lambeth CEO is responsible for running the organisation. The CEO is supported by a senior management team, including a research and engagement manager and a finance manager. Work programmes are led by engagement leads and project staff.

Change in staff during 2024-2025

An interim CEO was appointed in September 2024. She was confirmed as the permanent CEO in November 2025.

Partnerships

As a small organisation, working to influence the NHS and Local Authority, we prioritise working formally and informally in partnership including:

Lambeth Together Delivery Alliances

As a partner in Lambeth Together, during 2024-25, Healthwatch Lambeth continued to support local arrangements for the integrated delivery of local health and care services by actively participating in the Lambeth Delivery Alliances and sitting on the Lambeth Together Care Partnership Board, Lambeth Health and Wellbeing Board and Lambeth Adult Safeguarding Board



Lambeth Learning Disability Assembly (LLDA)

HWL continued to host and provide operational support to the LLDA which is a local Lambeth organisation supporting individuals with learning disabilities.

Major risks and management of those risks

Risk Management

During the year the organisation's Finance, Risk and Assurance Sub-Committee focused on the following risks:

- Ensuring the right staff in place to deliver our projects and services.
- Ensuring financial sustainability over the longer term
- Ensuring a clear strategic direction to assist prioritisation
- Ensuring appropriate governance and oversight in terms of policies and processes at the executive and board level

Mitigation

- Focusing on securing funding from a wide range of sources for the year ahead.
- Ensuring organisational costs are in line with income.

Statement of Board of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report 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 they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of expenditure over income for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and 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 charitable company will continue its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 4 to 13 of this

document meets the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

This report was approved and authorised for issue by the Board of Trustees on 12 November 2025 and signed on its behalf by:

Patrick Mitchell

PATRICK MITCHELL

CHAIRMAN



Independent examiner's report

I report to the Trustees on my examination of the accounts of Healthwatch Lambeth (charity number 1153444, company number 08430436) for the year ended 31 March 2025 which are set out on pages 16 to 26.

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed.

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and,
- to state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters.

The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England & Wales, which is one of the listed bodies.

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:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or,
- the accounts do not accord with those records; or,
- the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or,
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK

and Republic of Ireland (FRS 102).

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

A handwritten signature in black ink, appearing to read 'AP Nash', with a long horizontal flourish extending to the right.

ANDREW PHILIP NASH FCA

MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES – 2461833

DATED: 1 DECEMBER 2025

Enaid Accountancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Statement of financial activities

Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses

For the year ended 31 March 2025

		Unrestricted Funds Year ended 31 Mar 2025 £	Restricted Funds Year ended 31 Mar 2025 £	Total Funds Year ended 31 Mar 2025 £	Total Funds Year ended 31 Mar 2024 £
Income from:					
Donations & legacies	3	255,735	-	255,735	339,263
Investment income		2,676	-	2,676	2,486
Other income		-	-	-	558
Total income		258,411	-	258,411	342,307
Expenditure on:					
Charitable activities	4	284,013	12,432	296,445	365,239
Total expenditure		284,013	12,432	296,445	365,239
Net income/(expenditure)		(25,602)	(12,432)	(38,034)	(22,932)
Reconciliation of funds:					
Total funds brought forward	9 & 10	205,493	12,432	217,925	240,857
Total funds carried forward	9 & 10	179,891	-	179,891	217,925

The notes on pages 18 to 26 form part of the financial statements.

Balance sheet

As at 31 March 2025

	Notes	£	Total 31 Mar 2025 £	Total 31 Mar 2024 £
Fixed assets				
Tangible assets	6		1,489	2,016
Current assets:				
Debtors & prepayments	7	34,694		14,129
Cash at bank and in hand		249,460		317,015
		284,154		331,144
Creditors:				
Amounts falling due within one year	8	(105,752)		(115,235)
Net current assets/(liabilities)			178,402	215,909
Net assets/(liabilities)			179,891	217,925
The funds of the charity:				
Restricted funds	9 & 10		-	12,432
Unrestricted funds	9 & 10			
General funds		104,891		55,493
Designated funds		75,000		150,000
Total unrestricted funds			179,891	205,493
Total charity funds			179,891	217,925

The notes on pages 18 to 26 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2025, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2025 under section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

They were approved and authorised for issue by the Board of Trustees on 12 November 2025 and signed on their behalf by:

Patrick Mitchell

PATRICK MITCHELL**CHAIRMAN**

Notes to the financial statements

1. Accounting policies

Basis of preparation of the financial statements

The financial statements have been prepared in accordance with 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), including Update Bulletin 1, and the Companies Act 2006.

The effect of any event relating to the year ended 31 March 2025, which occurred before the date of approval of the financial statements by the Board of Trustees, has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2025 and the results for the year ended on that date.

The functional currency of the Charity is GBP and amounts in the financial statements are rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Using the exemption available to smaller charities the Board of Trustees has chosen not to include a Statement of Cash Flows within the financial statements.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the wider economic environment has had no material impact on this assessment.

Legal status

Healthwatch Lambeth is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The registered address is Health Foundry, Canterbury House, 1 Royal Street, London, SE1 7LL.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 10 of the financial statements.

Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy.

1. Accounting policies (continued from previous page)

Income (continued from previous page)

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities and other trading activities is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred.

Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on a straight-line basis. The useful life used is:

Computer equipment	4 years
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Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values, but are not held for investment purposes.

Debtors and prepayments

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

Creditors and accruals

Creditors 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.

Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

1. Accounting policies (continued from previous page)

Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The treatment of tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

2. Comparative statement of financial activities

		Unrestricted Funds	Restricted Funds	Total Funds
		Year ended 31 Mar 2024	Year ended 31 Mar 2024	Year ended 31 Mar 2024
	Notes	£	£	£
Income from:				
Donations & legacies	3	305,663	33,600	339,263
Investment income		2,486	-	2,486
Other income		558	-	558
Total income		308,707	33,600	342,307
Expenditure on:				
Charitable activities	5	298,403	66,836	365,239
Total expenditure		298,403	66,836	365,239
Net income/(expenditure)		10,304	(33,236)	(22,932)
Reconciliation of funds:				
Total funds brought forward	9 & 10	195,189	45,668	240,857
Total funds carried forward	9 & 10	205,493	12,432	217,925

3. Income from donations and legacies

	Unrestricted Funds Year ended 31 Mar 2025 £	Restricted Funds Year ended 31 Mar 2025 £	Total Funds Year ended 31 Mar 2025 £
Grants	255,735	-	255,735
	255,735	-	255,735

	Unrestricted Funds Year ended 31 Mar 2024 £	Restricted Funds Year ended 31 Mar 2024 £	Total Funds Year ended 31 Mar 2024 £
Grants	305,663	33,600	339,263
	305,663	33,600	339,263

4. Total expenditure

	Unrestricted Funds Year ended 31 Mar 2025 £	Restricted Funds Year ended 31 Mar 2025 £	Total Funds Year ended 31 Mar 2025 £
Staff salary costs	237,330	-	237,330
Staff training and recruitment	3,100	-	3,100
Staff welfare	1,721	-	1,721
Motor and travelling	112	-	112
Consultancy and partner payments	10,136	12,432	22,568
Premises and venue hire	17,305	-	17,305
Allocated support costs	8,342	-	8,342
Governance	5,967	-	5,967
Total Charitable Activities	284,013	12,432	296,445

4. Total expenditure (continued from the previous page)

	Unrestricted Funds Year ended 31 Mar 2024 £	Restricted Funds Year ended 31 Mar 2024 £	Total Funds Year ended 31 Mar 2024 £
Staff salary costs	261,939	22,011	283,950
Staff training and recruitment	3,064	-	3,064
Staff welfare	1,847	-	1,847
Motor and travelling	76	-	76
Consultancy and partner payments	7,277	22,404	29,681
Premises and venue hire	21,673	-	21,673
Administration	18,720	-	18,720
Governance	(16,193)	22,421	6,228
Total Charitable Activities	298,403	66,836	365,239

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

An analysis of staff costs can be found in note 5.

Governance costs consists of the following:

	Total Year ended 31 Mar 2025 £	Total Year ended 31 Mar 2024 £
Accountancy fees	1,198	1,248
Independent examination	1,407	3,000
Insurance	1,394	1,912
Legal and Professional Fees	1,669	6,374
Gifts payable to Global Black Thrive CIC	-	(6,374)
Trustees Costs travel, parking etc	221	-
Bank charges	78	68
	5,967	6,228

5. Staff costs

	Total	Total
	Year ended	Year ended
	31 Mar 2025	31 Mar 2024
	£	£
Gross salaries	213,860	254,893
Employer's NIC	15,525	19,527
Employer's pension	7,945	9,530
	237,330	283,950

The average headcount during the period was 7 persons (2024: 7 persons).

No employee received employee benefits of more than £60,000 (2024: Nil).

The total employee benefits paid to key management personnel during the year was £117,002 (2024: £124,080).

6. Tangible fixed assets

	Computer	Total
	equipment	Total
	£	£
Cost		
As at 1 April 2024	19,726	19,726
Additions	584	584
Disposals	(16,190)	(16,190)
As at 31 March 2025	4,120	4,120
Accumulated depreciation		
As at 1 April 2024	17,710	17,710
Charge for year	806	806
Elimination on disposal	(15,885)	(15,885)
As at 31 March 2025	2,631	2,631
Net book value		
As at 1 April 2024	2,016	2,016
As at 31 March 2025	1,489	1,489

7. Debtors and prepayments

	Total 31 Mar 2025	Total 31 Mar 2024
	£	£
Trade debtors	33,000	11,951
Prepayments	1,224	2,042
Accrued income	470	-
Other debtors	-	136
	34,694	14,129

8. Creditors: amounts falling due within one year

	Total 31 Mar 2025	Total 31 Mar 2024
	£	£
Trade creditors	118	1,355
Other creditors	97,613	102,751
Accruals	1,407	3,000
Other taxes and social security	4,999	4,710
Pension creditor	1,615	3,419
	105,752	115,235

9. Analysis of charity funds

	Balance brought forward Year ended 31 Mar 2025 £	Income for the period Year ended 31 Mar 2025 £	Expenditure in the period Year ended 31 Mar 2025 £	Transfers between funds Year ended 31 Mar 2025 £	Balance carried forward Year ended 31 Mar 2025 £
Unrestricted funds					
General funds	55,493	258,411	(284,013)	75,000	104,891
Designated funds	150,000	-	-	(75,000)	75,000
Total unrestricted funds	205,493	258,411	(284,013)	-	179,891
Restricted funds					
Healthwatch Lambeth Contract Variation LLDA	12,432	-	(12,432)	-	-
Restricted funds	12,432	-	(12,432)	-	-
Total funds	217,925	258,411	(296,445)	-	179,891

Designated funds

Designated funds are held to cover approximately six months of expenditure.

9. Analysis of charity funds (continued from the previous page)

	Balance brought forward Year ended 31 Mar 2024 £	Income for the period Year ended 31 Mar 2024 £	Expenditure in the period Year ended 31 Mar 2024 £	Transfers between funds Year ended 31 Mar 2024 £	Balance carried forward Year ended 31 Mar 2024 £
Unrestricted funds					
General funds	45,189	308,707	(298,403)	-	55,493
Designated funds	150,000	-	-	-	150,000
Total unrestricted funds	195,189	308,707	(298,403)	-	205,493
Restricted funds					
Healthwatch Lambeth PCN -	41,802	-	(41,802)	-	-
Healthwatch Lambeth Contract Variation LLDA -	3,866	33,600	(25,034)	-	12,432
Restricted funds	45,668	33,600	(66,836)	-	12,432
Total funds	240,857	342,307	(365,239)	-	217,925

10. Analysis of net assets

	Unrestricted Funds Year ended 31 Mar 2025 £	Restricted Funds Year ended 31 Mar 2025 £	Total Funds Year ended 31 Mar 2025 £
Fixed assets	1,489	-	1489
Current assets	284,154	-	284,154
Current liabilities	(105,752)	-	(105,752)
	179,891	-	179,891
	Unrestricted Funds Year ended 31 Mar 2024 £	Restricted Funds Year ended 31 Mar 2024 £	Total Funds Year ended 31 Mar 2024 £
Fixed assets	2,016	-	2016
Current assets	318,712	12,432	331,144
Current liabilities	(115,235)	-	(115,235)
	205,493	12,432	217,925

11. Trustee remuneration

During the year, no Trustee received any remuneration (2024: £Nil). No members of the Board of Trustees received reimbursement of expenses (2024: £Nil).

12. Related party transactions

During the year there were no related party transactions (2024: £Nil).

HEALTHWATCH LAMBETH

England & Wales - Charity number 1153444

Accounts

Company registration number: 08430436

Charity registration number: 1153444

Healthwatch Lambeth

(A company limited by share capital)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Healthwatch Lambeth

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Healthwatch Lambeth

Reference and Administrative Details

Chair	Patrick Mitchell
Trustees	Dr Sarah Katharine Corlett (resigned 31 August 2024) Jerome Pupe (resigned 31 August 2024) Una Dalton (resigned 26 October 2023) Eileen Meredith Pembridge Andre Blackman Francis Argo James Ruth Atkinson Tom Lee (appointed 24 April 2024) Zahra Abbas (appointed 10 July 2024) Max Ottaway (appointed 9 September 2024) Patrick Mitchell (appointed 31 August 2024)
Secretary	Folake Segun
Senior Management Team	Folake Segun, Chief Executive Officer
Principal Office	Tripod- LB of Lambeth, PO Box 80771 Brixton London SW2 9QQ The charity is incorporated in England.

Healthwatch Lambeth

Reference and Administrative Details

Company Registration Number 08430436

Charity Registration Number 1153444

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

The Co-operative Bank
P O Box 101
1 Balloon Street
Manchester
M60 4EP

Triodos Bank
Deanery Road,
Bristol
BS1 5AS

Independent Examiner

Alistair I Wem BSc FCA
Wem & Co Chartered Accountants & Registered Auditors
Savoy House
Savoy Circus
London
W3 7DA

Healthwatch Lambeth

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2024.

Objectives and activities

Objects and aims

Healthwatch Lambeth (HWL) is the independent champion for local people's voices in health and social care in the London Borough of Lambeth. Healthwatch Lambeth aims to ensure people's experiences of care count when it comes to shaping and improving services. The organisation seeks to challenge inequalities in health and care, and to help people get the services they need.

The charitable objects of HWL are to advance the health and the relief of those in need by reasons of youth, age, ill health, disability, or financial hardship in the London Borough of Lambeth by:

1. Making the views and experiences of the people of Lambeth known to health and social care commissioners and providers and drawing on people's needs, involvement, and aspirations, whether or not they use health and social care services.
2. Enabling local people to have a voice in the development, delivery, and equality of access to local health and care services and facilities.
3. Providing training and the development of skills for volunteers and the wider community to understand, scrutinise, review, and monitor local health and care services and facilities.
4. Providing information and signposting to the public about health and social care services.

Healthwatch Lambeth

Trustees' Report

Public Benefit

The trustees of HWL confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

During 2023-24, Healthwatch Lambeth continued to deliver on its 3 priorities set out in its 2023-2025 Strategy:

1. To reduce health inequalities
2. To make care more personalised
3. To improve quality and access to services

by:

- Working directly with individuals, groups and community organisations who are marginalised and seldom heard, to ensure their issues and experiences influence health and care services for the better
- Ensuring the information HWL provides about services and other sources of support is accurate, accessible and useful to people who most need it
- Helping people to raise concerns
- Making sure services know about and respond to people's feedback

Further information is available in the Healthwatch Lambeth Annual Report 2023-24, which can be accessed here: <https://www.healthwatchlambeth.org.uk/annualreport2023-2024>

Review of activities 2023-2024

Healthwatch Lambeth's activities in 2023-2024 included:

Aligning its organisational structure with strategic priorities:

- Organisational restructure: streamlining the engagement and research team, now led by a Research and Engagement Manager to more effectively meet updated priorities
- Changing working arrangements: to renew focus on working with diverse community based organisations for instance from Latin American communities, refugee & asylum seeking groups, women of Black African and or Caribbean heritage, and people with learning disabilities
- Enhancing the Information and Signposting Service: strengthening community links to improve the advice, support and signposting capability of the organisation so as to more effectively resolve people's issues.

Engagement, Research, and Outreach Activities

Healthwatch Lambeth

Trustees' Report

Face-to-face outreach increased substantially in 2023-2024 as HWL set up new working partnerships with with local community based groups and organisations in Lambeth and gathered feedback from less heard communities and ensured their feedback was communicated to services and commissioners

In particular in 2023-24 HWL has reached different communities by:

- Linking with and supporting people from Latin American communities who experience difficulties getting the primary care they need
- Bringing together people experiencing poor mental health to ensure their experiences help shape the design and delivery of mental health services
- As part of the HWL outreach programme to promote what we do and to collect and communicate people's concerns and experiences of health & social care, we attended numerous community events in Lambeth for different groups including older people, people with mental health problems, carers, and Traveller communities.
- Listening to and supporting people from the LGBTQI+ community to understand and navigate the adult social care system.

Healthwatch Lambeth made a difference in 2023-2024 by:

- Consulting residents, community organisations and other interested parties about what is important to them so as to update the HWL annual work plan
- Increasing community outreach, speaking to lesser-heard groups including; carers, people with mental health needs, those living in difficult financial circumstances, and refugees, and asylum seekers.
- Ensuring voices from seldom-heard groups shape plans to make maternity services more person-centred and equitable
- Providing information and support to people through our helpline, helping them to resolve difficulties in accessing health & social care and other services, and to make complaints
- Highlighting the difficulties many vulnerable people face when navigating the hospital discharge process, resulting in local provider plans to co-design accessible information with patients
- Delivering community engagement training to local primary care networks (PCNs) so that they more effectively engage and involve their patients in shaping services
- Notifying South East London Integrated Care System (ICS) of the difficulties people were experiencing in getting ADHD medication from pharmacies and sharing up-to-date information with the public.
- Reducing digital exclusion, and increasing patients' confidence to access online health services by collaborating with a local PCN to provide digital skills training
- Addressing concerns of Latin American and LGBTQI+ communities delivering workshops on how to access primary care and social care services.
- Widening participation of people with mental health problems so their contribution helped shape plans to improve mental health services

Healthwatch Lambeth

Trustees' Report

- Supporting individuals to get the care they need eg someone with limited mobility to get a referral to adult social services, raising a concern with a service provider, and signposting someone to support for their long term condition.

Projects in 2023-2024 included:

Primary Care Networks (PCN) Patient Engagement Project:

As part of the programme to support services to engage more effectively with their patients and involve them in shaping services, HWL ran community engagement workshops with local primary care networks (PCNs).

In the workshops each PCN developed plans for community engagement around an agreed topic eg managing chronic pain or diabetes, improving cancer screening rates.

Some of the plans have already been implemented by PCNs eg by running events and others have expressed interest in obtaining funding for a role that would incorporate patient engagement.

Maternity Services Project:

Black, Asian and minority ethnic women, women living in deprived areas and women with learning disabilities are more likely to experience poor health outcomes when using maternity care services. Working with local voluntary and community organisations, we heard maternity care stories from 55 pregnant and newly birthed women from these groups.

Women spoke highly of health professionals who showed sensitivity, listened to them and were responsive to individual needs and circumstances.

However, a lack of continuity and person-centred care and a focus on structural aspects of care left many women feeling anxious, alone and 'processed' through the system.

Poor communication meant that some women felt 'funnelled' and/or excluded from decisions about their care.

Many women, particularly those whose first language was not English, found it difficult to obtain the information they needed about maternity care, hospital processes, pregnancy, birth and postnatal care.

What difference did this make?

Colleagues at South East London Local Maternity and Neonatal Services (SELLMNS) are using women's stories and HWL recommendations to develop their equality and equity plan.

The new plan includes:

Healthwatch Lambeth

Trustees' Report

- Introducing pocket guides/aide memoirs and online events to improve staff skills to deliver more personal conversations so women feel listened to and involved in their care
- Providing accessible parent education sessions for women in six different languages including; Spanish, Portuguese, Somali, Arabic, Romanian, and French, reflecting the diversity of the population across South East London
- Improving continuity of care for groups of women known to have poorer outcomes, including women from the groups we spoke to

Hospital Discharge Research:

HWL collected, analysed and shared people's experiences of hospital discharge. As a result local hospitals developed new resources to help people understand what to expect and to navigate their hospital discharge more easily.

Since publication of our joint project on hospital discharge with Healthwatch Southwark in 2018, the 'Going Home' report, both Guy's and St Thomas' Trust (GSTT) and Kings College Hospitals (KCH) made changes to the way hospital discharge is planned. To understand the impact of these changes on patient experiences, HWL spoke to 18 people who had recently left hospital.

Patients had mixed experiences regarding the co-ordination and communication they received before, during and after their discharge:

- Hospital discharge worked best for people who were familiar with hospital processes, were able to communicate their needs, and/or had an unpaid carer to support them and communicate with staff on their behalf.
- Satisfaction with hospital discharge was lower for people with social or communication needs, language barriers, and/or additional complex vulnerabilities like disabilities and chronic illnesses making it harder for them to navigate the process and/or access support.
- Blockages such as lack of coordination between teams, delays in prescribing medication and arranging patient transport also led to more negative experiences.
- Few people recalled being provided with written information about discharge, but those that did found it helpful.

What difference did this make? Since sharing our follow-up patient feedback, GSTT and KCH are now:

- Co-designing with patients a new video and an Easy Read written resource (digital and in-paper) to explain the discharge process and outline the support services available during and post-discharge.
- Providing written resources in different languages representing the diversity of the South East London population.
- Implementing a discharge checklist with care home residents to ensure their transition to the care home is smoother and includes medications.

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Reducing digital exclusion project

As more and more services are going online, it is important to understand how this impacts patients and their experience of receiving care. Working closely with one of the Lambeth PCNs (Fiveways Primary Care Network) we sought to find out about patients' experience of using online services and surveyed over 60 patients in GP waiting rooms.

We found that confidence was the greatest barrier for patients when it came to using digital or online options. Many patients did have phones and access to the internet and were comfortable using certain online services. However they often hadn't been confident or knowledgeable about managing their healthcare online.

We reported our findings to PCN staff who were keen to support patients to improve their digital literacy. We therefore worked with a local voluntary organisation, Clear Community Web (<https://clearcommunityweb.co.uk/>) to provide Digital Skills workshops and introduce patients to the NHS app. Over 40 patients attended, many of whom had not tried to download or use the NHS App before.

What difference did this make?

The workshops increased patients' awareness and understanding of the NHS App, and how people can use it to have greater control over their own health care by accessing their health records, booking appointments, and arranging repeat prescriptions. The older people who attended felt their digital skills had improved and they were more confident especially in using the NHS app.

The workshops also provided a great opportunity for practice staff to hear in more depth about people's experiences of digital exclusion and other challenges and talk with them about how barriers might be overcome. Based on the feedback in the workshops, some of the practices in the PCN have set up drop-in sessions to help patients set up their NHS account so they can access the NHS App or to troubleshoot any problems they are having with online services. As a result, people are better able and more confident to access services online.

Empowering LGBTQI+ communities to access adult social care

Talking to Lambeth residents, we found widespread confusion about what adult social care is, who provides services, their rights and who they should turn to for help. After we published some information and guidance on social care, we were invited by a local charity working with older LGBTQI+ people to provide information about accessing these services to their members. We facilitated a workshop which gave information about the Adult Social Care system and allowed time for questions from the group. Many of the participants were navigating the Social Care system for the first time and the workshop allowed the opportunity for conversations in a familiar and safe environment. Older people in Lambeth identifying as LGBTQI+ are now better informed about social care and feel more confident to navigate the system.

Healthwatch Lambeth

Trustees' Report

Advice and information services

This year HWL helped people by:

- Helping people get the health and social care they need
- Helping people navigate the NHS complaints service
- Linking people with local advocacy and mental health support
- Directing people to local health and wellbeing services and community initiatives.

Volunteering programme

HWL is supported by a team of volunteers who are the heart of its work. Thanks to their efforts, HWL has a better understanding of what is working and what needs improving in NHS and social care.

This year HWL volunteers have:

- Helped people have their say at community events in the community
- Promoted Healthwatch Lambeth services at large public events
- Created content for the HWL website, social media, volunteer newsletter, and flyers
- Helped with data entry and administrative organisation
- Mailed out paper copies of our newsletter to increase accessibility

Through our volunteering programme we have:

- Improved the confidence and wellbeing of our volunteers, helping them feel part of the community and giving them purpose and new skills.
- Increased our understanding of the volunteering experience, enabling us to make improvements to our programme including more face-to-face events that help volunteers meet each other and feel valued.

Financial review

The book values of the assets held at the year-end are, in the opinion of the Board of Trustees, as stated in the financial statements. Also, in its opinion, adequate assets are available to fulfil the obligations of Healthwatch Lambeth.

A summary of the result of Healthwatch Lambeth's activities during the year is given in the Statement of Financial Activities on page 16.

Total income from grants and donations amounted to £339,263 (2023: £364,538)

Expenses incurred during the year to 31 March 2024 primarily relate to the costs of running the charity's projects.

Healthwatch Lambeth

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The governance costs were made up of independent examination fees and legal and professional expenses. The governance costs are approved by the Trustees.

The total funds as at 31 March 2024 were £217,925 (2023: 240,855). This comprises the year-end unrestricted funds of £205,493 and restricted funds of £12,432

Policy on reserves

Healthwatch holds a designated fund of £150,000. This represents 62% of core grant which is equivalent to 8 months expenditure.

Deferred Income Policy

Healthwatch Lambeth's defers income which is related to time periods and/or activities that have not yet happened.

Overhead Allocation Policy

Healthwatch Lambeth is committed to managing overhead costs across all projects and activities to achieve best value. We plan and budget new projects carefully to ensure that overheads are fully costed.

Plans for future periods

Healthwatch Lambeth priorities reflect its commitment to play a full and active part in ensuring that people who experience the worst outcomes in health and social care have the opportunity to be heard and understood and that their views shape how services are provided.

Healthwatch Lambeth priorities for 2024-25 include:

To continue outreach activities to people and groups experiencing social deprivation and marginalisation so that their experiences and views are heard, understood and responded to by people in power.

To work with others in Lambeth and the South East London Integrated Care System to help develop a health and social care culture where all staff listen to and learn from service users and carers in their efforts to improve services

Healthwatch Lambeth's top three objectives for 2024-25 are to:

1. Engage in research to understand and respond to health inequalities relating to specific communities in Lambeth including in relation to experiences of digital exclusion, mental health services experienced by Black men, screening services, and safeguarding.
2. Conduct Enter and View visits in health and social care services including in GP surgeries, Extra Care and care homes, and mental health services.

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3. Conduct community engagement with groups we have not previously extensively engaged with including people who are homeless, refugee & asylum seeking groups, and Gypsy, Roma, and Traveller communities to understand their experiences of health and social care services.

Structure, governance, and management

Nature of governing document

The company is a charitable company limited by guarantee, incorporated in England & Wales on 5 March 2013 and registered as a charity on 16 August 2013. The objects and powers of the company were established in its Memorandum of Association and are governed by its Articles of Association. The charity commenced operations on the date of incorporation. The directors of the charitable company (the charity) are its trustees for the purposes of the charity law and throughout this report are collectively referred to as the Trustees.

Recruitment and appointment of trustees

The Trustees who held office during the financial year and at the date of this report are set out on page 1. The Trustees are appointed in accordance with the rules set out in the Articles of Association.

Induction and training of trustees

Induction to the Board is led by the Chair and the CEO. All trustees meet with the Chair and the CEO throughout the year to discuss the organisation's work and strategy. Trustees meet staff, volunteers, and partner agencies throughout the year at public engagement events.

Trustee Committees

Healthwatch Lambeth Trustee Board meets quarterly. The trustees also work through three sub-committees:

Finance, Risk and Assurance: Meets quarterly to review financial management reports, delivery reports and the organisational Risk Register. Healthwatch Lambeth continuously reviews its Financial Procedures and Policies.

Human Resources Committee: Meets quarterly and as needed to oversee recruitment, staff development & wellbeing and HR policy development.

Strategy & Performance Committee: Meets to review the Healthwatch Lambeth work programme, review strategic direction and to guide and support the staff team.

Organisational structure

1 full-time and 6 part-time staff carry out the work of the organisation.

The Healthwatch Lambeth CEO is responsible for running the organisation. The CEO is supported by a senior management team including a research and engagement manager and finance manager. Work programmes are led by engagement leads and project staff.

Healthwatch Lambeth

Trustees' Report

Change in staff during 2023-2024

An organisational restructure took place in January 2024, and one staff member was made redundant.

Partnerships

As a small organisation, working to influence the NHS and Local Authority, we prioritise working formally and informally in partnership including:

Lambeth Together Delivery Alliances

As a partner in Lambeth Together, during 2023-24, HWL continued to support the development of local arrangements for integrated delivery of local health and care services by actively participating in the three Lambeth Delivery Alliances and sitting on the Lambeth Together Executive Board and Health and Wellbeing board.

Lambeth learning Disability Assembly (LLDA)

HWL continued to host and provide operational support to the LLDA which is a local Lambeth organisation supporting individuals with learning disabilities.

Major risks and management of those risks

Risk Management

During the year the organisation's Finance, Risk and Assurance Sub-Committee focused on the following risks:

1. Ensuring the right organisational structure to deliver our projects and services.
2. Ensuring financial sustainability over the longer term
3. Ensuring a clear strategic direction to assist prioritisation
4. Ensuring appropriate governance and oversight in terms of policies and processes at executive and board level

Mitigation

1. Focusing on securing funding from a wide range of sources for the year ahead.
2. Ensuring organisational costs are in line with income.

Small companies provision statement

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on its behalf by:

SIGNED SECURELY
03/12/2024

on 03/12/2024 at 6:57:24 PM UTC

SIGNED SECURELY

Patrick Mitchell

03/12/2024 at 6:57:24 PM UTC

Patrick Mitchell
Chair and Trustee

Healthwatch Lambeth

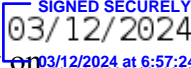
Statement of Trustees' Responsibilities

The trustees (who are also the directors of Healthwatch Lambeth for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

Approved by the trustees of the charity on  signed on its behalf by:


.....

Patrick Mitchell
Chair and Trustee

Healthwatch Lambeth

Independent Examiner's Report to the trustees of Healthwatch Lambeth

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2024 which are set out on pages 16 to 31.

Respective responsibilities of trustees and examiner

As the charity's trustees of Healthwatch Lambeth (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of Healthwatch Lambeth are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since Healthwatch Lambeth's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of , which is one of the listed bodies.

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

1. accounting records were not kept in respect of Healthwatch Lambeth as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

Healthwatch Lambeth

Independent Examiner's Report to the trustees of Healthwatch Lambeth

SIGNED SECURELY
Wem & Co
04/12/2024 at 3:23:17 PM UTC

.....
Alistair I Wem BSc FCA
Wem & Co Chartered Accountants & Registered Auditors
Savoy House
Savoy Circus
London
W3 7DA

SIGNED SECURELY
04/12/2024
Date: 04/12/2024 at 3:23:17 PM UTC

Healthwatch Lambeth

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	305,663	33,600	339,263
Investment income	4	2,486	-	2,486
Other income		558	-	558
Total income		<u>308,707</u>	<u>33,600</u>	<u>342,307</u>
Expenditure on:				
Charitable activities	5	(298,335)	(66,836)	(365,171)
Other expenditure		(68)	-	(68)
Total expenditure		<u>(298,403)</u>	<u>(66,836)</u>	<u>(365,239)</u>
Net income/(expenditure)		<u>10,304</u>	<u>(33,236)</u>	<u>(22,932)</u>
Net movement in funds		10,304	(33,236)	(22,932)
Reconciliation of funds				
Total funds brought forward		<u>195,189</u>	<u>45,668</u>	<u>240,857</u>
Total funds carried forward	14	<u>205,493</u>	<u>12,432</u>	<u>217,925</u>
	Note	Unrestricted £	Restricted £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	280,265	84,273	364,538
Investment income	4	1,011	-	1,011
Other income		360	-	360
Total income		<u>281,636</u>	<u>84,273</u>	<u>365,909</u>
Expenditure on:				
Charitable activities	5	(304,563)	(58,640)	(363,203)
Other expenditure		(75)	-	(75)
Total expenditure		<u>(304,638)</u>	<u>(58,640)</u>	<u>(363,278)</u>
Net (expenditure)/income		<u>(23,002)</u>	<u>25,633</u>	<u>2,631</u>

The notes on pages 21 to 31 form an integral part of these financial statements.

Healthwatch Lambeth

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2023 £
Net movement in funds		(23,002)	25,633	2,631
Reconciliation of funds				
Total funds brought forward		<u>217,111</u>	<u>21,113</u>	<u>238,224</u>
Total funds carried forward	14	<u>194,109</u>	<u>46,746</u>	<u>240,855</u>

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for 2023 is shown in note 14.

The notes on pages 21 to 31 form an integral part of these financial statements.

Healthwatch Lambeth
(Registration number: 08430436)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	10	2,016	3,749
Current assets			
Debtors	11	14,129	39,805
Cash at bank and in hand	12	<u>317,015</u>	<u>317,306</u>
		331,144	357,111
Creditors: Amounts falling due within one year	13	<u>(115,235)</u>	<u>(120,005)</u>
Net current assets		<u>215,909</u>	<u>237,106</u>
Net assets		<u>217,925</u>	<u>240,855</u>
Funds of the charity:			
Restricted		12,432	46,746
Unrestricted income funds			
Unrestricted		<u>205,493</u>	<u>194,109</u>
Total funds	14	<u>217,925</u>	<u>240,855</u>

For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The notes on pages 21 to 31 form an integral part of these financial statements.

Healthwatch Lambeth
(Registration number: 08430436)
Balance Sheet as at 31 March 2024

The financial statements on pages 16 to 31 were approved by the trustees, and authorised for issue on and signed on their behalf by:

 SIGNED SECURELY
Patrick Mitchell
03/12/2024 at 6:57:24 PM UTC
.....

Patrick Mitchell
Chair and Trustee

The notes on pages 21 to 31 form an integral part of these financial statements.

Healthwatch Lambeth

Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash (expenditure)/income		(22,932)	2,631
Adjustments to cash flows from non-cash items			
Depreciation		1,733	-
Investment income	4	<u>(2,486)</u>	<u>(1,011)</u>
		(23,685)	1,620
Working capital adjustments			
Decrease/(increase) in debtors	11	25,676	(15,646)
Decrease in creditors	13	(4,768)	(56,751)
Decrease in deferred income		<u>-</u>	<u>(2,288)</u>
Net cash flows from operating activities		<u>(2,777)</u>	<u>(73,065)</u>
Cash flows from investing activities			
Interest receivable and similar income	4	2,486	1,011
Purchase of tangible fixed assets	10	<u>-</u>	<u>(681)</u>
Net cash flows from investing activities		<u>2,486</u>	<u>330</u>
Net decrease in cash and cash equivalents		(291)	(72,735)
Cash and cash equivalents at 1 April		<u>317,306</u>	<u>390,041</u>
Cash and cash equivalents at 31 March		<u><u>317,015</u></u>	<u><u>317,306</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 21 to 31 form an integral part of these financial statements.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is limited by share capital, incorporated in England.

The address of its registered office is:

Tripod- LB of Lambeth, PO Box 80771

Brixton

London

SW2 9QQ

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

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). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Healthwatch Lambeth meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The presentational currency of the financial statements is Pound Sterling (£).

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2024

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2024

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Furniture & equipment	25% straight line

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2024

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2024

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Fair value measurement

The best evidence of fair value is a quoted price for an identical asset in an active market. When quoted prices are unavailable, the price of a recent transaction for an identical asset provides evidence of fair value as long as there has not been a significant change in economic circumstances or a significant lapse of time since the transaction took place. If the market is not active and recent transactions of an identical asset on their own are not a good estimate of fair value, the fair value is estimated by using a valuation technique.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total funds £
Grants, including capital grants; Grants from other charities	305,663	33,600	339,263
Total for 2024	<u>305,663</u>	<u>33,600</u>	<u>339,263</u>
Total for 2023	<u>280,265</u>	<u>84,273</u>	<u>364,538</u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2024

4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	2,486	2,486
Total for 2024	<u>2,486</u>	<u>2,486</u>
Total for 2023	<u>1,011</u>	<u>1,011</u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2024

5 Expenditure on charitable activities

	Note	Unrestricted		Total 2024 £	Total 2023 £
		General £	Restricted £		
Staff training & recruitment		3,064	-	3,064	7,022
Staff welfare		1,847	-	1,847	99
Motor & travelling		76	-	76	682
Consultancy & partner payments		7,277	22,404	29,681	38,009
Computer equipment depreciation		1,733	-	1,733	2,131
Accountancy		1,248	-	1,248	1,080
Staff costs		262,290	22,011	284,301	273,095
Allocated support costs		40,221	-	40,221	38,085
Governance costs		(19,421)	22,421	3,000	3,000
		<u>298,335</u>	<u>66,836</u>	<u>365,171</u>	<u>363,203</u>

In addition to the expenditure analysed above, there are also governance costs of £3,000 (2023 - £3,000) which relate directly to charitable activities. See note for further details.

6 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

7 Staff costs

The aggregate payroll costs were as follows:

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2024

	2024	2023
	£	£
Staff costs during the year were:		
Wages and salaries	254,893	235,396
Social security costs	19,527	18,938
Pension costs	9,530	3,739
Other staff costs	351	15,022
	<u>284,301</u>	<u>273,095</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2024	2023
	No	No
Chief Executive Officer	1	1
Manager	2	3
Administration	4	3
	<u>7</u>	<u>7</u>

No employee received emoluments of more than £60,000 during the year.

8 Independent examiner's remuneration

	2024	2023
	£	£
Examination of the financial statements	<u>3,000</u>	<u>3,000</u>

9 Taxation

The charity is a registered charity and is therefore exempt from taxation.

10 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2023	<u>19,726</u>	<u>19,726</u>
At 31 March 2024	<u>19,726</u>	<u>19,726</u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2024

	Furniture and equipment £	Total £
Depreciation		
At 1 April 2023	15,977	15,977
Charge for the year	<u>1,733</u>	<u>1,733</u>
At 31 March 2024	<u>17,710</u>	<u>17,710</u>
Net book value		
At 31 March 2024	<u>2,016</u>	<u>2,016</u>
At 31 March 2023	<u>3,749</u>	<u>3,749</u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2024

11 Debtors

	2024	2023
	£	£
Trade debtors	11,951	35,760
Prepayments	2,042	1,479
Other debtors	136	2,566
	<u>14,129</u>	<u>39,805</u>

12 Cash and cash equivalents

	2024	2023
	£	£
Cash on hand	1	20
Cash at bank	317,014	317,286
	<u>317,015</u>	<u>317,306</u>

13 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	1,355	604
Other taxation and social security	8,129	7,274
Other creditors	102,751	109,127
Accruals	3,000	3,000
	<u>115,235</u>	<u>120,005</u>

Other creditors is gifts of £102,751 payable to Gobal Black Thrive

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2024

14 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Balance at 31 March 2024 £
Unrestricted				
<i>General</i>				
General Funds	45,189	308,707	(298,403)	55,493
<i>Designated</i>				
Designated Funds	150,000	-	-	150,000
General funds	195,189	308,707	(298,403)	205,493
Restricted				
Healthwatch Lambeth - PCN	41,802	-	(41,802)	-
Healthwatch Lambeth - Contract Variation LLDA	3,866	33,600	(25,034)	12,432
	45,668	33,600	(66,836)	12,432
Total funds	240,857	342,307	(365,239)	217,925

15 Analysis of net funds

	At 1 April 2023 £	Financing cash flows £	At 31 March 2024 £
Cash at bank and in hand	317,306	(291)	317,015
Net debt	317,306	(291)	317,015

HEALTHWATCH LAMBETH

England & Wales - Charity number 1153444

Accounts

Company registration number: 08430436

Charity registration number: 1153444

Healthwatch Lambeth

(A company limited by share capital)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Healthwatch Lambeth

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Healthwatch Lambeth

Reference and Administrative Details

Chair	Dr Sarah Katharine Corlett
Trustees	Dr Sarah Katharine Corlett Jerome Pupe Heather Rogers (resigned 28 May 2022) Una Dalton Eileen Meredith Pembridge Andre Blackman Henry Hunt (resigned 21 October 2022) Rajan Lakhani (resigned 21 October 2022) Francis Argo JAMES (appointed 25 May 2022) Ruth ATKINSON (appointed 25 May 2022)
Secretary	Mairead Healy
Senior Management Team	Mairead Healy, Chief Executive Officer
Principal Office	Tripod- Lambeth Town Hall PO Box 734 Brixton Hill London SW2 1RW The charity is incorporated in England.

Healthwatch Lambeth

Reference and Administrative Details

Company Registration Number 08430436

Charity Registration Number 1153444

Bankers
CAF Bank Ltd
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

Metro Bank
1 Southampton Row
London
WC1B 5HA

The Co-operative Bank
P O Box 101
1 Balloon Street
Manchester
M60 4EP

Triodos Bank
Deanery Road,
Bristol
BS1 5AS

Independent Examiner Alistair I Wem BSc FCA
Wem & Co Chartered Accountants & Registered Auditors
Savoy House
Savoy Circus
London
W3 7DA

Healthwatch Lambeth

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2023.

Objectives and activities

Objects and aims

Healthwatch Lambeth (HWL) is the independent champion for local people's voices in Health and Social Care in the London Borough of Lambeth. We work to ensure people's experiences of care count when it comes to shaping and improving services. We seek to challenge inequalities in health and care, to help ensure everyone gets the services they need.

Our charitable objects are to advance the health and the relief of those in need by reasons of youth, age, ill health, disability or financial hardship in the London Borough of Lambeth by:

1. Making the views and experiences of the people of Lambeth known to health and social care providers and drawing on people's needs, involvement and aspirations, whether or not they use health and social care services.
2. Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities.
3. Providing training and the development of skills for volunteers and the wider community to understand, scrutinise, review and monitor local health and care services and facilities.
4. Providing information and signposting to the public about local health and social care services.

Healthwatch Lambeth

Trustees' Report

Public Benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

During 2022-23, Healthwatch developed a new strategy for 2023-2025. Following wide consultation with local people and stakeholders the agreed 3 priorities are:

1. To reduce health inequalities
2. To make care more personalised
3. To improve quality and access to services

The resulting work programmes deliver against these priorities by:

1. Working with people and groups who are seldom heard to ensure their issues and experiences influence health and care services for the better
2. Working directly with community organisations from marginalised groups
3. Ensuring the information we provide is accessible and useful to people who most need it
4. Providing accurate information about services
5. Helping people to raise concerns
6. Making sure services know about and respond to people's feedback

Information on our work is also available in our Annual Report, which can be accessed here: <https://www.healthwatchlambeth.org.uk/report/2023-07-03/annual-report-202223>

Review of activities 2022-2023

Healthwatch Lambeth's activities in 2022-2023 included:

Developing a new strategy

During 2022-23, HWL consulted community and voluntary organisations who work with different Lambeth communities, and residents, statutory partners, staff and volunteers, to identify which issues were most important in health and social care. This helped to identify where Healthwatch Lambeth could have the greatest impact. In all, over 150 people contributed to the final 2023-25 strategy which prioritises our commitment to reduce health inequalities, to make care more personalised and to improve quality and access to care.

Organisational change

HWL implemented significant organisational change in the reporting period:

Restructure of the organisation

We aligned HWL to meet the updated priorities, including creating a new team focused on communicating impact and ensuring rigorous research methods are used in all our work.

Healthwatch Lambeth

Trustees' Report

Changing how we work

To ensure we meet communities 'where they are at' a renewed focus on working closely with others to become a trusted ally of e.g., small local organisations who are close to least asked communities and based in community settings.

Enhancing our information and signposting service

To develop stronger community links to improve our ability to signpost people to relevant services and support and to be more active in ensuring people who ask for our help get resolution of their issues.

Engagement, research and outreach activities

During 2022-2023 we significantly increased our face-to-face outreach after the Covid pandemic lockdowns. This included partnering with several local community groups and grassroots organisations in Lambeth who work directly with communities who are least heard.

Priority engagement projects in 2022-2023:

Primary Care Networks (PCN) Patient Engagement Project

Commissioned by South East London Integrated Care Services (SEL ICS) in 2022, a project to support all 9 Lambeth PCNs to engage better with their patients

The goals of the project are to:

- Increase the role of patients & the public in shaping health and care services
- Improve access to health and care services
- Improve quality of health and care services
- Improve patient experience of health and care services
- Improve health outcomes and life expectancy
- Narrow health inequalities
- Sustain patient & public involvement beyond HW Lambeth involvement

Phase 1:

Working with 2 Lambeth PCNs on a focused engagement activity

- Streatham PCN - South Asian / Tamil communities
- Fiveways PCN - Digital inclusion / exclusion

Process:

- Establish a small working group in each of the 2 PCNs
- Identify a theme or priority area
- Host community conversations
- Identify engagement activity/strategy

Healthwatch Lambeth

Trustees' Report

- Plan and run the engagement activity
- Feedback, Review, Learnings

Phase 2:

Facilitate and leading interactive workshops on public and patient engagement for Lambeth PCNs:

- One workshop per PCN (9 in total)
- In advance, each PCN will identify a theme or priority they will focus on at their workshop which incorporates learning, good practice and success from Phase 1 activities - tools and resources
- Each PCN will leave their workshop having developed an engagement plan/framework for their theme/priority
- Each PCN will then implement their engagement plan

Maternity services project

Commissioned by Southeast London Local Maternity and Neonatal System (SEL LMNS)

Aim: To make maternity services more accessible, inclusive and high quality for everyone

Method:

- Engaging with more diverse and seldom heard individuals and communities
- Employing qualitative research; small focus groups and individual interviews, potentially supplemented by quantitative research (a survey)

Five priority communities:

- Migrant women
- Asylum seeking women
- Disabled women
- Black, Asian, ethnic minority women
- Women in disadvantaged/deprived areas

This project involved establishing partnership working with 5 community organisations.

NHS workshops

This project involved partnering with the Refugee Council to provide workshops for newly arrived asylum seekers & refugees to help them navigate the NHS and access primary care services.

Aim: To empower participants to confidently access and use GP and pharmacy services

The initial workshop took place in March 2023, with Ukrainian refugees and an interpreter.

Healthwatch Lambeth

Trustees' Report

The content included; how to find and register with a GP, booking appointments, the role of social prescribing, community pharmacies, GP Access Hubs and NHS 111, and resolving problems with your GP. The participants at the first session found the information helpful and the intention is to run the workshop with other voluntary and community groups. It is expected that the session is especially suitable for:

- Any person recently arrived in the UK
- Non-English speaking communities
- Any diverse or seldom heard communities who want to learn more about how best to access and use GP and pharmacy services

Adult social care workshops

This project involved partnering with a local voluntary group, Lambeth Links, to provide information and advice for older LGBT+ communities on how to access and navigate adult social care system and services.

The first session proved helpful to participants and the intention is to run it again with other voluntary and community groups.

Hospital discharge

We conducted research on patient experiences of hospital discharge, speaking to patients with recent experiences of hospital discharge from both Guy's and St Thomas' (GSTT) and King's College Hospitals. 18 qualitative semi-structured interviews were held with patients and carers and the final report has been shared with GSTT and King's

Priority themes and recommendations emerging in the report included:

Communication and support

- More emphasis on better communication and information to patients & carers
 - o some people need more than one conversation
 - o written communication to supplement conversations
 - o Information in different formats and languages
 - o More support for vulnerable and those less able to communicate or advocate for themselves
- More co-ordination, communication and information sharing between multidisciplinary teams
- Recognition of and support for a person's informal network (unpaid carers, family, friends)
- Identify strengths and limitations early on

On departure

- Give contact details so patients and carers can speak to a team that knows them, not have to go via A&E
- Give people the full range of communication methods e.g., phone, text, email to patients and carers

Healthwatch Lambeth

Trustees' Report

- Proper support at home e.g., primary care, care packages, physiotherapy
- More information and support on self management
- More information on and signposting to support from local VCSE sector

NHS continuing care

We conducted research and produced a report on continuing care, speaking to people about their experiences of applying for Continuing Healthcare (CHC)/ Funded Nursing care. This involved 8 interviews and the final report was shared with NHS CHC Steering Group and key NHS CHC stakeholders

Main themes and recommendations emerging from the research included:

- Lack of awareness of, and confusion around, CHC - what it is, who is eligible, how to apply etc.
- The need for good quality written information (plain English, different formats eg easy read, different languages) explaining what CHC is, how people can access it, and clearly outlining the process for applying and what it involves
- Lack of communication and regular updates on progress of your application eg lack of communication with people waiting long periods of time to hear the outcome of their application
- Lack of a clear point of contact
- After the assessment, people need clear and comprehensive information on the outcome - what a CHC funding package will cover, and how to challenge decisions
- Hard to navigate the process without the support of a knowledgeable professional
- Some service users (most vulnerable) need additional support to navigate the CHC process, and are not able to access or receive this support > This needs to be provided
- Not all staff understand the eligibility criteria for CHC or are familiar with the decision tools used > Need for more staff training and support
- Long delays in receiving a decision from assessment panel (non-adherence to 28-day decision timeline)
- Withdrawal of support from professionals helping a person to navigate the process after the panel decision: continuing support needed

Enter and View visits

Enter and View is a statutory power which local Healthwatch have and which involves visiting publicly funded health and social care services to see how care is delivered, and talking to service users, carers and staff.

We are pleased to have completed, and reported on, our first post Covid-19 Enter and View visit in February 2023. This visit was to the Treehouse facility which offers short stay (8 weeks) supported living for mental health service users when they are discharged from hospital, before returning to the community.

Healthwatch Lambeth

Trustees' Report

Priority findings of the Enter and View visit included:

- The shared physical environment was clean and tidy, with a good communal area, kitchen, bathroom and garden
- There were good relations between residents and staff, and residents were very positive about their care
- Carers were happy with the care provided and was able to visit when she wanted
- Staff enjoyed working there and found the work fulfilling and rewarding

Outreach activities

We worked with several statutory partners to do outreach to raise awareness about what we do and to listen to what people have to say. This included:

- Quarterly pop-up stalls at Guys & St Thomas's and Kings College Hospitals
- Lambeth Council premises - Libraries, Customer Service centres
- Primary care settings - Health centres, GP surgeries

We also took part in several local events with stalls and a presence including at or during:

- Mental Health Awareness Week
- Lambeth Country Show
- Pride Month
- Black History Month
- World Mental Health Day
- World AIDS Day
- LGBTQ+ History Month

Our outreach activities were focused on least asked communities in line with our new strategy, This included working with VCS organisations and community groups from diverse and seldom heard communities including Black African, Black Caribbean, ethnic minority communities, LGBTQI+ communities, Refugees, asylum seekers, migrants, Gypsies and Travellers, those experiencing homelessness, people with mental health issues, people with physical and learning disabilities.

Advice and information

This year HWL helped people by:

- Helping people resolve difficulties experienced when trying to access GP and dentistry services.
- Providing up-to-date information about complaints services and processes, particularly in relation to mental health, hospital, and GP services.
- Linking people to local advocacy services, the Citizens Advice Bureau and community mental health services.

Volunteering programme

Healthwatch Lambeth

Trustees' Report

HWL is supported by a team of volunteers who are the heart of its work. Thanks to their efforts, HWL has a better understanding of what is working and what needs improving in NHS and social care.

This year HWL volunteers have:

- Helped people have their say by carrying out interviews and talking to people at outreach events.
- Carried out data analysis of interviews.
- Created digital content for our website and social media, designed flyers for events and projects, and provided content ideas for our volunteer newsletter.
- Supported us with conducting background literature reviews
- Helped develop a new volunteer strategy.
- Supported us with preparation for our Investors in Volunteers renewal.
- Helped us with office administration tasks.

How Healthwatch Lambeth has made a difference in 2022-2023:

- After we highlighted the difficulties of applying for Continuing Healthcare/Funded Nursing, commissioners addressed some of our recommendations in their improvement plans, making it easier for the public to understand and navigate the system.
- Teaming up with the Refugee Council, we ran an online NHS information workshop which enabled Ukrainian refugees to be more confident to access GP and Pharmacy services.
- Highlighted unmet need in social care by publishing information and guidance, making it easier for the public to understand how to access social care services. Our work also amplified the voices of unpaid carers.
- Working with local organisations, we helped residents understand and look after their wellbeing with interactive events on issues such as tackling loneliness and coping with the cost-of-living crisis.
- Enabled people with mental health needs to have a greater voice in service improvements through our enter and view programme.
- Consulted residents and stakeholders to say what is important to them, resulting in our new three-year strategy focused on reducing inequalities; improving the quality of and access to services and making care more person-centred.
- Increased our reach in the community, speaking to lesser-heard groups including carers; people with mental health needs; those living in difficult financial circumstances, refugees and asylum seekers.
- Provided information and signposting support to people through our helpline, enabling them to access services, make complaints and resolve difficulties in accessing NHS, social care and other services.

Through our volunteering programme we have:

- Improved the confidence and wellbeing of our volunteers, helping them feel part of the community and giving them purpose and new skills.

Healthwatch Lambeth

Trustees' Report

- Increased our understanding of the volunteering experience, enabling us to make improvements to our programme including more face-to-face events that help volunteers meet each other and feel valued.

Financial review

The book values of the assets held at the year-end are, in the opinion of the Board of Trustees, as stated in the financial statements. Also, in its opinion, adequate assets are available to fulfil the obligations of Healthwatch Lambeth.

A summary of the result of Healthwatch Lambeth's activities during the year is given in the Statement of Financial Activities on page 16.

Total income from grants and donations amounted to £364,538 (2022: £320,737)

Expenses incurred during the year to 31 March 2023 primarily relate to the costs of running the charity's projects.

The governance costs were made up of independent examination fees and legal and professional expenses. The governance costs are approved by the Trustees.

The total funds as at 31 March 2023 were £240,855 (2022: £238,228). This comprises the year-end unrestricted funds of £194,109 and restricted funds of £46,746

Policy on reserves

Healthwatch holds a designated fund of £150,000. This represents 62% of core grant which is equivalent to 8 months expenditure.

Deferred Income Policy

Healthwatch Lambeth's defers income which is related to time periods and/or activities that have not yet happened.

Overhead Allocation Policy

Healthwatch Lambeth is committed to managing overhead costs across all projects and activities to achieve best value. We plan and budget new projects carefully to ensure that overheads are fully costed.

Plans for future periods

Aims and objectives for future periods

Healthwatch Lambeth priorities for 2023-24 are:

1. To increase outreach and engagement in communities we currently don't hear from.

Healthwatch Lambeth

Trustees' Report

2. To conduct research to understand health inequalities relating to specific communities in Lambeth including in their experiences of maternity, services, mental health and GPs.
3. To conduct Enter and View visits.
4. To engage in advocacy locally to influence change.
5. To continue hosting the Lambeth Learning Disability Assembly

To achieve this, HWL will focus on:

- Completing and reporting on research projects on maternity, primary care networks and following through the recommendations
- Developing new cross cutting research projects
- Further developing outreach and engagement activities with least asked communities
- Further developing information and signposting activities to enable more people to benefit
- Influencing change through our participation in the Lambeth Together partnership

HWL priorities reflect its commitment to play a full and active part in ensuring that people who experiences worse outcomes are heard and that their views shape how services are provided

Structure, governance and management

Nature of governing document

The company is a charitable company limited by guarantee, incorporated in England & Wales on 5 March 2013 and registered as a charity on 16 August 2013. The objects and powers of the company were established in its Memorandum of Association and are governed by its Articles of Association. The charity commenced operations on the date of incorporation. The directors of the charitable company (the charity) are its trustees for the purposes of the charity law and throughout this report are collectively referred to as the Trustees.

Recruitment and appointment of trustees

The Trustees who held office during the financial year and at the date of this report are set out on page 1. The Trustees are appointed in accordance with the rules set out in the Articles of Association.

Induction and training of trustees

Induction to the Board is led by the Chair and the CEO. All trustees meet with the Chair and the CEO throughout the year to discuss the organisation's work and strategy. Trustees meet staff, volunteers and partner agencies throughout the year at public engagement events.

Trustee Committees

Healthwatch Lambeth Trustee Board meets quarterly. The trustees also work through three sub-committees:

Healthwatch Lambeth

Trustees' Report

Finance, Risk and Assurance: Meets quarterly to review financial management reports, delivery report and Risk Register. Healthwatch Lambeth (Healthwatch) continuously review its Financial Procedures and Policies.

Human Resources Committee: Meets quarterly and as needed to oversee recruitment, staff wellbeing and HR policy development.

Strategy & Performance Committee: Meets to review Healthwatch Lambeth work programme, review strategic direction and to guide and support the staff team.

Organisational structure

2 full-time and 6 part-time staff carry out the work of the organisation. Healthwatch Lambeth's CEO is responsible for running the organisation. The CEO is supported by a senior management team including an engagement manager, and finance manager and a research, impact and information manager. Work programmes are led by engagement leads and project staff.

Change in staff during 2022-2023

There was a change in CEO, and a new CEO was appointed in August 2022. An organisational restructure took place in January 2023, and one staff member was made redundant.

Partnerships

As a small organisation, working to influence the NHS and Local Authority, we prioritise working formally or informally in partnership including:

Lambeth Together Delivery Alliances

As a partner in Lambeth Together, during 2022-23 HWL, continued to support the development of local arrangements for integrated delivery of local health and care services by actively participating in the three Lambeth Delivery Alliances and sitting on the Lambeth Together Executive Board and Health and Wellbeing board.

Lambeth learning Disability Assembly (LLDA)

HWL continued to host and provide operational support to the LLDA which is a local Lambeth organisation supporting individuals with learning disabilities.

Major risks and management of those risks

Risk Management

During the year the organisation's Finance, Risk and Assurance Sub-Committee focused on the following risks:

1. The uncertainty in relation to the renewal of our main Local Authority contract. This has since been confirmed that we have been successful in re-tendering after year end.
2. Ensuring the right organisational structure to deliver our projects and services.
4. Ensuring financial sustainability over the longer term

Healthwatch Lambeth

Trustees' Report

5. Ensuring a clear strategic direction to assist prioritisation
6. Ensuring appropriate governance and oversight in terms of policies and processes at executive and board level

Mitigation


1. Confirmation that HWL secured renewal of our main core contract with the local authority, which we received after Year End.
2. Focusing on securing funding from a wide range of sources including some new sources of funding secured for the year ahead.
3. Finalising a new 3-year strategic plan to guide our strategic direction.
4. Development of new policies and processes in areas identified as requiring further guidance.

Small companies provision statement

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on its behalf by:

SIGNED SECURELY
20/12/2023
On 20/12/2023 at 7:08:39 PM UTC

SIGNED SECURELY

20/12/2023 at 7:08:39 PM UTC.....

Dr Sarah Katharine Corlett
Chair and Trustee

Healthwatch Lambeth

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Healthwatch Lambeth for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

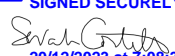
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

SIGNED SECURELY
20/12/2023

Approved by the trustees of the charity on 20/12/2023 at 7:08:39 PM and signed on its behalf by:

SIGNED SECURELY

..... 20/12/2023 at 7:08:39 PM UTC

Dr Sarah Katharine Corlett
Chair and Trustee

Healthwatch Lambeth

Independent Examiner's Report to the trustees of Healthwatch Lambeth

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2023 which are set out on pages 18 to 33.

Respective responsibilities of trustees and examiner

As the charity's trustees of Healthwatch Lambeth (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of Healthwatch Lambeth are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since Healthwatch Lambeth's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of , which is one of the listed bodies.

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

1. accounting records were not kept in respect of Healthwatch Lambeth as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

Healthwatch Lambeth

Independent Examiner's Report to the trustees of Healthwatch Lambeth

SIGNED SECURELY
Alistair I Wem
21/12/2023 at 11:21:57 AM UTC

Alistair I Wem BSc FCA
Wem & Co Chartered Accountants & Registered Auditors
Savoy House
Savoy Circus
London
W3 7DA

SIGNED SECURELY
Date 21/12/2023
21/12/2023 at 11:21:57 AM UTC

Healthwatch Lambeth

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	280,265	84,273	364,538
Investment income	4	1,011	-	1,011
Other income		360	-	360
Total income		<u>281,636</u>	<u>84,273</u>	<u>365,909</u>
Expenditure on:				
Charitable activities	5	(300,483)	(59,720)	(360,203)
Other expenditure	6	(75)	-	(75)
Total expenditure		<u>(300,558)</u>	<u>(59,720)</u>	<u>(360,278)</u>
Net (expenditure)/income		<u>(18,922)</u>	<u>24,553</u>	<u>5,631</u>
Net movement in funds		(18,922)	24,553	5,631
Reconciliation of funds				
Total funds brought forward		<u>217,111</u>	<u>21,113</u>	<u>238,224</u>
Total funds carried forward	15	<u>198,189</u>	<u>45,666</u>	<u>243,855</u>
	Note	Unrestricted £	Restricted £	Total 2022 £
Income and Endowments from:				
Donations and legacies	3	273,715	47,022	320,737
Investment income	4	78	-	78
Other income		43,760	3,250	47,010
Total income		<u>317,553</u>	<u>50,272</u>	<u>367,825</u>
Expenditure on:				
Charitable activities	5	(318,329)	(48,437)	(366,766)
Other expenditure	6	(107)	-	(107)
Total expenditure		<u>(318,436)</u>	<u>(48,437)</u>	<u>(366,873)</u>
Net (expenditure)/income		<u>(883)</u>	<u>1,835</u>	<u>952</u>

The notes on pages 23 to 33 form an integral part of these financial statements.

Healthwatch Lambeth

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2022 £
Net movement in funds		(883)	1,835	952
Reconciliation of funds				
Total funds brought forward		<u>217,994</u>	<u>19,278</u>	<u>237,272</u>
Total funds carried forward	15	<u>217,111</u>	<u>21,113</u>	<u>238,224</u>

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for 2022 is shown in note 15.

The notes on pages 23 to 33 form an integral part of these financial statements.

Healthwatch Lambeth
(Registration number: 08430436)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	11	3,749	3,068
Current assets			
Debtors	12	39,805	24,159
Cash at bank and in hand	13	<u>317,306</u>	<u>390,041</u>
		357,111	414,200
Creditors: Amounts falling due within one year	14	<u>(120,005)</u>	<u>(179,044)</u>
Net current assets		<u>237,106</u>	<u>235,156</u>
Net assets		<u>240,855</u>	<u>238,224</u>
Funds of the charity:			
Restricted		45,666	21,113
Unrestricted income funds			
Unrestricted		<u>198,189</u>	<u>217,111</u>
Total funds	15	<u>243,855</u>	<u>238,224</u>

For the financial year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:


- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The notes on pages 23 to 33 form an integral part of these financial statements.

Healthwatch Lambeth
(Registration number: 08430436)
Balance Sheet as at 31 March 2023

The financial statements on pages 18 to 33 were approved by the trustees, and authorised for issue on 20/12/2023 and signed on their behalf by:

SIGNED SECURELY

..... 20/12/2023 at 7:08:39 PM UTC

Dr Sarah Katharine Corlett
Chair and Trustee

The notes on pages 23 to 33 form an integral part of these financial statements.

Healthwatch Lambeth

Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income		2,631	952
Adjustments to cash flows from non-cash items			
Depreciation	6	-	2,306
Investment income	4	<u>(1,011)</u>	<u>(78)</u>
		1,620	3,180
Working capital adjustments			
Increase in debtors	12	(15,646)	(6,487)
(Decrease)/increase in creditors	14	(56,751)	8,579
Decrease in deferred income		<u>(2,288)</u>	<u>(1,583)</u>
Net cash flows from operating activities		<u>(73,065)</u>	<u>3,689</u>
Cash flows from investing activities			
Interest receivable and similar income	4	1,011	78
Purchase of tangible fixed assets	11	<u>(681)</u>	<u>-</u>
Net cash flows from investing activities		<u>330</u>	<u>78</u>
Net (decrease)/increase in cash and cash equivalents		(72,735)	3,767
Cash and cash equivalents at 1 April		<u>390,041</u>	<u>386,274</u>
Cash and cash equivalents at 31 March		<u><u>317,306</u></u>	<u><u>390,041</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 23 to 33 form an integral part of these financial statements.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Charity status

The charity is limited by share capital, incorporated in England.

The address of its registered office is:

Tripod- Lambeth Town Hall PO Box 734

Brixton Hill

London

SW2 1RW

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

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). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Healthwatch Lambeth meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The presentational currency of the financial statements is Pound Sterling (£).

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Furniture & equipment	25% straight line

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees's discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

Fair value measurement

The best evidence of fair value is a quoted price for an identical asset in an active market. When quoted prices are unavailable, the price of a recent transaction for an identical asset provides evidence of fair value as long as there has not been a significant change in economic circumstances or a significant lapse of time since the transaction took place. If the market is not active and recent transactions of an identical asset on their own are not a good estimate of fair value, the fair value is estimated by using a valuation technique.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total funds £
Grants, including capital grants; Grants from other charities	280,265	84,273	364,538
Total for 2023	<u>280,265</u>	<u>84,273</u>	<u>364,538</u>
Total for 2022	<u>273,715</u>	<u>47,022</u>	<u>320,737</u>

4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	1,011	1,011
Total for 2023	<u>1,011</u>	<u>1,011</u>
Total for 2022	<u>78</u>	<u>78</u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

5 Expenditure on charitable activities

	Note	Unrestricted		Total 2023 £	Total 2022 £
		General £	Restricted £		
Staff training & recruitment		6,805	217	7,022	7,692
Staff welfare		99	-	99	88
Motor & travelling		682	-	682	160
Consultancy & partner payments		15,324	22,685	38,009	54,807
Professional fees		-	-	-	1,973
Computer equipment depreciation		2,131	-	2,131	2,306
Accountancy		-	1,080	1,080	-
Staff costs		245,717	27,378	273,095	254,088
Allocated support costs		33,013	5,072	38,085	32,404
Governance costs		(3,288)	3,288	-	13,248
		<u>300,483</u>	<u>59,720</u>	<u>360,203</u>	<u>366,766</u>

In addition to the expenditure analysed above, there are also governance costs of £3,000 (2022 - £13,248) which relate directly to charitable activities. See note for further details.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

6 Other expenditure

	Note	Unrestricted funds General £	Total funds £
Other resources expended		75	75
Total for 2023		75	75
Total for 2022		107	107

7 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

8 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	235,396	222,073
Social security costs	18,938	18,958
Pension costs	3,739	8,478
Other staff costs	15,022	4,579
	273,095	254,088
	273,095	254,088

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2023 No	2022 No
Chief Executive Officer	1	1
Manager	3	1
Administration	3	4
	7	6
	7	6

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

No employee received emoluments of more than £60,000 during the year.

The total employee remuneration and benefits of the key management personnel of the charity were £Nil (2022 - £65,452).

9 Independent examiner's remuneration

	2023 £	2022 £
Examination of the financial statements	<u>3,000</u>	<u>3,000</u>

10 Taxation

The charity is a registered charity and is therefore exempt from taxation.

11 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2022	19,045	19,045
Additions	<u>681</u>	<u>681</u>
At 31 March 2023	<u>19,726</u>	<u>19,726</u>
Depreciation		
At 1 April 2022	<u>15,977</u>	<u>15,977</u>
At 31 March 2023	<u>15,977</u>	<u>15,977</u>
Net book value		
At 31 March 2023	<u>3,749</u>	<u>3,749</u>
At 31 March 2022	<u>3,068</u>	<u>3,068</u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

12 Debtors

	2023	2022
	£	£
Trade debtors	35,760	14,570
Prepayments	1,479	4,623
Other debtors	2,566	4,966
	<u>39,805</u>	<u>24,159</u>

13 Cash and cash equivalents

	2023	2022
	£	£
Cash on hand	20	119
Cash at bank	317,286	389,922
	<u>317,306</u>	<u>390,041</u>

14 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	604	58,228
Other taxation and social security	7,274	8,635
Other creditors	109,127	106,893
Accruals	3,000	3,000
Deferred income	-	2,288
	<u>120,005</u>	<u>179,044</u>

Included within other creditors is gifts of £106,892 payable to Gobal Black Thrive

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

15 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Unrestricted				
<i>General</i>				
General Funds	67,111	281,636	(300,558)	48,189
<i>Designated</i>				
Designated Funds	150,000	-	-	150,000
General funds	217,111	281,636	(300,558)	198,189
Restricted				
Healthwatch Lambeth - PCN	-	50,000	(8,198)	41,802
Healthwatch Lambeth - Contract Variation LLDA	19,384	27,500	(43,018)	3,866
HWL - Compassion In Dying - ACP Consortium - HWL	-	5,076	(5,077)	(1)
HWL - Compassion In Dying - ACP Consortium - LDA	1,729	1,697	(3,427)	(1)
	21,113	84,273	(59,720)	45,666
Total funds	238,224	365,909	(360,278)	243,855

16 Analysis of net funds

	At 1 April 2022 £	Financing cash flows £	At 31 March 2023 £
Cash at bank and in hand	390,041	(72,735)	317,306
Net debt	390,041	(72,735)	317,306

HEALTHWATCH LAMBETH

England & Wales - Charity number 1153444

Accounts

Company registration number: 08430436

Charity registration number: 1153444

Healthwatch Lambeth

(A company limited by share capital)

Annual Report and Financial Statements

for the Year Ended 31 March 2022

Healthwatch Lambeth

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Healthwatch Lambeth

Reference and Administrative Details

Chair	Dr Sarah Katharine Corlett
Trustees	Dr Sarah Katharine Corlett Ella Ify Rose Nwaokolo (resigned 28 April 2021) Jerome Pupe Heather Rogers Una Dalton Eileen Meredith Pembridge Andre Blackman Henry Hunt (appointed 27 October 2021) Rajan Lakhani
Secretary	Catherine Pearson
Senior Management Team	Catherine Pearson, Chief Executive Officer
Principal Office	336 Brixton Road London SW9 7AA The charity is incorporated in England.

Healthwatch Lambeth

Reference and Administrative Details

Company Registration Number 08430436

Charity Registration Number 1153444

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

Metro Bank
1 Southampton Row
London
WC1B 5HA

The Co-operative Bank
P O Box 101
1 Balloon Street
Manchester
M60 4EP

Triodos Bank
Deanery Road,
Bristol
BS1 5AS

Independent Examiner

Alistair I Wem BSc FCA
Wem & Co Chartered Accountants
Savoy House
Savoy Circus
London
W3 7DA

Healthwatch Lambeth

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2022.

Objectives and activities

Objects and aims

Healthwatch is the independent champion for local people's voices in Health and Social Care in Lambeth. We work to ensure people's experiences of care count when it comes to shaping and improving services. We seek to challenge inequalities in health and care, to help ensure everyone gets the services they need.

Our charitable objects are to advance the health and the relief of those in need by reasons of youth, age, ill health, disability or financial hardship in the London Borough of Lambeth by:

1. Making the views and experiences of the citizens of Lambeth known to health and social care providers and drawing on citizens' needs, involvement and aspiration whether users or not of health and social care services.
2. Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities.
3. 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.
4. Providing information and signposting to the public about local health and social care services.

Public Benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

During 2021-22, Healthwatch continued to focus on four priorities:

1. Older people, including people using social care and, or health services for long term conditions.
2. People affected by mental ill-health, particularly people from Lambeth's Black Communities.
3. Children and young people.
4. People with learning disabilities.

The programmes worked to deliver against these priorities by:

1. Gathering and analysing the care experiences of local people to provide a valid evidence base of health and social care practice.
2. Using this evidence to influence health and social care planning, commissioning, and provision
3. Building a culture of partnership and collaboration with local people, communities and other stakeholders.
4. Developing new ways to provide high quality, trusted intelligence on people's experiences of services to influence care.

Information on our work is also available in our Annual Report, which can be accessed here: <https://www.healthwatchlambeth.org.uk/report/2022-06-27/annual-report-20212022>

Review of activities 2021-2022

HWL's activities in 2021-2022 included:

- Improved mental health support for young people as they move from child and adolescent mental health services to adult mental health services as a result of our involvement.
- Improved emotional and psychological support for young people attending hospital through our work.
- Supported the borough's efforts to increase uptake of annual health checks and the COVID-19 vaccine amongst people with learning disabilities, autism, and severe mental illness.
- Promoted and supported maternity services at King's College Hospital NHS Foundation Trust to directly involve women and families in developing a new maternity strategy
- Started a new programme with health service colleagues at South East London CCG and Lambeth Together to make sure decisions taken by Primary Care Networks take full account of patients' perspectives and experiences.

Through HWL's signposting service and information events HWL have:

- Helped people to get services such as advocacy and community mental health services
- Helped people resolve issues such as concern about Covid-19 vaccination and housing difficulties
- Improved people's knowledge and understanding of the different ways to improve their physical and mental wellbeing.

Healthwatch Lambeth

Trustees' Report

- Helped people to get services such as advocacy and community mental health services
- Helped people resolve issues such as concern about Covid-19 vaccination and housing difficulties
- Improved people's knowledge and understanding of the different ways to improve their physical and mental wellbeing.

During the year, despite the difficulties of the pandemic more than 700 people shared their experiences of health and social care services with HWL helping to raise awareness of issues and improve care. Over 160 people came to HWL for clear advice and information about topics such as mental health and COVID-19.

HWL undertook three projects aimed at improving people's experience of health and social care services:

- Worked with Lambeth Together to improve the experience of people moving from child to adult mental health services
- Created a new local partnership to improve access to information about annual health checks for people with disabilities
- Supported the Adult Safeguarding Board to make improvements to the way that they consider the views of service users

Key projects in 2021-2022:

Improving mental health support for CYP

As a result of feedback HWL received from young people about the challenges they face moving between children and adult mental health services, the Living Well Network Alliance of Lambeth Together recruited transition workers to ensure that support is better coordinated and that services are responsive to their needs.

Young people often find the move from child to adult mental health services difficult and some disengage from services completely. Not all young people struggling with their mental health will need specialist services at the time of transition, but they all need some support to prepare them for independence and adulthood.

HWL spoke to 19 young people with mental health conditions and learning disabilities along with their parents or carers about their support needs as they move to adult services. Young people reported a poor experience of health and social care including:

- Difficulties talking to someone within the system
- Uncoordinated support
- Lack of training to build their resilience.

HWL also found that some young people disengaged from services due to unclear referral processes. Young people told us that they needed:

- Proper planning and transition support
- Access to better information on services
- Help to build resilience.

Healthwatch Lambeth

Trustees' Report

HWL presented these findings to the Living Well Network Alliance (LWNA) which is the collaborative group of statutory and voluntary mental health and care services in Lambeth. As a result, they recruited staff to coordinate support for young people moving from child to adult mental health services. HWL hope this will improve young people's experiences of moving across services. HWL will follow up to check that this is the case.

Improving uptake of Annual Health Checks and the COVID-19 vaccine

Feedback from people and carers with learning disabilities, autism and severe mental illness helped HWL improve the borough's knowledge of the barriers to uptake, and informed plans to ensure people from these groups can access the support they need.

This year HWL contributed to the borough's efforts to improve uptake of the Annual Health Checks (AHC) and COVID-19 vaccine among people with learning disabilities, autism and severe mental illness. The borough has adopted some of HWL's recommended strategies for improving access, including providing education and information about the AHC and the COVID-19 vaccine alongside other health campaigns. HWL spoke to people from these groups, along with their parent/carers about AHCs and the COVID-19 vaccine to explore their views and access experiences in depth.

Findings included:

- There is variation in knowledge and understanding of the purpose of an AHC, what it entails and beliefs about entitlement
- Family members and carers play a key role in giving people opportunities to access care, including booking appointments
- People have different understanding of the risks associated with COVID-19
- Family members and carers play a key role in supporting people to access care, correcting misinformation about the COVID-19 vaccine and are the key motivating factor influencing decisions about uptake.

Health professionals told HWL that:

- Misinformation about the vaccine communicated on social media was a strong factor in people's decisions about whether to get vaccinated
- There were public concerns about the period that was left to test the vaccines before they were rolled out, and there were misunderstandings about the level of protection the vaccine provided.
- People had different understanding of the risks associated with COVID-19

HWL presented its findings to representatives of Lambeth Council and NHS South East London CCG (Lambeth) and at the Learning Disability and Mental Health Vaccine Uptake Working Group. HWL's findings have informed and contributed to the borough's efforts to improve uptake among these groups. These included providing education and information about the AHC and the COVID-19 vaccine along with other health campaigns. HWL also encouraged the council to work more closely with grassroots community and voluntary organisations that reach people from these groups.

Healthwatch Lambeth

Trustees' Report

Some of the key differences HWL's activities made in 2021/2022:

Improving emotional support for young people attending hospital

As a result of a HWL consultation with a young people's reference group on their experiences of attending hospital, King's College Hospital and Child Health Services have been working on improving care for young people with emotional health needs.

This led to King's College Hospital appointing a consultant psychologist to develop the psychology services for children and young people with general paediatric conditions who need additional emotional support and developed training to help doctors manage young people who are very psychiatrically unwell, along with a programme to support people with mental health concerns better and is reviewing the resources available outside Child Mental Health Services (CAMHS) so that GPs, child health leads and paediatricians have better information about appropriate local support to meet children's needs.

"All this was started by what we heard from children and young people during the [HWL] consultation." Lucy Pickard Sullivan (Consultant paediatrician - King's College Hospital)

Supporting maternity services to involve women and families in new maternity strategy

HWL's strategy is to actively promote, encourage and support service providers and commissioners to directly involve the public in shaping how services are designed, monitored, and improved. Building on women's stories of their maternity care during COVID-19, HWL worked closely with King's College Hospital to directly involve women in the first stage of developing their maternity services vision and strategy.

HWL helped to design a consultation survey and supported the hospital to share it with local community groups and more widely with a diverse group of women who had experience of using King's Maternity services. A total of 170 women participated in the consultation and King's College Hospital are now using the results to shape the strategy and other maternity projects.

Improving care over time: Supporting public engagement in primary care services

HWL often work behind the scenes with health and care services to consistently raise issues and push for changes. HWL heard patients' feedback on their experiences of accessing GP services and our volunteers and staff reviewed the accessibility of information on GP websites. This highlighted the need for stronger community communications about service availability and appointment booking. HWL's insight has also led to a new opportunity for HWL to work closely with partners at the South East London CCG. In 2022, HWL will be embarking on a new programme to support Lambeth Primary Care Networks (PCNs) to develop greater insight from patient engagement, testing new ways to bring the patient experience into decision making processes.

Advice and information

This year HWL helped people by:

- Providing information about complaints services and processes

Healthwatch Lambeth

Trustees' Report

- Providing up to date information on COVID-19 vaccination and booster programme in the borough
- Linking people to reliable information they could trust
- Helping people to access local advocacy services, community mental health services including Lambeth Talking Therapies and services for older people such as the befriending services offered by Age UK Lambeth
- Holding a series of information events focusing on improving wellbeing including World Health Day, Mental Health Awareness, tips to keep in good health, safeguarding information.

World Health Day - which included 12 mini workshops on different topics such as gardening, yoga and mindfulness, singing, mental health and managing stress and information about local mental health services.

Mental Health Awareness Week was an opportunity for participants to join practical activities to improve their wellbeing and cope with the pandemic. We had sessions on mental health support for young people, boxercise, group coaching, journaling, and meditation and interactive performance from a group of Black men on how they cope with Covid.

Tips to keep in good health- aimed to raise awareness and mobilise efforts to support mental health and wellbeing in the community. Our event in October 2021 offered a variety of tips that participants could use as self-care as well as share with anyone who could benefit from. These included writing a fantasy story to distract the mind, to a 'food and mood' and physical activity videos. Professionals from the local 'Lambeth Talking Therapies' invited people to contact their service if they needed help to tackle anxiety, depression.

Volunteering programme

HWL is supported by a team of volunteers who are the heart of its work.. Thanks to their efforts in the community, HWL is able to understand what is working and what needs improving in NHS and social care.

This year HWL volunteers have:

- Helped people have their say from home, carrying out surveys and interviews over the telephone and transcribing interviews
- Supported with engagement project planning and the design of evidence gathering tools
- Carried out website reviews of all GP practices in Lambeth to assess the information they provide and their accessibility
- Supported with strategic review and review of funding opportunities
- Represented Healthwatch Lambeth at online and face to face meetings and forums
- Created digital content for our website and social media and designed flyers for events and projects
- Helped with administration
- Took part in training to improve their research skills.

Healthwatch Lambeth

Trustees' Report

Financial review

The book values of the assets held at the year-end are, in the opinion of the Board of Trustees, as stated in the financial statements. Also, in its opinion, adequate assets are available to fulfil the obligations of Healthwatch Lambeth.

A summary of the result of Healthwatch Lambeth's activities during the year is given in the Statement of Financial Activities on page 16.

Total income from grants and donations amounted to £320,737 (2021: £799,929).

Expenses incurred during the year to 31 March 2022 primarily relate to the costs of running the charity's projects.

The governance costs were made up of independent examination fees and legal and professional expenses. The governance costs are approved by the Trustees.

The total funds as at 31 March 2022 were £238,224 (2020: £237,273). This comprises the year-end unrestricted funds of £217,111 and restricted funds of £21,113.

Policy on reserves

Healthwatch holds a designated fund of £150,000. This represents 61% of core grant which is equivalent to 8 months expenditure.

Deferred Income Policy

Healthwatch Lambeth's defers income which is related to time periods and/or activities that have not yet happened.

Overhead Allocation Policy

Healthwatch Lambeth is committed to managing overhead costs across all projects and activities to achieve best value. We plan and budget new projects carefully to ensure that overheads are fully costed.

Plans for future periods

Aims and key objectives for future periods

Healthwatch Lambeth's top 3 priorities for 2022/23 are:

- Primary Care Network and patient and public engagement, Multiple Long-Term Conditions, and Diabetes pathways
- Older People: Hospital Discharge, Neighbourhood Nursing, and Continuing Health Care
- Mental Health: Enter & View visits and Mental Health projects at King's College Hospital, Mental Health events
- Children and Young People: Young People's engagement and mental health
- Learning Disability: Lambeth Learning Disability Assembly.

Healthwatch Lambeth

Trustees' Report

To achieve this, HWL will focus on:

- Launching a new strategy
- Achieving re-accreditation in Investing in Volunteers
- Holding Enter and View visits in NHS providers.

HWL priorities reflect its commitment to play a full and active part in ensuring that people who experiences worse outcomes are heard and that their views shape how services are provided

Structure, governance and management

Nature of governing document

The company is a charitable company limited by guarantee, incorporated in England & Wales on 5 March 2013 and registered as a charity on 16 August 2013. The objects and powers of the company were established in its Memorandum of Association and are governed by its Articles of Association. The charity commenced operations on the date of incorporation. The directors of the charitable company (the charity) are its trustees for the purposes of the charity law and throughout this report are collectively referred to as the Trustees.

Recruitment and appointment of trustees

The Trustees who held office during the financial year and at the date of this report are set out on page 1. The Trustees are appointed in accordance with the rules set out in the Articles of Association.

Induction and training of trustees

Induction to the Board is led by the Chair and the CEO. All trustees meet with the Chair and the CEO throughout the year to discuss the organisation's work and strategy. Trustees meet staff, volunteers and partner agencies throughout the year at public engagement events.

Trustee Committees

Healthwatch Lambeth Trustee Board meets quarterly. The trustees also work through three sub-committees:

Finance, Risk and Assurance: Meets quarterly to review financial management reports, delivery report and Risk Register. Healthwatch Lambeth (Healthwatch) continuously review its Financial Procedures and Policies.

Human Resources Committee: Meets quarterly and as needed to oversee recruitment, staff wellbeing and HR policy development.

Strategy Committee: Meets to review Healthwatch Lambeth work programme, review strategic direction and to guide and support the staff team.

Healthwatch Lambeth

Trustees' Report

Organisational structure

4 full-time and 2 part-time staff carry out the day-to-day work of the organisation. Healthwatch Lambeth's CEO is responsible for day-to-day running of the organisation. The CEO is supported by an engagement manager, and operations and finance lead. Work programmes are led by engagement leads covering Older People, Mental Health and Children & Young People.

Change in staff during 2021-2022

There was a change in CEO, who resigned on 7th February 2022 and a new CEO was appointed in August 2022. Trustees would like to thank the previous CEO for all her hard work and staff who departed during the year.

Partnerships

As a small organisation, working to influence the NHS and Local Authority, we prioritise working formally or informally in partnership including:

Lambeth Together Delivery Alliances

As a partner in Lambeth Together, during 2021-22 HWL, continued to support the development of local arrangements for integrated delivery of local health and care services by actively participating in the three Lambeth Delivery Alliances. For instance

- HWL worked with the Living Well Network Alliance to support public participation in the South London & Maudsley NHS Foundation Trust strategy refresh. This led to a trust-wide commitment to both putting patients and communities at the heart of services, and also to designing new ways to assess the impact of services on people with lived experience of mental health services.
- HWL continued work with the Children & Young People Alliance to ensure the voices of local children are heard and understood local Special Educational Needs and Disability services and in the transformation of services for looked after children as they leave care.

Major risks and management of those risks

Risk Management

During the year the organisation's Finance, Risk and Assurance Sub-Committee focused on the following risks:

1. The impact of the Covid-19 pandemic on how local people's voices were heard and responded to in health and social care
2. The impact of the Covid-19 pandemic on the ability of the organisation to deliver its programme commitments
3. The wellbeing of staff and volunteers whilst working from home
4. Ensuring financial sustainability over the longer term
5. Ensuring a clear strategic direction to assist prioritisation

Healthwatch Lambeth

Trustees' Report

6. Ensuring appropriate governance and oversight in terms of policies and processes at executive and board level

Mitigation

1. Maximising opportunities for face-to-face engagement where possible and supporting people to use digital methods. Utilising all possible sources of information
2. Updating reporting and reviewing options where projects had to be suspended
3. Workshops and other opportunities for staff to get together online
4. Substantial review of finances, projects and staffing arrangements and updating of approach to fundraising
5. Revision of strategy originally drafted but not launched in 2021 in light of changing environment to be ready for public engagement and launch in late 2022
6. Revision of a whole range of HR and other policies with advice from our HR provider and agreement of a new decision-making policy which will also have set procedures for authorising projects.

Small companies provision statement

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on^{21/10/2022} and signed on its behalf by:



.....
Dr Sarah Katharine Corlett
Chair and Trustee

Healthwatch Lambeth

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Healthwatch Lambeth for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

Approved by the trustees of the charity on 21/10/2022. and signed on its behalf by:



.....
Dr Sarah Katharine Corlett
Chair and Trustee

Healthwatch Lambeth

Independent Examiner's Report to the trustees of Healthwatch Lambeth

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2022 which are set out on pages 16 to 31.

Respective responsibilities of trustees and examiner

As the charity's trustees of Healthwatch Lambeth (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of Healthwatch Lambeth are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since Healthwatch Lambeth's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England & Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of Healthwatch Lambeth as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

Healthwatch Lambeth

Independent Examiner's Report to the trustees of Healthwatch Lambeth

SIGNED SECURELY

Alistair I Wem

21/12/2022 at 10:17:32 AM UTC

Alistair I Wem BSc FCA
Wem & Co Chartered Accountants
Institute of Chartered Accountants in England & Wales
Savoy House
Savoy Circus
London
W3 7DA

SIGNED SECURELY

21/12/2022

Date: 21/12/2022 at 10:17:32 AM UTC

Healthwatch Lambeth

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2022 £
Income and Endowments from:				
Donations and legacies	3	273,715	47,022	320,737
Investment income	4	78	-	78
Other income		<u>43,760</u>	<u>3,250</u>	<u>47,010</u>
Total income		<u>317,553</u>	<u>50,272</u>	<u>367,825</u>
Expenditure on:				
Charitable activities	5	(318,329)	(48,437)	(366,766)
Other expenditure	6	<u>(107)</u>	<u>-</u>	<u>(107)</u>
Total expenditure		<u>(318,436)</u>	<u>(48,437)</u>	<u>(366,873)</u>
Net (expenditure)/income		<u>(883)</u>	<u>1,835</u>	<u>952</u>
Net movement in funds		(883)	1,835	952
Reconciliation of funds				
Total funds brought forward		<u>217,994</u>	<u>19,278</u>	<u>237,272</u>
Total funds carried forward	15	<u><u>217,111</u></u>	<u><u>21,113</u></u>	<u><u>238,224</u></u>
	Note	Unrestricted £	Restricted £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	249,401	550,528	799,929
Investment income	4	215	-	215
Other income		<u>20,130</u>	<u>76,976</u>	<u>97,106</u>
Total income		<u>269,746</u>	<u>627,504</u>	<u>897,250</u>
Expenditure on:				
Charitable activities	5	(291,414)	(690,381)	(981,795)
Other expenditure	6	<u>(71)</u>	<u>-</u>	<u>(71)</u>
Total expenditure		<u>(291,485)</u>	<u>(690,381)</u>	<u>(981,866)</u>
Net expenditure		<u>(21,739)</u>	<u>(62,877)</u>	<u>(84,616)</u>

The notes on pages 21 to 31 form an integral part of these financial statements.

Healthwatch Lambeth

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2021 £
Net movement in funds		(21,739)	(62,877)	(84,616)
Reconciliation of funds				
Total funds brought forward		<u>239,734</u>	<u>82,155</u>	<u>321,889</u>
Total funds carried forward	15	<u>217,995</u>	<u>19,278</u>	<u>237,273</u>

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for 2021 is shown in note 15.

The notes on pages 21 to 31 form an integral part of these financial statements.

Healthwatch Lambeth

(Registration number: 08430436)
Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	11	3,068	5,374
Current assets			
Debtors	12	24,159	17,672
Cash at bank and in hand	13	<u>390,041</u>	<u>386,274</u>
		414,200	403,946
Creditors: Amounts falling due within one year	14	<u>(179,044)</u>	<u>(172,047)</u>
Net current assets		<u>235,156</u>	<u>231,899</u>
Net assets		<u>238,224</u>	<u>237,273</u>
Funds of the charity:			
Restricted		21,113	19,278
Unrestricted income funds			
Unrestricted		<u>217,111</u>	<u>217,995</u>
Total funds	15	<u>238,224</u>	<u>237,273</u>

For the financial year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The notes on pages 21 to 31 form an integral part of these financial statements.

Healthwatch Lambeth

**(Registration number: 08430436)
Balance Sheet as at 31 March 2022**

The financial statements on pages 16 to 31 were approved by the trustees, and authorised for issue on 21/10/2022 and signed on their behalf by:



.....
Dr Sarah Katharine Corlett
Chair and Trustee

The notes on pages 21 to 31 form an integral part of these financial statements.

Healthwatch Lambeth

Statement of Cash Flows for the Year Ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash income/(expenditure)		952	(84,616)
Adjustments to cash flows from non-cash items			
Depreciation	6	2,306	2,911
Investment income	4	<u>(78)</u>	<u>(215)</u>
		3,180	(81,920)
Working capital adjustments			
(Increase)/decrease in debtors	12	(6,487)	40,916
Increase in creditors	14	8,579	22,723
Decrease in deferred income		<u>(1,583)</u>	<u>(49,237)</u>
Net cash flows from operating activities		<u>3,689</u>	<u>(67,518)</u>
Cash flows from investing activities			
Interest receivable and similar income	4	78	215
Purchase of tangible fixed assets	11	-	(4,160)
Sale of tangible fixed assets		<u>-</u>	<u>1,860</u>
Net cash flows from investing activities		<u>78</u>	<u>(2,085)</u>
Net increase/(decrease) in cash and cash equivalents		3,767	(69,603)
Cash and cash equivalents at 1 April		<u>386,274</u>	<u>455,877</u>
Cash and cash equivalents at 31 March		<u>390,041</u>	<u>386,274</u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 21 to 31 form an integral part of these financial statements.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2022

1 Charity status

The charity is limited by share capital, incorporated in England.

The address of its registered office is:

336 Brixton Road

London

SW9 7AA

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

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). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Healthwatch Lambeth meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The presentational currency of the financial statements is Pound Sterling (£).

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2022

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Grant provisions

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2022

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Furniture & equipment	25% straight line

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2022

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2022

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2022

Fair value measurement

The best evidence of fair value is a quoted price for an identical asset in an active market. When quoted prices are unavailable, the price of a recent transaction for an identical asset provides evidence of fair value as long as there has not been a significant change in economic circumstances or a significant lapse of time since the transaction took place. If the market is not active and recent transactions of an identical asset on their own are not a good estimate of fair value, the fair value is estimated by using a valuation technique.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total funds £
Grants, including capital grants; Grants from other charities	<u>273,715</u>	<u>47,022</u>	<u>320,737</u>
Total for 2022	<u>273,715</u>	<u>47,022</u>	<u>320,737</u>
Total for 2021	<u>249,401</u>	<u>550,528</u>	<u>799,929</u>

4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	<u>78</u>	<u>78</u>
Total for 2022	<u>78</u>	<u>78</u>
Total for 2021	<u>215</u>	<u>215</u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2022

5 Expenditure on charitable activities

	Note	Unrestricted		Total 2022 £	Total 2021 £
		General £	Restricted £		
Staff training & recruitment		7,692	-	7,692	5,872
Staff welfare		88	-	88	1,326
Motor & travelling		160	-	160	457
Consultancy & partner payments		30,626	24,181	54,807	345,163
Professional fees		-	1,973	1,973	2,630
Computer equipment depreciation		2,306	-	2,306	2,910
Profit or (loss) on disposal of asset		-	-	-	1,860
Gifts payable to Global Black Thrive		-	-	-	106,891
Staff costs		238,519	15,569	254,088	455,574
Allocated support costs		25,990	6,414	32,404	31,289
Governance costs		12,948	300	13,248	27,823
		<u>318,329</u>	<u>48,437</u>	<u>366,766</u>	<u>981,795</u>

In addition to the expenditure analysed above, there are also governance costs of £13,248 (2021 - £27,823) which relate directly to charitable activities. See note for further details.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2022

6 Other expenditure

	Note	Unrestricted funds General £	Total funds £
Other resources expended		107	107
Total for 2022		107	107
Total for 2021		71	71

7 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

8 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
Staff costs during the year were:		
Wages and salaries	222,073	397,789
Social security costs	18,958	36,913
Pension costs	8,478	13,537
Other staff costs	4,579	7,335
	254,088	455,574
	254,088	455,574

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2022 No	2021 No
Chief Executive Officer	1	1
Manager	1	1
Administration	4	9
	6	11
	6	11

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2022

No employee received emoluments of more than £60,000 during the year.

The total employee remuneration and benefits of the key management personnel of the charity were £65,452 (2021 - £70,703).

9 Independent examiner's remuneration

	2022 £	2021 £
Examination of the financial statements	<u>3,000</u>	<u>3,900</u>

10 Taxation

The charity is a registered charity and is therefore exempt from taxation.

11 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2021	<u>19,045</u>	<u>19,045</u>
At 31 March 2022	<u>19,045</u>	<u>19,045</u>
Depreciation		
At 1 April 2021	13,671	13,671
Charge for the year	<u>2,306</u>	<u>2,306</u>
At 31 March 2022	<u>15,977</u>	<u>15,977</u>
Net book value		
At 31 March 2022	<u>3,068</u>	<u>3,068</u>
At 31 March 2021	<u>5,374</u>	<u>5,374</u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2022

12 Debtors

	2022	2021
	£	£
Trade debtors	14,570	6,463
Prepayments	4,623	3,843
Other debtors	4,966	7,366
	<u>24,159</u>	<u>17,672</u>

13 Cash and cash equivalents

	2022	2021
	£	£
Cash on hand	119	119
Cash at bank	389,922	386,155
	<u>390,041</u>	<u>386,274</u>

14 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	58,228	54,784
Other taxation and social security	8,635	-
Other creditors	106,893	106,892
Accruals	3,000	6,500
Deferred income	2,288	3,871
	<u>179,044</u>	<u>172,047</u>

Included within other creditors is gifts of £106,892 payable to Goba! Black Thrive

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2022

15 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 31 March 2022 £
Unrestricted				
<i>General</i>				
General Funds	67,994	317,553	(318,725)	66,822
<i>Designated</i>				
Designated Funds	150,000	-	-	150,000
General funds	217,994	317,553	(318,725)	216,822
Restricted				
Black Thrive	-	3,250	(3,250)	-
Healthwatch Lambeth - Contract Variation LLDA	19,070	27,501	(27,187)	19,384
HWL - Compassion In Dying - ACP Consortium - HWL	-	11,084	(11,084)	-
HWL - Compassion In Dying - ACP Consortium - LDA	208	8,437	(6,916)	1,729
	19,278	50,272	(48,437)	21,113
Total funds	237,272	367,825	(367,162)	237,935

16 Analysis of net funds

	At 1 April 2021 £	Financing cash flows £	At 31 March 2022 £
Cash at bank and in hand	386,274	(386,274)	-
Net debt	386,274	(386,274)	-

Healthwatch Lambeth

Statement of Financial Activities by fund for the Year Ended 31 March 2022

	Total Unrestricted Funds 2022 £	Total Unrestricted Funds 2021 £
Income and Endowments from:		
Donations and legacies	273,715	249,401
Investment income	78	215
Other income	<u>43,760</u>	<u>20,130</u>
Total income	<u>317,553</u>	<u>269,746</u>
Expenditure on:		
Charitable activities	(318,329)	(291,414)
Other expenditure	<u>(107)</u>	<u>(71)</u>
Total expenditure	<u>(318,436)</u>	<u>(291,485)</u>
Net expenditure	<u>(883)</u>	<u>(21,739)</u>
Net movement in funds	(883)	(21,739)
Reconciliation of funds		
Total funds brought forward	<u>217,994</u>	<u>239,734</u>
Total funds carried forward	<u>217,111</u>	<u>217,995</u>

This page does not form part of the statutory financial statements.
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Healthwatch Lambeth

Detailed Statement of Financial Activities for the Year Ended 31 March 2022

	Total 2022 £	Total 2021 £
Income and Endowments from:		
Donations and legacies (analysed below)	320,737	799,929
Investment income (analysed below)	78	215
Other income (analysed below)	<u>47,010</u>	<u>97,106</u>
Total income	<u>367,825</u>	<u>897,250</u>
Expenditure on:		
Charitable activities (analysed below)	(366,766)	(981,795)
Other expenditure (analysed below)	<u>(107)</u>	<u>(71)</u>
Total expenditure	<u>(366,873)</u>	<u>(981,866)</u>
Net income/(expenditure)	<u>952</u>	<u>(84,616)</u>
Net movement in funds	952	(84,616)
Reconciliation of funds		
Total funds brought forward	<u>237,272</u>	<u>321,889</u>
Total funds carried forward	<u><u>238,224</u></u>	<u><u>237,273</u></u>

This page does not form part of the statutory financial statements.

Healthwatch Lambeth

Detailed Statement of Financial Activities for the Year Ended 31 March 2022

	Total 2022 £	Total 2021 £
<i>Donations and legacies</i>		
Donations and legacies	-	47,949
Healthwatch Core Contract	273,715	249,401
Black Thrive - NHS Lambeth CCG	-	50,000
Black Thrive - Maudsley Charity	-	125
Black Thrive - National Lottery Contract Fund	-	195,000
Black Thrive - Guy's & St Thomas' Charity	-	(24,911)
Healthwatch Lambeth - Contract Variation - LLDA	27,501	36,000
HWL - Compassion In Dying - ACP Consortium - HWL	11,084	8,826
HWL - Compassion In Dying - ACP Consortium - LDA	8,437	6,544
Black Thrive - GSTTC Employment	-	230,995
	320,737	799,929
<i>Investment income</i>		
Bank interest	78	215
	78	215
<i>Other income</i>		
Other income	47,010	97,106
	47,010	97,106
<i>Charitable activities</i>		
Staff training & recruitment	(7,692)	(5,872)
Staff welfare	(88)	(1,326)
Motor & travelling	(160)	(457)
Consultancy & partner payments	(54,807)	(345,163)
Professional fees	(1,973)	(2,630)
Computer equipment depreciation	(2,306)	(2,910)
Profit or (loss) on disposal of asset	-	(1,860)
Grants to institutions	-	(106,891)
Venue hire	-	(221)
Rent	(12,618)	(13,411)
Insurance	(1,971)	(2,210)
Communications	(2,425)	(5,757)

This page does not form part of the statutory financial statements.

Healthwatch Lambeth

Detailed Statement of Financial Activities for the Year Ended 31 March 2022

	Total 2022 £	Total 2021 £
Software & maintenance	(2,277)	(5,774)
IT support costs	(3,225)	(4,000)
Printing, postage & stationery	(2,562)	(2,929)
Subscriptions	(4,587)	(8,230)
Sundry expenses	-	(7)
Committee & research	-	12,249
Marketing	(2,307)	(999)
Entertainment	(432)	-
Wages and salaries	(222,073)	(397,789)
Social security costs	(18,958)	(36,913)
Defined contribution pension	(8,478)	(13,537)
Other staff costs	(4,579)	(7,335)
Other fees paid to auditors	(1,980)	-
Examination of the financial statements	(3,000)	(3,900)
Legal fees	(8,268)	(20,443)
Accountancy fees	-	(3,480)
	<u>(366,766)</u>	<u>(981,795)</u>
 <i>Other expenditure</i>		
Bank charges	(107)	(71)
	<u>(107)</u>	<u>(71)</u>

This page does not form part of the statutory financial statements.

HEALTHWATCH LAMBETH

England & Wales - Charity number 1153444

Accounts

Company registration number: 08430436

Charity registration number: 1153444

Healthwatch Lambeth

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2021

Healthwatch Lambeth

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Healthwatch Lambeth

Reference and Administrative Details

Chair	Dr Sarah Katharine Corlett
Trustees	Dr Sarah Katharine Corlett Lorraine Jacqueline Thomas (resigned 31 October 2020) Leon Charles Panitzke (resigned 30 April 2021) Candy Juan Gitanjali Candappa (resigned 31 October 2020) Rajan Lakhani Ella Ify Rose Nwaokolo Jerome Pupe Heather Rogers Andre Blackman (appointed 28 April 2020) Eileen Meredith Pembridge (appointed 28 April 2020) Una Dalton (appointed 28 October 2020)
Secretary	Catherine Pearson
Senior Management Team	Catherine Pearson, Chief Executive Officer
Principal Office	336 Brixton Road London SW9 7AA The charity is incorporated in England.

Healthwatch Lambeth

Reference and Administrative Details

Company Registration Number 08430436

Charity Registration Number 1153444

Bankers
CAF Bank Ltd
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

Metro Bank
1 Southampton Row
London
WC1B 5HA

The Co-operative Bank
P O Box 101
1 Balloon Street
Manchester
M60 4EP

Independent Examiner
Alistair I Wem BSc FCA
Wem & Co Chartered Accountants
Savoy House
Savoy Circus
London
W3 7DA

Healthwatch Lambeth

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2021.

Objectives and activities

Objects and aims

Healthwatch is the independent champion for local people's voices in Health and Social Care in Lambeth. We work to ensure people's experiences of care count when it comes to shaping and improving services. We seek to challenge inequalities in health and care, to help ensure everyone gets the services they need.

Our charitable objects are to advance the health and the relief of those in need by reasons of youth, age, ill health, disability or financial hardship in the London Borough of Lambeth by:

1. Making the views and experiences of the citizens of Lambeth known to health and social care providers and drawing on citizens' needs, involvement and aspiration whether users or not of health and social care services.
2. Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities.
3. 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.
4. Providing information and signposting to the public about local health and social care services.

Public benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Healthwatch Lambeth

Trustees' Report

Use of volunteers

The Healthwatch Lambeth volunteer programme halted temporarily at the beginning of 2020/21 due to the impact of the Covid 19 lockdowns. However, our Volunteer Co-ordinator was able to collaborate with the Council on the development of Team Lambeth, over 1,000 local people who offered to volunteer across the borough helping people who were shielding or otherwise unable to get medicines, food and other essentials. Team Lambeth is still functioning well and more information can be found here: <https://beta.lambeth.gov.uk/your-community/get-involved/volunteering/team-lambeth>.

We relaunched the volunteer programme at the start of 2021 with a volunteer event to share opportunities to work on Healthwatch projects in March. This was attended by 10 people, three of whom have volunteered for the new role of Healthwatch Champions. These champions will deliver our outreach programme in 2021. In total 49 people have offering to support projects across all of our priorities, including online information giving sessions and community chats.

Healthwatch Lambeth

Trustees' Report

Covid-19

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The circumstances caused by national lockdown has encouraged our team to embrace pandemic-driven change to overcome operational challenges in the delivery of our services by being creative and nimble.

The Covid-19 pandemic has developed rapidly in 2020, with a significant number of cases. Measures taken by the government to contain the virus have had an impact on the charity's outreach and engagement activities. Healthwatch Lambeth responded by making the following changes to our operations and by being creative and nimble in our adoption of remote working throughout the pandemic:

- We made comprehensive Covid 19 and home risk assessments in a timely manner to enable staff to safely work from home from the beginning of the lockdown.
- We adopted online financial processes, such as invoicing, expenses and volunteer payments. This replaced paper transactions which sped up our operations and reduced the need for staff members to travel to the office.
- We used Zoom and MS Teams for meetings, webinars, AGM, and 121 as well as for staff socialising, improving mental wellbeing and reducing isolation among the Healthwatch Lambeth team.
- Colleagues at the Lambeth Learning Disability Assembly successfully transformed their activities online and secured additional funding to improve digital inclusion among their membership.
- We replaced our old telephone system with a state-of-the-art phone app (CallSwitch) which enables better communication between callers and staff. Calls can be transferred to the relevant officers wherever they are, allowing all staff members to communicate with the public while working remotely.

Healthwatch Lambeth

Trustees' Report

Achievements and performance

During 2020-21, Healthwatch continued to focus on four priorities:

1. Older people, including people using social care and, or health services for long term conditions.
2. People affected by mental ill-health, particularly people from Lambeth's Black Communities.
3. Children and young people.
4. People with learning disabilities.

The programmes worked to deliver against these priorities by:

1. Gathering and analysing the care experiences of local people to provide a valid evidence base of health and social care practice.
2. Using this evidence to influence health and social care planning, commissioning, and provision
3. Building a culture of partnership and collaboration with local people, communities and other stakeholders.
4. Developing new ways to provide high quality, trusted intelligence on people's experiences of services to influence care.

Information on our work is also available in our Annual Report, which can be accessed here: <https://www.healthwatch.co.uk>

Healthwatch Lambeth

Trustees' Report

Black Thrive:

Healthwatch trustees approved the request to host the Black Thrive Partnership staff team in 2016. In 2020 Black Thrive doubled the core staff team when Guy's & St Thomas' Charity approved a funding application for a new employment project to explore ways to enable black people with mental health problems to maintain or find employment. At the same time Black Thrive expanded their work across the health and care system in Lambeth:

- to support development and implantation by South London and Maudsley NHS Foundation Trust of the recent Government Patient and Carer Race Equality Framework.
- to extend their links to the Black LBGTQI+ communities and
- to develop a culturally appropriate peer support and advocacy programme for the Partnership.

The Partnership also received over £100,000 in donations from people who wished to respond positively to the Black Lives Matter movement.

In July 2020, the Black Thrive Partnership Board and Healthwatch Lambeth trustees decided that, given its size, profile and strategic direction, the programme should move to being part of an independent Black led entity. A substantial project to transfer the staff, funding, donations and intellectual property to the new Black Thrive Global Community Interest Company was successfully completed on 31 March 2021.

Healthwatch Lambeth will continue to support the partnership using our statutory powers to Enter & View publicly funded services and through our community engagement and involvement work with local people.

Healthwatch Lambeth acknowledges with gratitude the significant support received from Arnold & Porter who provided pro bono legal advice throughout the process and ensured that Trustees were able to take the decision to transfer the assets within the agreed timescale. We also thank Farrer & Co for their specialist advice on charity law which led to Black Thrive Global creating a separate trust for Black Thrive Lambeth assets raised through Healthwatch Lambeth's charitable status.

The years of hosting Black Thrive have taught Healthwatch Lambeth a great deal about how to see and address embedded racism both in society at large and in the way institutions tend to operate. Healthwatch Lambeth will take these perspectives into every aspect of how the organization conducts itself; with communities, on the board, in the staff team and in our relationship with our partners.

Healthwatch Lambeth

Trustees' Report

Mental Health

Improving and maintaining person-centred care in maternity services

The lockdown measures introduced in the UK to reduce the spread of COVID-19 resulted in a rapid change in how maternity care services were delivered. Building on early feedback from women about the impact of these changes, we decided to look into these issues in more depth. Between September and December 2020 we spoke to 14 women about their experiences of giving birth during the COVID pandemic. The findings indicated a broad range of experiences, both positive and negative.

The main issues raised by them included:

- The impact restrictions placed on the presence of partners during antenatal appointments, during different stages of birth and postnatally whilst in hospital.
- A lack of suitable practical and emotional support postnatally in hospital
- Intermittent and remote postnatal follow up after discharge.

“I had to go in on my own to be induced, I cried as soon as I got there. I was a first-time mum, I was so scared.”

“It’s easier to hide over the phone, and say ‘it’s ok, no problems’. Video calls are better and you can see if someone isn’t coping rather than taking someone’s word for it”

In the face of the ongoing pandemic, we presented our insight to stakeholders at the Kings Maternity Voices Partnership and the South East London Clinical Commissioning Group Quality and Safety Committee Meeting who responded positively.

“Thought provoking report and presentation at the meeting this morning. Your work is very valuable and generated a lot of discussion.” (Graham Hewitt, Associate Director of Quality)

Since sharing our report restrictions surrounding partner presence throughout the maternity care journey have been lifted. Healthwatch Lambeth is now working closely with King’s College Hospital Midwifery team to conduct a review of a new clinic for pregnant women with mild to moderate mental health concerns and to support input into their new Midwifery Strategy.

Older People

In 2019 Healthwatch Lambeth ran a focus group with 1-1 follow up interviews to gather service user experiences of funded home care. Service users shared their concerns and recommendations for the new service which covered:

- The importance of flexibility in decision making and care planning
- The need to properly resource travel time for carers

Healthwatch Lambeth

Trustees' Report

- The need to ensure safety and high standards of care throughout the changes to the service
- The need for effective communication and training to support carers so they can provide the best service

Thanks to the service users who participated, services users now have the opportunity to evaluate the people hoping to provide a new 7-year contract for home care services in Lambeth as part of the council's decision-making panel.

In 2019, Healthwatch Lambeth in partnership with Compassion in Dying (a charity that supports people to make decisions and exercise choices about their death: <https://compassionindying.org.uk>) secured a three-year grant for the Advance Care Planning Consortium from the National Lottery Community Fund. Over the past 2 years, local people have shared their wishes and learned about advance care planning at awareness raising events including the 'Before I die ...' activity at Lambeth Country Show.

'My grandmother had dementia and I would have liked to know more about her preferences so we could make better choices - I don't want to put my family in that position' Lambeth Country show attendee.

In 2020, The ACPC launched a one-to-one support service for local people interested in completing an advance care plan. People have shared what would be important to them at the end of their life, or if they lost the ability to communicate and have been introduced to three main tools involved with advance care planning.

Since the launch:

- 62 people have been supported to create a personalized advance care plan.
- Seldom heard groups including carers, Portuguese speakers; people with learning disabilities and others with long term conditions have been offered bespoke, accessible support that addresses specific barriers to completing an advance care plan.
- Volunteers and staff in health and social care services and grassroots organisations across Lambeth have had meaningful conversations about values, wishes and priorities with local people. 61 people have been trained to offer direct support to other in the community and 6 have become Champions.

'I though advance care planning was for people in their eighties but now I realise it is something I should do too!' Webinar attendee

Healthwatch Lambeth continues to be an active supporter of Lambeth's Dementia Action Alliance. In October 2020, Healthwatch Lambeth co-ordinated an Dementia Awareness event for Lambeth's black communities with Black Thrive and S London & Maudsley (SLAM). SLAM had identified that local people of African and Caribbean heritage:

- risk developing the disease up to 10 years earlier than other people

Healthwatch Lambeth

Trustees' Report

- are diagnosed at a later stage compared with other people
- may encounter cultural bias in the diagnostic tools which could delay their diagnosis further.

Over 50 people attended the event and around 30 people were involved in a linked drama project. Through these activities we learned:

- Awareness levels
- Most participants knew something about vascular dementia but few were aware of the associated inequalities faced by people of African and Caribbean heritage.

Participants wanted to be involved with this work going forward and Healthwatch Lambeth committee to:

- Share these insights with the Lambeth Dementia Action Alliance and other health and care practitioners
- Organise a community information session about local healthy living support
- Explore ideas for further community awareness-raising.

Children and Young People

In Lambeth, as of March 2019, there were 352 looked after children. 166 of whom were children who became looked after in that year. Of these 166 children, 143 (86%) had their Initial Health Assessment (IHA). However, only 37% of those 143 children had their IHA completed within the required 20-day period. Lambeth isn't unique in this failure to meet its obligations, but this finding was nevertheless significant for the health and wellbeing of the children concerned.

Healthwatch Lambeth conducted 11 focus group discussions (attended by 61 social workers and team managers, business support officers and Independent Reviewing Officers (IRO)). We found:

- A general lack of understanding among social workers about the IHA process
- Lack of clarity on the part of social workers on the role of the business support officers that may lead to unrealistic expectations, and
- Varying experiences on communication and interaction between social work teams and the health system.

Two of our recommendations were to address the knowledge and skills gap through provision of a rolling programme of learning and development opportunities for social workers and to improve communication between children's social care and the health system.

In January 2021 Children's Social Care reported that 70.33% of looked after children were referred for their IHA within the first five days. 108 (73.29%) out of the 147 IHA in 2020/21 were completed in time - and increase from 39% on average in 2019/20. Delays were caused by a combination of complex cases where medical interview was already in pace, delays by the teams and late appointments.

Healthwatch Lambeth

Trustees' Report

This improvement shows the desire of Children's Social Care to fulfil their duty.

'Lambeth Children's Services have worked closely with Healthwatch over the past 12 months and we have welcomed their input in supporting us to understand the needs, experiences and concerns of our children, young people and families who our services are in contact with to ensure we learn, respond and develop better to meet their needs'. Strategic Director of Children's Services

Healthwatch Lambeth

Trustees' Report

Adults with Learning Disabilities

In 2020, the Lambeth Learning Disability Assembly successfully moved the quarterly Assembly and Forum meetings onto Zoom. The Forum meetings were attended by more than 30 different individuals from their homes and groups (in day services and residential homes as lockdown rules permitted). The Assembly Chairs and the representatives and support workers were able to deliver their work programme which included: giving the Assembly's views on a new day centre service, which is being designed; the vaccine roll out for adults with learning disabilities and continuing activities to keep people well and happy, including a making pancakes event and singing.

In the autumn of 2020, the Assembly received funding from London Community Foundation to help them to get some of the more isolated members to access the Zoom and other internet platforms. This work will continue in 2021.

One of the Assembly's Co-Chairs won a national Leadership Award (Dimensions Coronavirus Leaders List) for the work that he did this year particularly helping others to stay positive through his video messages on the Assembly's Facebook page.

'We have enjoyed our partnership with Healthwatch especially linking on the Vaccine rollout. It has meant we have been able to consult our members and support them to contribute to several webinars and magazine articles on this.' Assembly Co-Chairs.

SE London Healthwatch Director

From 1 April 2020, the six (Bexley, Bromley, Greenwich, Lambeth, Lewisham, and Southwark) Clinical Commissioning Groups (CCGs) in South East London (SEL), all merged to form a new CCG at the regional level (<https://selondonccg.nhs.uk/>). The NHS South East London Clinical Commissioning Group (the CCG). The CCGG is responsible for planning and buying health services and ensuring good provision of care.

A new post of Director, South East London Healthwatch, was jointly created by the CCG and the six borough based Healthwatch organisations to start at the same time as the new CCG. The post demonstrates a partnership commitment between Healthwatch and the CCG to ensure visibility and voice for local people in NHS South East London Clinical Commissioning governance and operations. This post is a dedicated resource at the regional level that allows each local Healthwatch to maintain a local focus whilst also connecting with the regional aspects of the NHS. The CCG fund the role, and it is hosted independently by Healthwatch Greenwich.

In October 2020, additional funding from the South East London Integrated Care System (ICS) extended the post to four days a week and increased Healthwatch involvement in the ICS Information Governance Steering Group, the Digital First Programme Board and the Data Usage Committee.

Healthwatch Lambeth

Trustees' Report

The Director's work gives high-level visibility to the views of residents on the CCG Governing Body and through several CCG workstreams; engagement, equalities, quality, vaccine and primary. Collaboration across the six Healthwatch has improved with both CEOs and other staff meeting regularly.

In March 2021, a new SE London Healthwatch Patient Group was established through an open and transparent recruitment process led by an Independent Chair. Meetings are every two months and focus on regional health issues, inequalities and commissioning that need public and patient overview.

Information sharing and Sign Posting

Healthwatch Lambeth received 98 calls or emails from residents asking for information on services and giving us feedback on the services they were using. The majority of these were about access to GPs and Dentists during the lock down. People were also talking with us about their experiences or the experiences of family members who felt very vulnerable including people with dementia, people in extra care housing or care homes and people who had been sectioned to a South London & Maudsley ward. Access to palliative care, funeral planning and registering a death were also repeatedly raised.

Healthwatch Lambeth responded to a call to raise awareness of the COVID-19 vaccination programme in Lambeth. There was growing concern about people not having access to reliable information about the vaccine and its efficacy as well as when and where they would be able to access it. Working with NHS service partners and a voluntary organisation supporting people with disabilities we hosted two events in January to raise awareness of the available vaccines and how it was being rolled out in the borough. Feedback gathered after the events was very positive with:

- 95% (21) said they had been given the information they needed
- 95% (21) said they had a better understanding of the vaccine topic
- 60% (13) said that the information helped with their decision about whether or not to take up the vaccine.

"I'm getting to know things better with the explanations from health professionals and it feels a relief to know things better."

"It affirmed the importance of taking the vaccine and I'm definitely going to have it when offered."

"I like how it was managed and the expertise of the panellist and the very straightforward easy to understand answers."

"It helped to clarify various information received from other sources, therefore answering my personal queries, but also through the questions raised by others about things I hadn't thought about."

Healthwatch Lambeth

Trustees' Report

"I was confused about the different vaccines, but the information was clear and understandable."

Partnerships

In addition to the partnerships which Healthwatch Lambeth either hosts or participates in we are involved in a wide range of informal collaborations to ensure that the voices of people who face barriers to participation are heard. These include collaborations with our community colleagues in the 'we are 336' Centre for Independent Living, including the Carers' Hub, local advocacy services and other disability campaigning and support groups.

During 2020/21 the Lambeth's Health and Wellbeing Board moved to a more outward facing/public engaging form addressing key themes for the borough. Healthwatch supported this change by engaging partners and colleagues in other community groups in discussions on the impact of loneliness and social isolation; the impact of Covid 19; food poverty & insecurity and mental health on health and wellbeing of local people.

Public Participation

During 2019 the Engagement Team were trained on the use of the International Association of Public Participation (IAP2) model. After testing the model in our own work, the team created a Lambeth model called 'Healthwatch Lambeth's Approach to Public Participation'. This model was shared at our AGM in November and has subsequently been adopted by the Lambeth Together partnership. We planned to test this model in 2020 as part of the Neighborhood Working and Wellbeing Alliances test and learn pilots to support the development of Primary Care Networks but Covid 19 frontline work meant that this has been put back to 2021.

Adult Safeguarding

The CEO of Healthwatch Lambeth is the Vice Chair of Lambeth Safeguarding Adults Board and chairs the Board's Community Reference Group. This group brings together voluntary sector care providers, advocacy services and Faiths Together in Lambeth to promote awareness of safeguarding, Mental Capacity Act, self-neglect and modern-day slavery which were identified as areas of safeguarding that the public do not understand and the importance of advance care planning.

In November 2020, we hosted a public meeting on 'Safeguarding in our communities' with a focus on self-neglect and financial abuse within the context of the pandemic. 62 people attended - 93% of whom recorded they had learned something new and now felt more confident.

'Thank you very much for organising this session, it was very useful and interesting to hear everyone's perspectives' Participant

Healthwatch Lambeth

Trustees' Report

Financial review

The book values of the assets held at the year-end are, in the opinion of the Board of Trustees, as stated in the financial statements. Also, in its opinion, adequate assets are available to fulfil the obligations of Healthwatch Lambeth.

A summary of the result of Healthwatch Lambeth's activities during the year is given in the Statement of Financial Activities on page 23.

Total income from grants and donations amounted to £799,929 (2020: £665,145).

Expenses incurred during the year to 31 March 2021 primarily relate to the costs of running the charity's projects and include additional staff and office costs to deliver the Black Thrive work programme. Payments have been made to Social Finance and Lambeth Council's Public Health team who, together with Healthwatch Lambeth, are the delivery partners for Black Thrive.

The governance costs were made up of independent examination fees and legal and professional expenses. The governance costs are approved by the Trustees.

The total funds as at 31 March 2021 were £237,273 (2020: £321,889). This comprises the year-end unrestricted funds of £67,995; restricted funds of £19,278 and designated funds of £150,000.

Policy on reserves

Healthwatch holds a designated fund of £150,000. This represents 61% of core grant which is equivalent to 8 months expenditure. Black Thrive is a time limited, five-year programme of activity funded by the Big Lottery Fund, Guy's & St Thomas' Charity and Lambeth CCG and does not hold reserves.

Investment policy and objectives

Deferred Income Policy:

Healthwatch Lambeth's defers income which is related to time periods and/or activities that have not yet happened.

Overhead Allocation Policy:

Healthwatch Lambeth is committed to managing overhead costs across all projects and activities to achieve best value. We plan and budget new projects carefully to ensure that overheads are fully costed.

Healthwatch Lambeth

Trustees' Report

Plans for future periods

Aims and key objectives for future periods

Healthwatch Lambeth's top 3 priorities for 2021/22 are to:

- Understand how the impact of covid 19 has shaped people's different experiences of care, both positive and negative, through high quality, tailored community engagement and research
- Use our Public Participation model to support purposeful public involvement in the way local services and primary care networks develop
- Collaborate with partners to end the inequalities in outcomes and experiences of people with care needs in Lambeth and across SE London

To achieve this, we will:

- Build evaluation and impact measurement into all our projects and partnerships
- Relaunch our volunteer offer to create opportunities for Lambeth residents to participate in all our projects and partnerships
- Promote and expand awareness of our Information and Signposting service for Lambeth residents.

'The past year has brought into sharp relief that health and wellbeing are not equal. Factors such as culture, location, wealth, education, environment and discrimination lead to worse outcomes, and there is a strong consensus across the Lambeth Together Partnership that this must change.

Our priorities reflect our commitment to play a full and active part in delivering this change by ensuring that people who experiences worse outcomes are heard and that their views shape how services are provided going forward'. Catherine Pearson CEO

Structure, governance and management

Nature of governing document

The company is a charitable company limited by guarantee, incorporated in England & Wales on 5 March 2013 and registered as a charity on 16 August 2013. The objects and powers of the company were established in its Memorandum of Association and are governed by its Articles of Association. The charity commenced operations on the date of incorporation. The directors of the charitable company (the charity) are its trustees for the purposes of the charity law and throughout this report are collectively referred to as the Trustees.

Recruitment and appointment of trustees

The Trustees who held office during the financial year and at the date of this report are set out on page 1. The Trustees are appointed in accordance with the rules set out in the Articles of Association.

Healthwatch Lambeth

Trustees' Report

Induction and training of trustees

Induction to the Board is led by the Chair and the CEO. All trustees meet with the Chair and the CEO throughout the year to discuss the organisation's work and strategy.

In 2019 the Trustees commissioned met for an away day as well as throughout the quarterly governance meeting cycle.

Trustees meet staff, volunteers and partner agencies meet throughout the year at our public engagement events.

Trustee Committees

Healthwatch Lambeth Trustee Board meets quarterly. The trustees also work through three sub- committees:

Finance, Risk and Assurance: Meets quarterly to review financial management reports, delivery report and Risk Register. Healthwatch Lambeth (Healthwatch) continuously review its Financial Procedures and Policies. Priorities for 2020 include a review of financial reporting formats to provide easy to read reports.

Human Resources Committee: Meets quarterly and as needed to oversee recruitment, staff wellbeing and HR policy development.

Strategy Committee: Meets to review Healthwatch Lambeth work programmes, review strategic direction and to guide and support the staff team.

Healthwatch Lambeth

Trustees' Report

Organisational structure

Healthwatch Lambeth's CEO is responsible for day to day running of the organization alongside the Black Thrive Delivery Director, Engagement Manager and Finance Manager. Work programmes are led by engagement leads covering Older People, Mental Health and Children & Young People.

As a small organization, working to influence the NHS and Local Authority, we prioritise collaborative work through a range of partnerships, some of which we either host or support including:

- Black Thrive Partnership
- Lambeth Learning Disability Assembly
- Advance Care Planning Consortium
- Dementia Action Alliance
- Safeguarding Adults Board's Community Reference Group

Healthwatch Lambeth is also an active participant in:

- Lambeth Together
- Lambeth Neighbourhood Working & Wellbeing Alliance
- Living Well Network Alliance
- Children & Young People's Partnership

Major risks and management of those risks

Risk Management

During the year the organisation's Finance, Risk and Assurance Sub-Committee focused on securing a safe and effective transfer of Black Thrive Lambeth to Black Thrive Global. A review of the risk register was started in May 2021 to reflect this change and also the impact of Covid 19 pandemic. The focus is on mitigating the risks associated with the loss of income as a result of the work load;

1. Achievement of the programme's aims and objectives through a new outcomes framework
2. Availability of competent volunteers to support the work priorities, including our power to Enter and View publicly funded care services;
3. Availability of funding for the programmes.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

Healthwatch Lambeth

Trustees' Report

SIGNED SECURELY
21/12/2021
21/12/2021 at 5:20:18 PM UTC

The annual report was approved by the trustees of the charity on and signed on its behalf by:

SIGNED SECURELY

21/12/2021 at 5:20:18 PM UTC

.....
Dr Sarah Katharine Corlett
Chair and Trustee

Healthwatch Lambeth

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Healthwatch Lambeth for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 charitable company will continue in business.


The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

SIGNED SECURELY
21/12/2021

21/12/2021 at 5:20:18 PM UTC

Approved by the trustees of the charity on and signed on its behalf by:

SIGNED SECURELY



21/12/2021 at 5:20:18 PM UTC

.....
Dr Sarah Katharine Corlett
Chair and Trustee

Healthwatch Lambeth

Independent Examiner's Report to the trustees of Healthwatch Lambeth

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2021 which are set out on pages 23 to 39.

Respective responsibilities of trustees and examiner

As the charity's trustees of Healthwatch Lambeth (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of Healthwatch Lambeth are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since Healthwatch Lambeth's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England & Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of Healthwatch Lambeth as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

Healthwatch Lambeth

Independent Examiner's Report to the trustees of Healthwatch Lambeth

SIGNED SECURELY
Alistair I Wem
22/12/2021 at 4:59:19 PM UTC

.....
Alistair I Wem BSc FCA
Wem & Co Chartered Accountants
Institute of Chartered Accountants in England & Wales
Savoy House
Savoy Circus
London
W3 7DA

SIGNED SECURELY
22/12/2021
22/12/2021 at 4:59:19 PM UTC

Date:.....

Healthwatch Lambeth

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	249,401	550,528	799,929
Investment income	4	215	-	215
Other income		<u>20,130</u>	<u>76,976</u>	<u>97,106</u>
Total income		<u>269,746</u>	<u>627,504</u>	<u>897,250</u>
Expenditure on:				
Charitable activities	5	(291,414)	(690,381)	(981,795)
Other expenditure	6	<u>(71)</u>	<u>-</u>	<u>(71)</u>
Total expenditure		<u>(291,485)</u>	<u>(690,381)</u>	<u>(981,866)</u>
Net expenditure		<u>(21,739)</u>	<u>(62,877)</u>	<u>(84,616)</u>
Net movement in funds		(21,739)	(62,877)	(84,616)
Reconciliation of funds				
Total funds brought forward		<u>239,734</u>	<u>82,155</u>	<u>321,889</u>
Total funds carried forward	16	<u>217,995</u>	<u>19,278</u>	<u>237,273</u>
				Total 2020 £
	Note	Unrestricted £	Restricted £	
Income and Endowments from:				
Donations and legacies	3	260,714	404,431	665,145
Investment income	4	207	-	207
Other income		<u>19,038</u>	<u>-</u>	<u>19,038</u>
Total income		<u>279,959</u>	<u>404,431</u>	<u>684,390</u>
Expenditure on:				
Charitable activities	5	(241,377)	(399,904)	(641,281)
Other expenditure	6	<u>(60)</u>	<u>-</u>	<u>(60)</u>
Total expenditure		<u>(241,437)</u>	<u>(399,904)</u>	<u>(641,341)</u>
Net income		<u>38,522</u>	<u>4,527</u>	<u>43,049</u>
Net movement in funds		38,522	4,527	43,049

The notes on pages 28 to 39 form an integral part of these financial statements.

Healthwatch Lambeth

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2020 £
Reconciliation of funds				
Total funds brought forward		<u>201,212</u>	<u>77,628</u>	<u>278,840</u>
Total funds carried forward	16	<u>239,734</u>	<u>82,155</u>	<u>321,889</u>

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for 2020 is shown in note 16.

The notes on pages 28 to 39 form an integral part of these financial statements.

Healthwatch Lambeth
(Registration number: 08430436)
Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	11	5,374	5,986
Current assets			
Debtors	12	17,672	58,588
Cash at bank and in hand	13	<u>386,274</u>	<u>455,877</u>
		403,946	514,465
Creditors: Amounts falling due within one year	14	<u>(172,047)</u>	<u>(198,562)</u>
Net current assets		<u>231,899</u>	<u>315,903</u>
Net assets		<u>237,273</u>	<u>321,889</u>
Funds of the charity:			
Restricted		19,278	82,155
Unrestricted income funds			
Unrestricted		<u>217,995</u>	<u>239,734</u>
Total funds	16	<u>237,273</u>	<u>321,889</u>

For the financial year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:


- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The notes on pages 28 to 39 form an integral part of these financial statements.

Healthwatch Lambeth
(Registration number: 08430436)
Balance Sheet as at 31 March 2021

The financial statements on pages 23 to 39 were approved by the trustees, and authorised for issue on 21/12/2021 and signed on their behalf by:


SIGNED SECURELY
21/12/2021 at 5:20:18 PM UTC

.....
Dr Sarah Katharine Corlett
Chair and Trustee

The notes on pages 28 to 39 form an integral part of these financial statements.

Healthwatch Lambeth

Statement of Cash Flows for the Year Ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash (expenditure)/income		(84,616)	43,049
Adjustments to cash flows from non-cash items			
Depreciation	6	2,911	1,730
Investment income	4	(215)	(207)
Loss on disposal of fixed assets held for the charity's own use		-	394
		<u>(81,920)</u>	<u>44,966</u>
Working capital adjustments			
Decrease/(increase) in debtors	12	40,916	(13,188)
Increase in creditors	14	22,723	43,968
(Decrease)/increase in deferred income		<u>(49,237)</u>	<u>4,358</u>
Net cash flows from operating activities		<u>(67,518)</u>	<u>80,104</u>
Cash flows from investing activities			
Interest receivable and similar income	4	215	207
Purchase of tangible fixed assets	11	(4,160)	(6,719)
Sale of tangible fixed assets		<u>1,860</u>	<u>-</u>
Net cash flows from investing activities		<u>(2,085)</u>	<u>(6,512)</u>
Net (decrease)/increase in cash and cash equivalents		(69,603)	73,592
Cash and cash equivalents at 1 April		<u>455,877</u>	<u>382,285</u>
Cash and cash equivalents at 31 March		<u><u>386,274</u></u>	<u><u>455,877</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 28 to 39 form an integral part of these financial statements.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

1 Charity status

The charity is limited by guarantee, incorporated in England, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

336 Brixton Road

London

SW9 7AA

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

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). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Healthwatch Lambeth meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The presentational currency of the financial statements is Pound Sterling (£).

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Grant provisions

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Furniture & equipment	25% straight line

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees's discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

Fair value measurement

The best evidence of fair value is a quoted price for an identical asset in an active market. When quoted prices are unavailable, the price of a recent transaction for an identical asset provides evidence of fair value as long as there has not been a significant change in economic circumstances or a significant lapse of time since the transaction took place. If the market is not active and recent transactions of an identical asset on their own are not a good estimate of fair value, the fair value is estimated by using a valuation technique.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total funds £
Donations and legacies;			
Donations from individuals	-	47,949	47,949
Grants, including capital grants;			
Grants from other charities	249,401	502,579	751,980
Total for 2021	<u>249,401</u>	<u>550,528</u>	<u>799,929</u>
Total for 2020	<u>260,714</u>	<u>404,431</u>	<u>665,145</u>

4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	215	215
Total for 2021	<u>215</u>	<u>215</u>
Total for 2020	<u>207</u>	<u>207</u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

5 Expenditure on charitable activities

	Note	Unrestricted		Total 2021 £	Total 2020 £
		General £	Restricted £		
Staff training & recruitment		3,764	2,108	5,872	6,872
Staff welfare		879	447	1,326	542
Motor & travelling		98	359	457	1,451
Consultancy & partner payments		62,451	282,712	345,163	179,168
Professional fees		-	2,630	2,630	-
Computer equipment depreciation		2,043	867	2,910	1,731
Profit or (loss) on disposal of asset		-	1,860	1,860	394
Gifts payable to Global Black Thrive		-	106,891	106,891	-
Staff costs		194,773	260,801	455,574	344,514
Allocated support costs		22,432	8,857	31,289	95,037
Governance costs		4,974	22,849	27,823	11,572
		291,414	690,381	981,795	641,281

In addition to the expenditure analysed above, there are also governance costs of £27,823 (2020 - £11,572) which relate directly to charitable activities. See note for further details.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

6 Other expenditure

	Note	Unrestricted funds General £	Total funds £
Other resources expended		71	71
Total for 2021		71	71
Total for 2020		60	60

7 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

8 Staff costs

The aggregate payroll costs were as follows:

	2021 £	2020 £
Staff costs during the year were:		
Wages and salaries	397,789	302,046
Social security costs	36,913	29,069
Pension costs	13,537	11,098
Other staff costs	7,335	2,301
	455,574	344,514

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2021 No	2020 No
Chief Executive Officer	1	1
Manager	1	1
Administration	9	6
	11	8

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

The total employee remuneration and benefits of the key management personnel of the charity were £70,703 (2020 - £69,001).

9 Independent examiner's remuneration

	2021 £	2020 £
Examination of the financial statements	<u>3,900</u>	<u>3,900</u>

10 Taxation

The charity is a registered charity and is therefore exempt from taxation.

11 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2020	18,347	18,347
Additions	4,160	4,160
Disposals	<u>(3,462)</u>	<u>(3,462)</u>
At 31 March 2021	<u>19,045</u>	<u>19,045</u>
Depreciation		
At 1 April 2020	12,362	12,362
Charge for the year	2,911	2,911
Eliminated on disposals	<u>(1,602)</u>	<u>(1,602)</u>
At 31 March 2021	<u>13,671</u>	<u>13,671</u>
Net book value		
At 31 March 2021	<u>5,374</u>	<u>5,374</u>
At 31 March 2020	<u>5,985</u>	<u>5,985</u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

12 Debtors

	2021	2020
	£	£
Trade debtors	6,463	32,495
Prepayments	3,843	8,050
Other debtors	7,366	18,043
	<u>17,672</u>	<u>58,588</u>

13 Cash and cash equivalents

	2021	2020
	£	£
Cash on hand	119	140
Cash at bank	386,155	455,737
	<u>386,274</u>	<u>455,877</u>

14 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	54,784	103,651
Other creditors	106,892	2,562
Accruals	6,500	39,241
Deferred income	3,871	53,108
	<u>172,047</u>	<u>198,562</u>

Included within other creditors is gifts of £106,892 payable to Global Black Thrive.

Deferred income relates to income received in advance for projects that were started after the year-end.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

15 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £13,536 (2020 - £11,098).

16 Funds

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Balance at 31 March 2021 £
Unrestricted				
<i>General</i>				
General Funds	89,734	269,746	(291,485)	67,995
<i>Designated</i>				
Designated Funds	150,000	-	-	150,000
General funds	239,734	269,746	(291,485)	217,995
Restricted				
Black Thrive - NHS Lambeth CCG	12,195	50,000	(62,195)	-
Black Thrive	1,382	123,643	(125,025)	-
Black Thrive - Guy's and St Thomas's Charity	8,204	(24,911)	16,707	-
Black Thrive - Big Lottery Fund	13,167	195,000	(208,167)	-
Black Thrive - LGBT Project	22,700	-	(22,700)	-
Healthwatch Lambeth - Contract Variation LLDA	8,605	36,000	(25,535)	19,070
Healthwatch Lambeth - Contract Variation Mental Health Programme	15,322	-	(15,322)	-
HWL - Compassion In Dying - ACP Consortium - HWL	-	8,826	(8,826)	-
HWL - Compassion In Dying - ACP Consortium - LDA	580	6,544	(6,916)	208
Black Thrive - GSTTC Employment	-	232,402	(232,402)	-
	82,155	627,504	(690,381)	19,278
Total funds	321,889	897,250	(981,866)	237,273

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2021

17 Analysis of net funds

	At 1 April 2020 £	Financing cash flows £	At 31 March 2021 £
Cash at bank and in hand	<u>455,877</u>	<u>(69,603)</u>	<u>386,274</u>
Net debt	<u>455,877</u>	<u>(69,603)</u>	<u>386,274</u>

Healthwatch Lambeth

Statement of Financial Activities by fund for the Year Ended 31 March 2021

Unrestricted Funds

	Total Unrestricted Funds 2021 £	Total Unrestricted Funds 2020 £
Income and Endowments from:		
Donations and legacies	249,401	260,714
Investment income	215	207
Other income	<u>20,130</u>	<u>19,038</u>
Total income	<u>269,746</u>	<u>279,959</u>
Expenditure on:		
Charitable activities	(291,414)	(241,377)
Other expenditure	<u>(71)</u>	<u>(60)</u>
Total expenditure	<u>(291,485)</u>	<u>(241,437)</u>
Net (expenditure)/income	<u>(21,739)</u>	<u>38,522</u>
Net movement in funds	(21,739)	38,522
Reconciliation of funds		
Total funds brought forward	<u>239,734</u>	<u>201,212</u>
Total funds carried forward	<u>217,995</u>	<u>239,734</u>

This page does not form part of the statutory financial statements.

Healthwatch Lambeth

Detailed Statement of Financial Activities for the Year Ended 31 March 2021

	Total 2021 £	Total 2020 £
Income and Endowments from:		
Donations and legacies (analysed below)	799,929	665,145
Investment income (analysed below)	215	207
Other income (analysed below)	<u>97,106</u>	<u>19,038</u>
Total income	<u>897,250</u>	<u>684,390</u>
Expenditure on:		
Charitable activities (analysed below)	(981,795)	(641,281)
Other expenditure (analysed below)	<u>(71)</u>	<u>(60)</u>
Total expenditure	<u>(981,866)</u>	<u>(641,341)</u>
Net (expenditure)/income	<u>(84,616)</u>	<u>43,049</u>
Net movement in funds	(84,616)	43,049
Reconciliation of funds		
Total funds brought forward	<u>321,889</u>	<u>278,840</u>
Total funds carried forward	<u><u>237,273</u></u>	<u><u>321,889</u></u>

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Healthwatch Lambeth

Detailed Statement of Financial Activities for the Year Ended 31 March 2021

	Total 2021 £	Total 2020 £
<i>Donations and legacies</i>		
Donations and legacies	47,949	-
Healthwatch Core Contract	249,401	264,096
Black Thrive - NHS Lambeth CCG	50,000	50,000
Black Thrive - Maudsley Charity	125	-
Black Thrive - Guy's & St Thomas' Charity	-	117,200
Black Thrive - National Lottery Contract Fund	195,000	195,000
Black Thrive - Guy's & St Thomas' Charity	(24,911)	-
Healthwatch Lambeth - Contract Variation - LLDA	36,000	27,500
HWL - Compassion In Dying - ACP Consortium - HWL	8,826	6,549
HWL - Compassion In Dying - ACP Consortium - LDA	6,544	4,800
Black Thrive - GSTTC Employment	230,995	-
	<u>799,929</u>	<u>665,145</u>
<i>Investment income</i>		
Bank interest	215	207
	<u>215</u>	<u>207</u>
<i>Other income</i>		
Other income	97,106	19,038
	<u>97,106</u>	<u>19,038</u>
<i>Charitable activities</i>		
Staff training & recruitment	(5,872)	(6,872)
Staff welfare	(1,326)	(542)
Motor & travelling	(457)	(1,451)
Consultancy & partner payments	(345,163)	(179,168)
Professional fees	(2,630)	-
Computer equipment depreciation	(2,910)	(1,731)
Profit or (loss) on disposal of asset	(1,860)	(394)
Gifts to Global Black Thrive	(106,891)	-
Venue hire	(221)	(12,379)
Rent	(13,411)	(11,023)
Insurance	(2,210)	(2,394)

This page does not form part of the statutory financial statements.

Healthwatch Lambeth

Detailed Statement of Financial Activities for the Year Ended 31 March 2021

	Total 2021 £	Total 2020 £
Communications	(5,757)	(4,145)
Moving costs	-	(1,529)
Software & maintenance	(5,774)	(4,236)
IT support costs	(4,000)	-
Printing, postage & stationery	(2,929)	(4,809)
Subscriptions	(8,230)	(3,007)
Sundry expenses	(7)	(580)
Committee & research	12,249	(41,600)
Marketing	(999)	(9,335)
Wages and salaries	(397,789)	(302,046)
Social security costs	(36,913)	(29,069)
Defined contribution pension	(13,537)	(11,098)
Other staff costs	(7,335)	(2,301)
Examination of the financial statements	(3,900)	(3,900)
Legal fees	(20,443)	(3,333)
Accountancy fees	(3,480)	(4,339)
	<u>(981,795)</u>	<u>(641,281)</u>
<i>Other expenditure</i>		
Bank charges	<u>(71)</u>	<u>(60)</u>
	<u>(71)</u>	<u>(60)</u>

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