HWLincs

England & Wales · Charity number 1154835

Details

Other names	HEALTHWATCH LINCOLNSHIRE
Status	Registered
Legal form	Charitable company
Company number	08336116
Registered	2013-12-02
Register	View on the Charity Commission register

Contact

Address	The Len Medlock Voluntary Centre St. Georges Road Boston Lincolnshire PE21 8YB
Phone	01205820892
Email	enquiries@hwlincs.co.uk
Website	hwlincs.co.uk

Activities

Objects: (1) The advancement of health and social care and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by: (a) providing information and advice to the general public about local health and social care services;(b) making the views and experiences of members of the general public known to health and social care providers;(c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities; and(d) 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.(2) The preservation and protection of good health for the public benefit by supporting activities provided by:(a) local authorities' adult and children's social services; and/or (b) charities registered in England & Wales which carry out activities which supplement, complement, or have replaced local authorities' adult and children's social services.

Activities: Healthwatch Lincolnshire is the independent consumer champion (Company Limited by Guarantee & Registered Charity) for residents in Lincolnshire and is part of the England wide Healthwatch network. Our function is to enable the general public to share views, comments and concerns about local health and social care provision, which will help to influence current and future services.

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Classification

- **How:** Provides Human Resources, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **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

- Lincolnshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£372,239	£377,522	-	-
2024-03-31	£377,328	£459,387	-	-
2023-03-31	£403,437	£450,040	-	-
2022-03-31	£443,464	£390,232	-	-
2021-03-31	£353,937	£349,052	-	-

Trustees

Name	Role	Appointed
Michele Duggan	Chair	2022-01-12
Dr Maria Prior		2017-09-08
Elizabeth Ball		2020-09-16
Emily-Jane Ward		2023-07-11
Marina McEwan		2025-08-08
Sue Jago		2023-09-01
Tim Staniland		2022-02-21

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HWLincs

England & Wales - Charity number 1154835

Accounts

HW Lincs
Engagement to Insight

HWLincs Annual Report 2024-2025

HWLINCS.CO.UK
TELEPHONE: 01205 820 892
EMAIL: enquiries@hwlincs.co.uk

Annual Report 2024-2025

Registered Company Number 08336116.
Registered Charity Number 1154835.
HWLincs is regulated by the Charity Commission.

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Welcome

HWLincs Chair's Introduction

As we enter the penultimate year of our 2023-2026 strategy, I want to thank our staff, volunteers, partners and funders for their ongoing commitment to drive HWLincs forward. It has been a challenging year, with the voluntary and charity sector under financial pressure alongside uncertain times for health and care organisations, and a period where we had to embed the new Healthwatch Lincolnshire service into our delivery.

I am immensely proud that HWLincs secured the Healthwatch Lincolnshire contract until at least March 2030. Thank you to our Lincolnshire County Council colleagues for their support and advice, and to those that led our process internally. We are a team and structure built for growth and quality delivery.

Our board have contributed to many discussions and debates, bringing about improved governance and oversight, which I thank them for and want to acknowledge that we will begin a phase of trustee recruitment to broaden the skills of our board.

Finally, I'd like to highlight the achievements of the team. Diversification of funding and deeper research projects have shaped our thinking for sustaining funding into the future.

Contact us to discuss how we can support your engagement ideas and gather the information you need to improve or better understand your communities.

MICHELE DUGGAN
HWLINCS CHAIR

HWLincs CEO Introduction

It has been a year of success and growth for HWLincs and the progress made across multiple areas has been impressive.

We have remained on message with the value of public voice from an independent point of view and representation. This culminated in a first for HWLincs, a countywide conference celebrating and mapping the potential impact of public engagement and how best to elevate public voice across all appropriate organisations. At the VOICE Conference, multiple partners committed to the VOICE Pledge: a joint commitment of all organisations to reduce duplication, collaborate and act on public voice and feedback. This is a step towards us being at the centre of engagement, building on the work we complete daily for national, regional and local partners.

Our contract-ready work saw us secure the Healthwatch Lincolnshire service again for five and a half years. This has helped us plan longer-term and develop our new strategy. We must ensure that during the changes ahead, through the 10-Year Health Plan and Local Government reform, that we advocate for independent public voice and feedback to stay at the heart of delivery and improvements.

Large scale change and a challenging environment lie ahead, but I'm excited to drive forward with our engagement work and establish new and evolved relationships with service providers across health, care, wellbeing and other sectors that will find public feedback valuable.

NAVAZ SUTTON
HWLINCS CEO

Welcome to HWLincs

HWLincs is a people first charity dedicated to improving wellbeing and influencing positive change.

Our vision

To influence positive change and improve people's wellbeing.

Our mission

HWLincs is committed to capitalising on the knowledge, skills and experience of our people to deliver a cost-effective, high-quality service which has the potential to change the lives of others.

Our background

HWLincs is a charity that specialises in engagement, research and evaluation to provide invaluable insights and recommendations that drive positive change in health, social care and wellbeing.

We work with charities, businesses, non-profit organisations, the NHS, local authorities, government departments and more, to deliver on contracts and projects that support and inform the enhancement and improvement of their products and services for the benefit of our communities.

As a registered charity our approach follows our five values:

- Innovation
- Inclusivity
- Honesty
- Caring
- Diligence

These are aligned to our charitable objects, which are to actively pursue engagement and insight opportunities in the arena of health, care and wellbeing.

We are a trusted, independent, knowledgeable and friendly charity, with a track record of delivering projects, providing insight and supporting the execution of recommendations for more than a decade.

Our services

ENGAGEMENT TO INSIGHT

Gathering people's opinions and experiences.

HWLincs gathers people's opinions and experiences. We use these to provide the independent insights needed to help to drive positive change.

EVALUATION & DEVELOPMENT

Reviewing and evaluating services.

We independently review and evaluate the effectiveness of existing services to contribute to continuous improvement. This dynamic approach ensures our work fits current needs.

PROJECT MANAGEMENT

Working with communities to deliver activities and services.

Our experienced team can deliver a range of activities on behalf of public, private and voluntary sector organisations, working with partners and the local community to create change.

Our strategy

The key to building financial security will be to grow diverse income opportunities across different sectors, and being a trusted partner in engagement, research and evaluation.

This will enhance our ability to understand people's experiences and influence change.

Protecting the expertise within the staff team and supporting them is an important part of looking after our most valuable assets.

This also extends to volunteers, who provide the much-needed reach into communities to gather enriched insights into people's experiences and views.

Increasing HWLincs brand awareness with stakeholders and the public is vital to create a sustainable charity with growth potential.

During the 2023-26 strategy period we celebrated our 10-year anniversary and communicated what we do and the impact of our work.

Our progress

- Collaboration was a key focus, which brought about funding and joint project ventures.
- New ways of working developed for bid and tender applications.
- Secured the Healthwatch Lincolnshire service contract until March 2030, giving stability and long-term planning potential.
- Cost efficiencies were made in a challenging landscape of increased costs and more competition for funding.

- After a full organisational review, our new structure aligns expertise and skills to roles and responsibilities.
- Following an extensive review of volunteer processes and recruitment, a new role was created to develop this area of the charity.
- We have wider expertise and increased capacity on short-term contracts with a pool of associates with skills ranging from research and engagement to housing and marketing.
- Signed the Armed Forces Covenant pledge.

- Implemented a new role that brings communications and our engagement activities closer together, to help reach more communities.
- There has been a more strategic approach to HWLincs bringing in funding to increase the impact of the Healthwatch Lincolnshire service.
- A more focussed approach to engagement has seen the engagement figures increase noticeably from comparable previous years.
- Representation and reporting have been revamped and now feed into more system infrastructure, raising public voice with more meaning and value across health, care and wellbeing services.

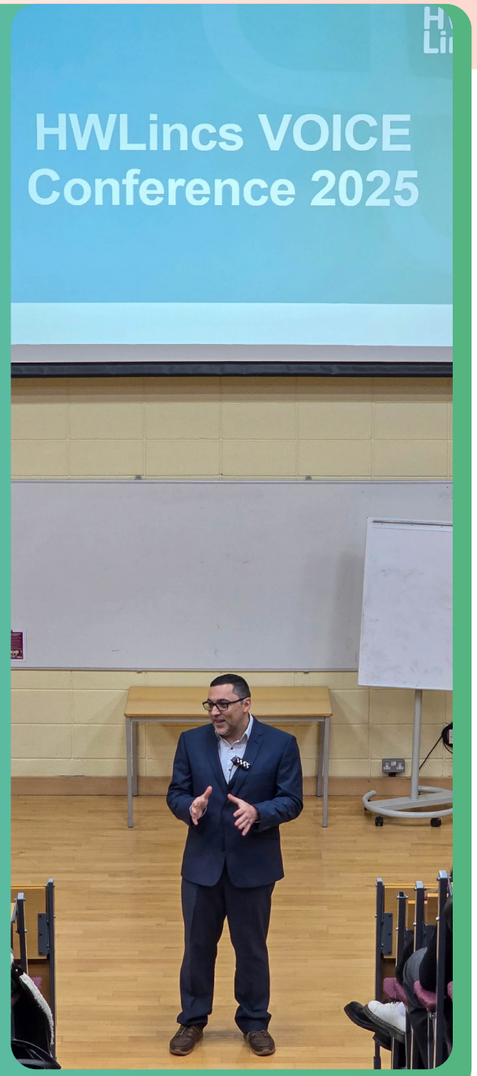
Our highlights

(at least) Five more years of Healthwatch Lincolnshire

HWLincs selected to deliver Healthwatch in the county

The charity has delivered Healthwatch Lincolnshire for more than 10 years and following an open tender process has been selected by Lincolnshire County Council to continue to deliver it until 2030.

There is a story behind each number, and each is a step towards HWLincs improving the health and wellbeing of people in Lincolnshire and beyond.



WORKSHOPS

Three workshops took place at the event

ENGAGING WITH SELDOM HEARD COMMUNITIES, HOSTED BY HWLINCS AND THE NHS LINCOLNSHIRE ICB HEALTH INEQUALITIES TEAM

ENGAGEMENT TO INSIGHT, HOSTED BY HWLINCS AND NHS ICB LINCOLNSHIRE MATERNITY AND NEONATAL TEAM

ELEVATING PUBLIC VOICE, HOSTED BY HWLINCS

VOICE Conference

HWLincs' debut conference celebrated and elevated the power of public voice

Overview

Health and social care professionals and community group leaders each shared pledges at the event, as well as ideas for how the sector can work better together to improve the wellbeing of people in Lincolnshire and beyond.

Speakers and workshops

Rebecca Curtayne, External Affairs Manager at Healthwatch England, shared the importance of local voice being elevated to national level and the impact that has.

Martin Samuels, Executive Director for Adult Care and Community Wellbeing at Lincolnshire County Council explained the workings of adult care and its dedication to shaping services based on public voice.

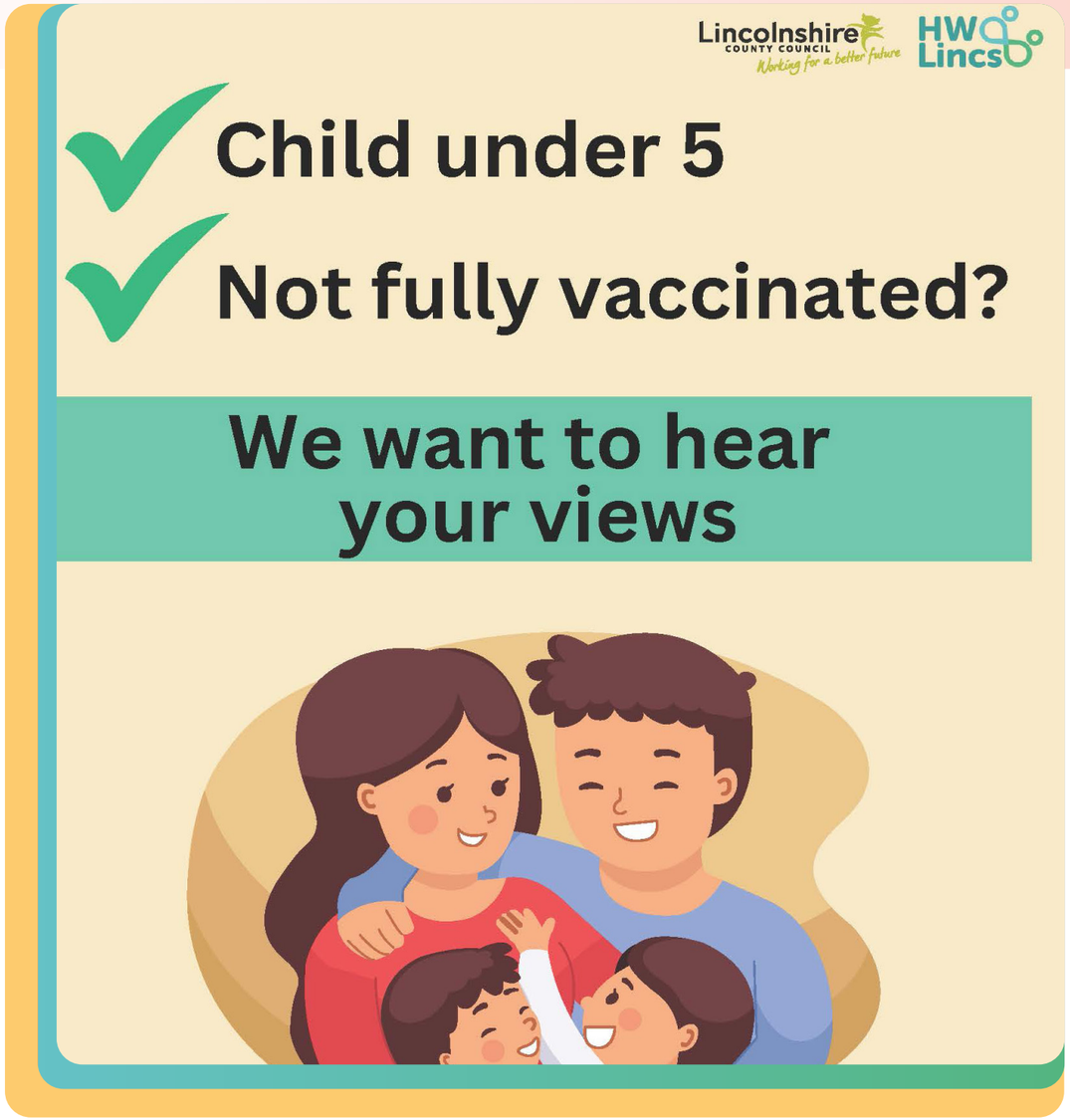
Finally, Charley Blyth, Director of Communications and Engagement at NHS Lincolnshire Integrated Care Board, talked through how the ICB works to improve the health of people within the county and how public engagement plays a key role.

Impact

More than 50 individual pledges were made at the HWLincs VOICE Conference.

We have analysed these to identify key themes and actions for us to collaborate around:

1. **HWLincs engagement and support**
   HWlincs is a key player in public voice.
2. **Raise awareness and promote public voice**
   Create and share engagement opportunities with contacts and communities.
3. **Collaboration and partnership working**
   Share resources and insights and communicate to avoid duplication.
4. **Amplify under-represented voices**
   Develop and use tailored engagement.
5. **Service improvement and research**
   Share research findings with key decision-makers, to inform service improvements.



REACHING OUT

To get people's opinions on vaccines, we worked with:

- SCHOOLS
- COMMUNITY GROUPS
- GP SURGERIES
- SOCIAL MEDIA USERS
- COMMUNITY LEADERS
- PARENT & TODDLER GROUPS
- HOLISTIC PRACTITIONERS
- ANTIVAX CAMPAIGNERS

Immunisations

Investigation into vaccine hesitancy in the county

Lincolnshire COUNTY COUNCIL Working for a better future

Overview

To support the development of Lincolnshire's action plan to improve vaccination uptake, HWLincs was commissioned to lead community engagement for under-five vaccinations.

The project aimed to understand vaccine hesitancy, focusing on areas with low uptake (Boston, the East Coast, Lincoln and Stamford).

Promotional materials, surveys, and interview frameworks were translated into eight languages, with translators available for interviews and focus groups.

Findings

Misinformation, mistrust, concerns about safety and cultural differences are just a few of the many reasons we identifed as contributing to vaccine hesitancy.

The impact of Covid-19 can also not be understated: the pandemic has negatively impacted attitudes toward all vaccinations, including childhood vaccines, and trust in all healthcare systems.

Impact

This piece of work has formed part of a catalogue of engagement work which has been undertaken over the last two years, to enable the local health and care system to publish a Lincolnshire Immunisation Strategy.

This strategy, due to be published in 2025, will provide the framework for future immunisation work, including developing local action plans and approaches to improve uptake across the county, within the most deprived areas, and across the most hard to reach and underserved populations.

Infant feeding

Impact for now and future generations

NHS Lincolnshire Integrated Care Board

Overview

As part of the ongoing mission to improve breastfeeding rates in Lincolnshire, NHS Lincolnshire ICB, through Better Births, commissioned a study to explore breastfeeding rates, durations and factors that help or stop breastfeeding. This was carried out in two phases and recommendations to improve rates in Lincolnshire were made.

Findings

Antenatal intentions influence breastfeeding outcomes.

Those who exclusively breastfed had been given more information on its benefits.

Respondents called for:

- More honest, practical information on breastfeeding challenges such as tongue tie and latching issues
- Guidance to access support
- Greater emphasis on breastfeeding education during pregnancy

Information needs to be available in multiple formats and should include visual demonstrations.

A lack of in-person support is felt.

Impact

Feedback provided in the report has already been positively acted upon. Better Births has taken information gathered in the surveys and focus groups to co-produce a postnatal toolkit.

This toolkit addresses key areas raised in the feedback, such as:

- Breastfeeding guidance
- Hunger cues
- Partner support

This reflects a clear committment to listening to the needs of families.

In addition, the Lincolnshire Breastfeeding and Infant Feeding Strategy 2025-2032 also addresses many of the issues raised in this report, including the timelier identification of tongue-ties.

Continuing to work in partnership with Better Births, HWLincs will look into pelvic health and the impact on new parents.

PHASE 1

Digital survey:
850 respondents

PHASE 2

12 interviews
2 focus groups

54% HAD EXCLUSIVELY BREASTFED

89% PLANNED TO BREASTFEED

34% BREASTFED AND USED FORMULA (MIXED FEEDING)

12% EXCLUSIVELY FORMULA FED

FIRST-TIME PARENTS HAD LOWER BREASTFEEDING RATES (45%)

Healthwatch

Five more years of delivering Healthwatch Lincolnshire

healthwatch Lincolnshire

Overview

This year, HWLincs was selected to continue to provide the statutory Healthwatch Lincolnshire service for Lincolnshire County Council.

Activities

Healthwatch Lincolnshire is the county's local health and social care champion, giving voice to more than 3,300 people during 2024-25, including those from rural and seldom-heard communities.

From helping people find a dentist to supporting asylum seekers to access prescriptions, our signposting team supported more than 1,100 people, tackling real issues and helping people navigate the system. Overall, we provided advice and guidance to more than 6,000 people.

We led four research projects:

- Menstrual and menopausal health
- Respiratory conditions
- Neurological diagnoses
- Pharmacy access

Impact

These projects uncovered vital insights, including long delays in diagnosis, difficulties accessing effective treatment, and powerful stories of lived experience.

As a result, we helped shape the Lincolnshire Women's Health Strategy, supported the review of respiratory services, and contributed to national work on improving neurological care.

3,300+
people had their say

6,000+
people recieved guidance and signposting

1,192
recieved personal help and advice

3
Enter and View visits to services

Annual Report 2024-25

The Healthwatch Lincolnshire annual report is submitted to Healthwatch England and can be read in full in appendix 1 of this report.

Tenant Satisfaction

Capturing the experiences of tenants for Melton Borough Council

Overview

In 2023, the Regulator of Social Housing introduced a new system to assess the quality of services and homes provided by social housing landlords in England.

This system includes a set of Tenant Satisfaction measures (TSMs).

Melton Borough Council
Helping people | Shaping places

Engagement

Following a successful tender, HWLincs is working on behalf of Melton Borough Council in Leicestershire to contact its residents via phone, email and post and be the independent collector of feedback.
This information is collated, analysed and processed in accordance with the Regulator of Social Housing reporting requirements.

With more than a decade's experience and expertise in public engagement, HWLincs is well positioned to carry out the intensive and strictly regulated mandatory surveys.

Impact

The resident feedback gathered by HWLincs has already enabled Melton Borough Council housing services:

- Identify and better understand trends in tenant experiences.
- Set targets.
- Understand how contractors work with tenants.
- Improve responsiveness and become more reactive to the results of the increased frequency of quarterly reporting.
- Understand themes and deeply analyse reasons for responses.
- Plan a 'You Said, We Did' response to issues and concerns raised by tenants.

IMP

Custom-made system goes from strength to strength

healthwatch Lincolnshire

Overview

IMP is the bespoke Information Management of Public experiences system used by HWLincs and 10 other Healthwatch teams across the country. It plays a key role in how we capture, analyse and report on the experiences shared with us by the public about health and social care services.

User-powered progress

This year, we brought together IMP users from all 11 Healthwatch customers for a dedicated event. We reviewed how the system is being used, shared feedback and discussed planned developments. Attendees explored the core features of IMP, including how it supports the recording and coding of feedback, trend analysis, and the generation of insight to support service improvements.

We also introduced recent system updates, including streamlined reporting tools and more flexible engagement tracking, making it easier for teams to manage and present their data in meaningful ways.

Impact

IMP has helped us and the wider Healthwatch network to better understand what matters to the public and clearly present this to decision makers. Organising and analysing data consistently across multiple organisations allows us to identify common themes, flag emerging issues early and ensure insights are shared quickly with those in a position to make change happen.

It has also reduced administrative burden and improved the quality and consistency of reporting.

Contact us for the latest updates and licensing opportunities for your organisation.

Examples of recent research projects

Public voice

Research projects that get to the heart of our communities

Our research projects

Our dedication to comprehensive research projects that focus on important areas of people's lives and lead to real change continued in 2024/25.

Our reports have directly influenced decision making and presented a snapshot of the health and social care of our communities, both broadly and that of niche groups.

Research Engagement Network

HWLincs has been proud to contribute to this important work at a local level.

Over the past year, we've provided mentoring and support to two community groups in Lincolnshire, enabling them to actively engage with research and share their experiences and insights.

As part of our engagement, we held focused conversations where we listened to people's thoughts on research and explored how it could be made more relevant and accessible to their communities.

The Research Engagement Network (REN) is a national initiative to increase the number and diversity of people taking part in health and care research. HWLincs continues to collaborate with the Lincolnshire Voluntary Engagement Team (LVET) to deliver this locally.

Sharing our learning

The insights uncovered by our engagement and shared in reports are vital steps forward that we feel should be shared with all organisations working in public voice.

As such, we have created engagement focus articles on our website that draw out specific insights not found elsewhere and act as starting points or touchstones for other work in this field. The first, our focus on our investigation into suicide within the Gypsy, Roma and Traveller (GRT) community is our most-read online article.

Our team

Staff (9)

See organisational structure.

Active volunteers 2024/25 (30)

Liz Ball
Emma Battram
Audra Bishop
Maria Bright
Alison Cadman
Michael Cassidy
Maureen Cassidy
Wendy Cottam
Michele Duggan
Nnenna Enenmuo
Robert Edison
Julie Emmott
Robert Fink
Stephen Frankland
Clive Green
Zahra Hossany
Charlotte Irvine
Sue Jago
Carol Lintin
Stacey Ludlow
Charley Matthews
Katherine McGuinness
Ann Morgan
Janet Mountain
Maria Prior
Keith Spurr
Tim Staniland
Emily Ward
Dawn Wheatley
Brenda Wickham

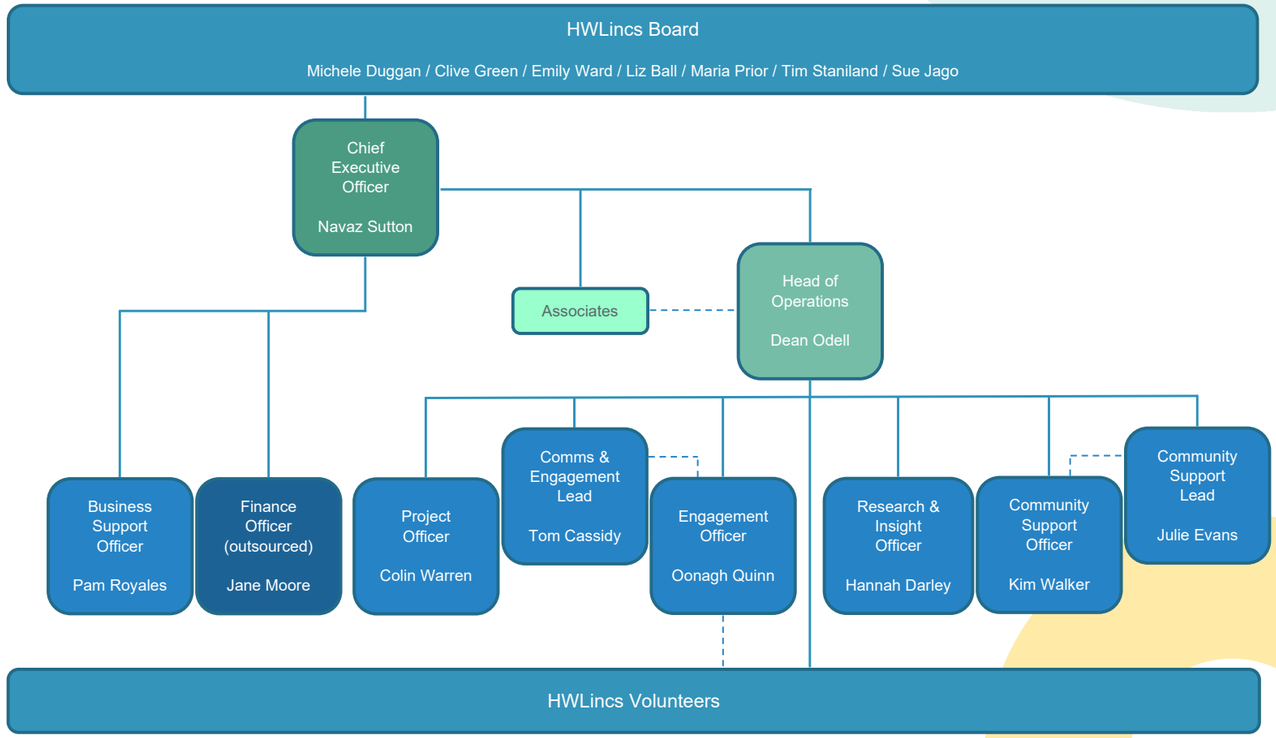
Retired volunteers (19)

Annette Atkinson
James Charters
Quanchao Gao
Steven Gardner
Yuchen Liang
Yorana Mapiki
Paul Martin
Rebecca Mckie
Brenda Oliver
Ruth O'Melia
Anna Pastuszko
Paul Rhodes
Louise Southgate
Jacqui Sclanders
Rosina Nash-Smith
Robert McIntyre
Maureen Stevens
Brenda Savage
Brian Wookey

Members (80)

Names available upon request.

Above: HWLincs staff team. Below: HWLincs organisational structure.



Our finances

Overview

Despite a number of challenges during 2024–25, our financial performance held up well thanks to a dynamic approach to analysing and working with the new landscape.

TOTAL INCOME

£372,239

Unrestricted income
£323,139

Restricted income
£49,100

INCOME ANALYSIS

Grants
£353,655

Donations & investments
£2,437

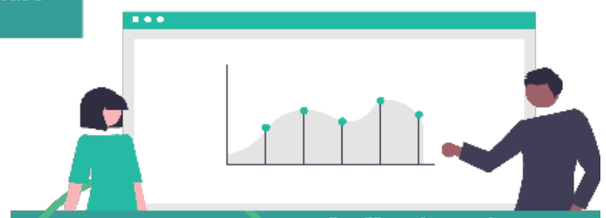
Other income
£16,147

TOTAL EXPENDITURE

£377,522

Unrestricted expenditure
£324,672

Restricted expenditure
£52,850



EXPENDITURE ANALYSIS

Staff and travel costs
£315,980

Governance costs
£7,009

Operational costs
£54,533

The independently prepared set of annual accounts are approved by trustees at the HWLincs AGM. A full set of annual accounts can be found in Appendix 2 of this report.

Our plans

HWLincs will build on the countywide VOICE Pledge and its collaboration work to further establish itself as a leader in public engagement. It will better represent communities and seldom heard groups and connect the network of organisations to coordinate engagement activities and reach deeper into communities. This will have a direct impact on the delivery of the Healthwatch Lincolnshire service as we move into the first full year of the new contract.

The VOICE Pledge gives us a focus to support conversations and aspirations to maintain and strengthen public voice as an important part of planning. Its success will be a result of HWLincs utilising its strong relationships with the NHS Lincolnshire Integrate Care Board, NHS Trusts and Local Authorities as they navigate the large-scale change and reform taking place.

With a new organisational structure in place, work around communications will put public awareness of the service available at the centre of our plans and increase engagement numbers. This will also support the wider work the charity secures with local partners as the reach and quantity of engagement will bring about a rounded response to any work being completed. Another invaluable part of this work will be to recruit new volunteers into our team and become more representative of our communities and the people we serve.

On the topic of organisational resilience, the new processes for securing funding will be tested and measured. The contracts will remain in line with our charity objects and focus on the health and care sector, or impact on well-being. Through the IMP system, engagement work will feed into the intelligence held and IMP developments will provide trends and more impactful reports.

Impact tracking will take a new form this year, ensuring that small, large, short-term, long-term, direct and indirect impacts are recorded and tracked. This will show the value HWLincs brings to partners and providers and help demonstrate to the public that their voices make a difference and influence positive changes for themselves and others that will follow. It will also help hold service providers to account and position HWLincs as a critical friend.

There are new plans on the horizon with the 10-Year Health Plan and Local Authority reform. HWLincs will work tirelessly to establish itself as a system leader in public engagement and ensure that during any change, public voice and service feedback is at the heart of service development, improvement and accountability.

Legal information

Trustees

Mrs Elizabeth Ball
Mrs Michele Duggan (Chair)
Mr Clive Green (Vice Chair)
Mrs Sue Jago
Dr Maria Prior
Mr Tim Staniland
Miss Emily Ward (Treasurer)

Charity number

1154835

Company number

08336116

Principal address

Rooms 33-35
The Len Medlock Centre
St George's Road
Boston
Lincolnshire
PE21 8YB

Registered office

Rooms 33-35
The Len Medlock Centre
St George's Road
Boston
Lincolnshire
PE21 8YB

Bankers

Yorkshire Bank /
Virgin Money
1st Floor
40 St Vincent Place
Glasgow
G1 2HL

Solicitors

Wilkin Chapman LLP
The Maltings
11-15 Brayford Wharf East
Lincoln
Lincolnshire
LN5 7AY

Independent examiner

Tracey Richardson BSc (Hons) FCA Azets
Ruthlyn House
90 Lincoln Road
Peterborough
Cambridgeshire
PE1 2SP

Contact us

Office address	HWLincs Rooms 33-35 Len Medlock Centre St George's Road Boston Lincolnshire PE21 8YB
Postal address	FREEPOST HWLincs
Phone number	01205 820 892
Email	enquiries@hwlincs.co.uk
Website	www.hwlincs.co.uk
Facebook	facebook.com/hwlincs
LinkedIn	linkedin.com/company/hwlincs
X	x.com/HWLincs

HW Lincs
Engagement to Insight

Appendix 1

Healthwatch Lincolnshire Annual Report 2024-25

Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch Lincolnshire

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

Healthwatch Lincolnshire continues to be the voice of the communities we serve.

This year we have continued to dedicate our efforts to hearing from the local community. Our four detailed and varied research projects highlight issues that affect thousands of people and the insights provided through this engagement have already had impact, with direct influence on health and care decisions and more projects and connections created as a result.

Our information signposting team, along with our data analysists, continue to spot trends and then proactively work to highlight the problem and support people to overcome them both individually and then in the wider context of system change.

By acting on feedback, our work makes a direct difference to people's lives.

Our holistic approach means that everyone from service users to decision makers is considered, allowing us to track impact and change as a result of our actions.

By working closely with the Integrated Care Board, councils and other key health and care stakeholders, we are able to make meaningful change.

In 2024/25, HWLincs was selected to continue to deliver Healthwatch Lincolnshire, a decision the team is proud of and a responsibility we cherish.

"Healthwatch Lincolnshire is for the people of Lincolnshire. It is guided by the Healthwatch Steering Group, which meets to decide the direction and focus of our efforts. We have spaces available on this important board and welcome all enquiries for new membership."

Liz Ball, Healthwatch Steering Group Chair

About us

Healthwatch Lincolnshire is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.

Healthwatch's vision

To bring closer the day when everyone gets the care they need.

Healthwatch's mission

To make sure that people's experiences help make health and care better.

Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, government, and the voluntary sector – serving as the public's independent advocate.

Our year in numbers

We've supported more than 3,300 people to have their say and get information about their care. We currently employ nine staff and our work is supported by 36 volunteers.

Reaching out:

3,300 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

1,192 people came to us for clear advice and information on topics such as **wheelchair services in Lincolnshire** and **NHS dentist access**.

Championing your voice:

We published **14** reports about the improvements people would like to see in areas such as **mental health**, **respiratory health** and **neurology**.

Our most popular report was the **Lincolnshire Community Pharmacy Findings**, highlighting people's experiences with the pharmacy use in the county.

Statutory funding:

We're funded by Lincolnshire County Council. In 2024/25 we received **£304,549,** which is **1.65% more** than last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Lincolnshire. Here are a few highlights.

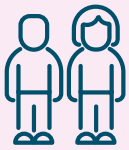
Spring

We published our Menstrual and Menopausal Health Report, which continued to have impact throughout the year.

Our information and signposting team highlighted longstanding difficulties in accessing necessary care through the wheelchair service, detailing three local case studies.

Summer

Our YourVoice@Healthwatch public event launched and shaped the Community and Primary Partnership, in association with Lincolnshire Integrated Care Board.



The Enter + View volunteers visited Woodview Care Home and created a report that highlighted the positives, as well as recommendations based on feedback from families and residents.

Autumn

The Healthwatch Lincolnshire Pharmacy Survey report was published, ensuring residents' experiences shape the development and delivery of pharmaceutical services in the county.

Stakeholders and decision makers attended our webinar that launched the full Menstrual Health report.

Winter

We published our Respiratory Health Report, which collected Lincolnshire residents' experience of asthma, COPD and more, looking at diagnosis, treatment, care and medication.

Our Enter + View team visited hospital emergency departments to gather patient and staff feedback, assess care quality, and highlight areas for improvement.

Working together for change

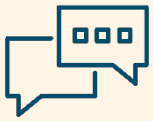
We've worked to bring together organisations to ensure people's experiences of care in Lincolnshire are heard at the Integrated Care System (ICS) level, and they influence decisions made about services.

This year, we dedicated a YourVoice@Healthwatch public engagement event to the launch and development of a new vision of positive collaboration.

A collaborative network:

In February 2023, the Farrar Report commissioned by the Integrated Care Board recommended Lincolnshire develop Community Primary Partnerships, to 'supercharge' arrangements for integrated care closer to home, so requires closer working and shared direction.

YourVoice@Healthwatch:



The summer 2024 YourVoice@Healthwatch was a collaboration between Healthwatch Lincolnshire, Lincolnshire County Council Public Health and the Personalisation Team across the Integrated Care System (ICS). More than 60 people attended and attendees ranged from people working in the health and care system to independent businesses, parish councillors and local residents.

A shared agreement:

Structured discussions on the day covered the values and potential of communities within Lincolnshire and the expectations of community and primary partnerships: how they should work and feel. These discussions led to the development of Our Shared Agreement, with five foundations that all attendees and organisations agreed.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in Lincolnshire this year:

Creating empathy by bringing experiences to life

Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

Our information and signposting team listen to a varied range of personal stories every day and treat each one with respect and importance. Through contacting practice managers, ICBs and more, they have made a positive change to lives in such diverse areas as TB testing, autism advocacy, ADHD diagnosis, dental care, hospital transfers and much more.

Getting services to involve the public

By involving local people, services help improve care for everyone.

We have run a number of events that directly brought together decision makers and the public, as well as playing a part in the HWLincs VOICE Conference. Here, pledges were created to reach communities and elevating public voice and lived experience in the strategic conversations to bring about change for the benefit of people and communities.

Improving care over time

A dedication to hearing all voices.

Listening to people's experiences with health and social care services is central to our work. We engage with communities across Lincolnshire to identify what works well, what needs improvement, and how services can better meet people's needs. We are committed to all voices, especially those often unheard. We offer many ways for people to share their views in order to gather diverse perspectives and reach as many people as possible.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from people across all areas of our community — from urban centres to rural villages, and from a wide range of backgrounds and lived experiences.

Whether shared through surveys, events, one-to-one conversations or online, each piece of feedback helps us understand what is working well, what needs to change and where services can do better.

We don't just collect feedback we act on it. Every month, we share your experiences directly with service providers, commissioners and system leaders, so they can hear first-hand what matters to the people using their services. This means your voice has a direct role in shaping improvements in health and care across Lincolnshire.

Listening to your experiences

Research project: menstrual health

During 2024, we conducted a series of research projects which sought to involve more people in conversations about their health.

This decision was part of our ongoing efforts to address health inequalities in Lincolnshire and ensure that everyone's needs are heard and considered.

What did we do?

All four of the projects followed the same format: two initial surveys; one for service users to share their experiences of diagnosis, management and support, and another for health and care professionals supporting individuals with the conditions of interest.

Key things we heard about menstrual health:

70% **of women struggled to get medication that worked for them.**

63% **of endometriosis sufferers were incorrectly diagnosed with other conditions.**

15+ **A diagnosis of endometriosis took up to 15 years for some respondents.**

This work led to improved collaboration with individuals and organisations, which supports our work in related areas and led to further projects.

What difference did this make?

As a result of this project we were invited to join the Women's Health Steering Group. The report findings have informed the Women's Health Strategy for Lincolnshire and have been presented at health and care system meetings, discussed on local radio and at the ICB Women's Health Conference.

Listening to your experiences

Respiratory health research project

The Healthwatch Respiratory Health Report 2024 highlighted the need for better coordination, a reduction in inequalities and more local support.

We heard from 223 people who shared their experiences of asthma, chronic obstructive pulmonary disease (COPD), bronchiectasis and more. Seven healthcare professionals also contributed.

What did we do?

We promoted the survey to get a clear picture of respiratory health in Lincolnshire. The survey was altered to support the Integrated Care Board's review of respiratory services and it gained essential quantitative data, as well as quotes that tell the human stories behind the numbers.

Key things we heard:

38% **needed urgent or emergency care for their respiratory condition in the past year.**

41% **faced medication shortages or other difficulties obtaining specialist prescriptions.**

> "Staffing needs to improve. These patients become severely ill very quickly and there is a huge gap in care."
>
> A health and care professional

What difference did this make?

The findings highlighted disparities in the quality and accessibility of care between different respiratory conditions and areas of the county. It also provided an important outlet for health and care professionals to share their insights and concerns. The report findings contributed to the respiratory services review.

Listening to your experiences

Neurological conditions research project

We highlighted the need for clear information, joined-up care, local specialist centres and support groups for people with neurological conditions.

During this project, 375 people shared their experiences. Many patients felt unheard and dismissed by healthcare providers. A lack of knowledge and empathy around certain conditions such as fibromyalgia and ME led to delayed diagnoses which impacted patients' lives, social lives and employment.

Key things we heard:

71% had faced challenges getting medications that worked for them.

46% of respondents were diagnoses after 18 months.

> "I felt like I was being fobbed off. I had to drop out of school due to not being able to climb the stairs to my classrooms. I was borderline suicidal."

This quote from a respondent highlights the emotional impact on mental health that delays in diagnoses can cause.

What difference did this make?

The findings highlighted significant gaps in the understanding of and care for neurological conditions. It shone a light on an unheard voice and highlighted an unmet need. The work was recognised and praised by national charities. As a result of the work we were asked to present the findings to a national Functional Neurological Disorder action group and invited to join their working group to support improving care for these individuals.

Listening to your experiences

Pharmacy services survey

What works well and what needs to be improved around pharmacy access.

We were approached by our Health and Wellbeing board to gather experiences of using pharmacy services to support the Lincolnshire Pharmaceutical Needs Assessment (PNA). The system wanted to understand what is working well and what could be improved, as well as experiences of the Pharmacy First Scheme..

Key things we heard:

80% **rated the Pharmacy First scheme as good.**

85% **reported no difficulty accessing their pharmacy.**

> "They possibly saved my life via the free blood pressure monitoring. It was verbally offered and I took this on a whim and they sent me straight to A&E as it was so high. My blood pressure is now medicated and under control. I will be forever grateful."

This quote shows the success of pharmacies offering a wider range of services beyond dispensing medication. However, stock availability, processing delays, disabled access, and better privacy were areas highlighted for improvement.

What difference did this make?

"The report formed a body of evidence that we have been able to cite supporting the call for more funding for pharmacies, highlighting the issues with medicines supply. Funding for community pharmacy... remains £2bn short of the government's own cost independently commissioned economic review for the sector here. The government has recognised that more must be done both in terms of medicine's supply and funding and evidence supporting this is most welcome and useful, contributing to a positive impact on community pharmacies in the county which in turn benefits patients."
Tracey Latham-Green, Chief Officer, Community Pharmacy Lincolnshire.

Hearing from all communities

We're here for all residents of Lincolnshire. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Engaging with asylum seekers to understand their challenges around GP registration and access to medication and sharing this with NHS leaders to support inclusive primary care.
- Reaching people living in areas of socio-economic deprivation through targeted outreach in Boston, East Lindsey and South Holland to capture their experiences of accessing health and care services.
- Ensuring local voices shape decisions by feeding lived experience into health and social care system priorities, such as ageing well and service changes led by the Integrated Care System.

Hearing from all communities

GP registration and access to medication for asylum seekers

Volunteers working with asylum seekers linked with a vital pilot.

A young person from Afghanistan arrived with a mental health crisis and no money for a prescription. The practice pharmacy and community pharmacist insisted they needed a health certificate before they could get the medication.

What difference did this make?

Our information and signposting officers shared information about a pilot scheme that issued NHS numbers to people arriving in small boats, allowing the access to services and medication that they need. The information was shared to all GP practices and pharmacies in Lincolnshire.

Helping Lincolnshire residents to age better and supporting changes to services

Key stakeholders attended our YourVoice@Healthwatch public event to address Lincolnshire's aging population.

The Director of Public Health and the NHS Director of Nursing and Quality spoke at the event and presented *Ageing Better in Lincolnshire: Adding Life to Years*.

What difference did this make?

Presenters gave a mixture of practical advice and information on health projections and what they mean for the people of Lincolnshire. All speakers took questions from the public, who took the chance to ask questions and ask the team for advice, as well as bring up the issues that matter most to them.

Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 1,192 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services
- Sending almost 500 individual reports to providers in Lincolnshire

Information and signposting

Supporting a stalled ADHD diagnosis

A parent struggling to get an ADHD assessment for their 16-year-old child contacted Healthwatch Lincolnshire.

The information and signposting team realised the parent was unaware of all available NHS-approved pathways and were facing delays while waiting for responses from their GP and ICB.

Healthwatch provided the parent with information about ADHD 360, an NHS-recognised provider in Lincolnshire. We also contacted the ICB and practice manager. As a result, they were assessed within eight weeks, diagnosed, and now receive the support they need.

> "Without you we wouldn't have got anywhere."

Wheelchair services improved by Healthwatch

Delays and difficulty contacting new providers caused distress for many people in need of wheelchairs and support in Lincolnshire.

Healthwatch spotted a trend in negative feedback and difficulties with wheelchair services. The information and signposting team followed a number of cases where significant harm and distress was caused and worked to improve their situation.

Healthwatch contacted the commissioner and provider and met to try and resolve these matters. A triage system and point of contact for clients were established and we have heard that waiting times for assessments and equipment have decreased.

> "Just wanted to say how grateful I am. I had a phone call from a manager from Lincs wheelchair services this morning and seems things are now moving again thanks to you."

Showcasing volunteer impact

Our fantastic volunteers have given 1,219 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited communities to promote our work
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve

Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

Carol has volunteered with Healthwatch Lincolnshire for more than 10 years. She is a passionate public engager and is driven by the opportunity to continue and to share a common interest in public health and health promotion.

"I am always surprised at patients and family's willingness to share information about their experiences of services and care. For some it is the first time someone has listened, that they have been able to pay a compliment or they have been able to say something out loud."

Carol

The Healthwatch Lincolnshire readers panel help to ensure that everything we put out into the public is free from errors and can be understood clearly.

As well as helping Healthwatch Lincolnshire, volunteers find that it can also help themselves.

""I really enjoyed proofreading the reports, especially the last one on pelvic health. It was very well written. Just doing a little bit of volunteering like this really helps my mental health."

A readers panel volunteer

Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.

healthwatchlincolnshire.co.uk

01205 820 892

info@healthwatchlincolnshire.co.uk

Finance and future priorities

We receive funding from Lincolnshire County Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£304,549.18	Expenditure on pay	£256,062
		Non-pay expenditure	£10,646.52
		Office and management fee	£37,045
Total income	**£304,549.18**	**Total Expenditure**	**£303,753.52**

Next steps:

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. **Do more to tackle inequalities.**
   We will support more people who face the worst outcomes to speak up about their health and social care, and to access the information and signposting they need.

2. **Influencing service providers, commissioners and decisions.**
   To work with key stakeholders and organisations to support and influence service improvements and their decision making for our health & care services.

3. **Increasing our reach and impact.**
   To improve our awareness and reach across Lincolnshire to ensure people know of us, contact us for signposting and share their experiences with us.

Statutory statements

Healthwatch Lincolnshire is delivered by HWLincs, Rooms 33-35, The Len Medlock Centre, St George's Road, Boston, PE21 8YB.

Healthwatch Lincolnshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Steering Group consists of 12 people, including staff and members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Steering Group ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the group met four times and made decisions on matters such as the Healthwatch Lincolnshire Workplan 2025/26 and representational feedback strategies. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums. We also regularly attend outreach clinics across the county for face-to-face signposting and feedback gathering.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website www.healthwatchlincolnshire.co.uk

Statutory statements

Healthwatch representatives

Healthwatch Lincolnshire is represented on the Health and Wellbeing Board, Integrated Care Partnerships and the Integrated Care Board by Navaz Sutton, CEO of HWLincs.

During 2024/25, our representative has effectively carried out this role by ensuring that public voice and lived experience remain central to strategic discussions and decision making. We have contributed to shaping local health and care priorities, championed the inclusion of under-represented communities, and shared insight from Healthwatch engagement and reports to inform system-wide planning.

Through regular attendance and active participation, we have strengthened the visibility and influence of Healthwatch Lincolnshire within the wider integrated care system, helping ensure that local people's views are reflected at the highest levels.

Taking people's experiences to decision-makers

Healthwatch Lincolnshire plays an active role in making sure that the experiences and views shared with us by the public reach the people who can make a difference. Each month, we share all patient experience data we receive with providers and commissioners, helping to inform service delivery, planning and improvement.

In addition to this, our team regularly represents the public voice at a wide range of system and provider-level meetings.

These include strategic groups such as the Health and Wellbeing Board, Integrated Care Board and Health Scrutiny Committee, as well as operational forums focused on patient experience, quality, primary care, digital inclusion and health inequalities. See some examples below:

- Health Scrutiny Committee
- Primary Care Co-commissioning group PC3
- Lincolnshire System Quality Group
- System QPEC
- Health Protection Board

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Woodview Care Home – Lincoln	Change of ownership	Wrote a report with recommendations – recruitment of an activities coordinator to enhance the wellbeing of residents actioned by care home.
Beckfield Care Home - Lincoln	Relative survey pilot	Report published October 2024. Residents, relative and staff reported positively.
Emergency Department - Lincoln County Hospital	Joint quality visit with Lincolnshire NHS Integrated Care Board (ICB) and United Lincolnshire Teaching Hospitals NHS Trust (ULHT), looking at corridor care as part of national campaign.	Observations and recommendations shared with stakeholders to support ongoing improvements in emergency care across Lincolnshire.

2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Mental health research project: veterans, new fathers, farmers	88 people shared their views and a report with recommendations is prepared for publication.
GP access snap survey	1,255 people contributed to this snap survey, which will inform a report to share with stakeholders.
Outreach and engagement events	We have been active across the county at dozens of events that give people the chance to get face-to-face information signposting.
Online interaction figures	215,182 total online impressions and interactions across the year.

healthwatch Lincolnshire

Healthwatch Lincolnshire
Rooms 33-35
The Len Medlock Centre
St George's Road
Boston
Lincs
PE21 8YB

www healthwatchlincolnshire.co.uk

01205 820 892

info@healthwatchlincolnshire.co.uk

/Healthwatchlincolnshire

@healthwatchlinc

HWLincs
Engagement to Insight

HWLINCS

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

Appendix 2

HWLincs
Financial statements 2024-25

Charity registration number 1154835

Company registration number 08336116 (England and Wales)

HWLINCS

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

HWLINCS

TRUSTEE REPORT (INCLUDING DIRECTORS REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

HWLincs Trustees present their report and financial statements for the year ended 31 March 2025.

The accounts have been prepared in accordance with the accounting policies set out in note 1 and comply with HWLincs governing documents, the Companies Act 2006 and "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 01 January 2015)".

To protect the financial stability of our organisation there are planned unrestricted reserves at year end of £212,807 (£173,100 unrestricted and designated funds of £39,707). Our year end reserves are similar to the previous year; however, the split of unrestricted and designated funds has been updated to reflect the increased running costs.

The Trustees continue to pay due regard to guidance issued by the Charity Commission alongside our agreed objects, set out in our Articles of Association, when deciding what activities we should undertake. Internal controls in place provide assurance that activities are in line with our charities objects and comply with our policy requirements. All policies and procedures have undergone a review by Trustees.

Contract and project performance is monitored through our Finance and Performance Committee, who are pleased to report successful delivery of contract activities throughout this year in line with performance requirements, achieving all agreed key performance indicators.

During this year, no new appointments have been made to the staff team or trustees, however, a restructure took place to align to the Healthwatch Lincolnshire recommissioned service. No redundancies were issued.

Financial Review
The annual budget was recommended by the Finance and Performance Committee in April 2024 and approved by Board in May 2024. During the year the Finance and Performance Committee monitored financial performance against budget and reported no major concerns. There was agreement to include additional risks around income as the recommissioning of the Healthwatch Lincolnshire service took place, which may have changed the financial envelope of HWLincs. This contract was secured, and risks were updated back to their original state.

The Finance and Performance Committee oversees all the organisation's financial performance and considers longer term funding requirements, with its Chair, who is also the Board Treasurer, providing financial reporting at all Board meetings to monitor spend and ensure HWLincs keeps tight control on its financial performance.

Overall spend against budget by year end is in line with expectations and planned spend. There were no significant areas of spend or income concerns raised or seen during the year.

Income generation remained a challenge, which is a consequence of the continued competitive funding landscape and restrictions on stakeholder budgets. The Board have maintained oversight on the income and expenditure and ensured funds are allocate as required, whilst considering the impact on and sustainability of the charity. A key part of the strategy (2023-2026) is to have more diverse sources of income, which will continue to be a focus.

At the year-end, reserves were £212,807, with the trustees agreeing to £39,707 as designated funds for ongoing marketing, developments and support and technology enhancements (see note 17). The Board have agreed a budget against assumed expenditure for 2025/26.

Risks
The introduction of the Annual Risk Review ensures risks are reviewed and oversight maintained. This review includes the Risk Register and Business Continuity Plan. Alongside this, all policies and procedures were reviewed to consider the new requirements of the delivery of the Healthwatch Lincolnshire service, along with the changing world of technology and AI. The three permanent committees; Human Resources, Governance, and Finance and Performance, continually monitor risks identified with the Governance Committee tasked with overall oversight.

The Board ensures that proper control is exercised over risk and any necessary mitigating work to reduce such risks is undertaken throughout the year. In addition, the Board annually approves the risk register.

Investment Policy
The greatest proportion of our funds come from statutory sources and is for expenditure on activities in the short term. Most of our funding is received on a monthly basis to meet immediate expenditure requirements. Our reserves policy confirms our agreement to hold an appropriate proportion of funds for contingency, exceptional requirements, along with designated and planned business opportunities. These reserves are currently held in immediate accessible cash

deposits. The Finance & Performance Committee reviews the investment policy on a regular basis to distinguish short-term and long-term reserve requirements, considering current financial conditions and reflecting the need to maintain a low level of risk for available funds.

Reserves Policy
The Board believes that to operate effectively and be a responsible organisation we should have, at our disposal, reserves of funds that can be used in extraordinary circumstances. This principle is balanced with the requirement to utilise funds in pursuit of our objects. Our reserves policy considers the circumstances for which reserves should be held and the amounts required. The Finance and Performance Committee ensures we are operating reserves in line with Charity Commission Guidance.

We strive to ensure unrestricted funds are maintained at a level of no less than six months expenditure and shut down costs. This level of funding will ensure that in the event of funding being lost or a significant reduction in funding, we will be able to continue our activities whilst mitigating action plans are implemented.

Designated Funds
A small amount of designated funds was utilised during the year to prepare the IT for upgrades being implemented in the coming year. Future designated funds, as detailed in note 17, will be available for use to support spend in areas that will increase the effectiveness and impact of our projects, activities, and commitments.

Salary Policy
To ensure the charity is providing a transparent policy of paying and reviewing its staff, there is a base salary structure in place and a Personal Annual Review process. The base salary structure was reviewed to ensure it reflects the current position following the restructure, and there was no change required.

Governance
HWLincs is a registered charity and company limited by guarantee and is governed by our Articles of Association. During the year, the Board held four meetings. In addition, the three permanent committees; Human Resources Committee, Governance Committee and, Finance & Performance Committee, who meet quarterly and have devolved responsibilities (by the Board), which is detailed in their terms of reference.

In accordance with the requirement to have a register of persons or entities with significant control over the charity, the Board has determined there is no member, trustee, employee, or other body with such control. Therefore, our register has recorded no such party as presently existing. This is monitored and reviewed on an on-going basis.

Trustees have equal status and authority within the Board and no Permanent Committee has any additional powers that would result in the participants having any additional controls over the charity. All final decisions which have either a significant financial or legal requirement are approved by the Board.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:
Mr. Clive Green (appointed 2016)
Dr. Maria Prior (appointed 2017)
Mr. Paul Rhodes (appointed 2018)
Mrs. Elizabeth Ball (appointed 2020)
Mrs. Michele Duggan (appointed 2022)
Mr. Tim Staniland (appointed 2022)
Mrs. Sue Jago (appointed 2023)
Miss. Emily Ward (appointed 2023)

Trustees have the power to co-opt individuals onto the Board as Additional Directors. During the year there were no appointments. Annually, one third of elected Trustees and all co-opted Trustees are required to retire from office at the AGM, after the date on which they came into office but may, if they wish, stand for re-election or re-appointment by the members.

At our Annual General Meeting (AGM) on 16 August 2024, we completed the process for the election of trustees, which is set out in our Articles and Byelaws. Clive Green and Maria Prior stood down and both agreed to re-stand for election and were re-elected.

Two trustees were reimbursed expenses, and none received any remuneration. Any payments made to the trustees during the year are set out in note 8.

Resignations
Trustees can serve for a period not exceeding three terms, with a term being three years' service. After a period of no longer than three years, trustees are required to stand down, and if they request, seek re-election by members, but not exceeding three terms.

In the current year we had resignations from the following trustee:
Mr. Paul Rhodes (retired 16 August 2024)

We thank Paul for their support and commitment to HWLincs over the years.

Membership
We have continued to focus on the need to create an effective and meaningful membership base. The membership as of the year end is eighty.

Organisational Structure
HWLincs Board together with the Chief Executive Officer have set clear lines of decision making, responsibilities and accountability. Day to day operational activities is delivered by our dedicated team, which comprised of nine employees at the year end.

These nine employees held the following roles:
Chief Executive Officer, Head of Operations, Communications & Engagement Lead, Community Support Lead, Business Support Officer, Project Officer, Engagement Officer, Research & Insight Officer and a Community Support Officer.

Public Benefit
HWLincs delivers activities that are open to residents of Lincolnshire, and where relevant outside the county, regionally and nationally regardless of age, where they live or their circumstances. Activities focus on health, care and wellbeing including improvements and the safety and quality of all statutory funded health and care services in Lincolnshire.

New Financial Year – 2025/26
Plans for our new financial year will include both new activities and continued successful delivery of contract activities. The work will include:

- Exploring funding diversification further and unlocking funding streams.
- Embed the communications function within the new structure.
- Recruit more volunteers, covering all areas of the county.
- Establish our role within the new landscape of healthcare at local level.
- Develop a new strategy to follow on at the end of the 2025/26 financial year.
- Extend the reach across the county and into communities, by building on the VOICE Pledge.

On Behalf of the Board of Trustees

Michele Duggan
Board Chair

Dated: 14 November 2025

HWLINCS

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF HWLINCS

I report to the trustees on my examination of the financial statements of HWLincs (the charity) for the year ended 31 March 2025.

Responsibilities and basis of report
As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
Since the charity'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 ICAEW, 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 that in any material respect:

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2 the financial statements do not accord with those records; or
3 the financial statements 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 financial statements 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 financial statements to be reached.

Tracey Richardson BSc (Hons) FCA

Westpoint
Lynch Wood
Peterborough
Cambridgeshire
PE2 6FZ
United Kingdom

Dated: 20 November 2025

HWLINCS

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income and endowments from:							
Grants receivable	**3**	304,555	49,100	353,655	300,887	66,492	367,379
Income from investments	**4**	2,437	-	2,437	2,458	-	2,458
Other income	**5**	16,147	-	16,147	7,491	-	7,491
Total income		323,139	49,100	372,239	310,836	66,492	377,328
Expenditure on:							
Expenditure on charitable activities	**6**	324,672	52,850	377,522	401,895	57,492	459,387
Net expenditure for the year/ Net movement in funds		(1,533)	(3,750)	(5,283)	(91,059)	9,000	(82,059)
Fund balances at 1 April 2024		214,340	9,000	223,340	305,399	-	305,399
Fund balances at 31 March 2025		212,807	5,250	218,057	214,340	9,000	223,340

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

HWLINCS

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible assets	**11**		3,031		4,630
Investments	**12**		-		1
			3,031		4,631
Current assets					
Debtors	**14**	12,883		21,834	
Cash at bank and in hand		217,977		203,533	
		230,860		225,367	
Creditors: amounts falling due within one year	**15**	(15,834)		(6,658)	
Net current assets			215,026		218,709
Total assets less current liabilities			218,057		223,340
Income funds					
Restricted funds	**16**		5,250		9,000
Unrestricted funds - general					
Designated funds	**17**	39,707		43,840	
General unrestricted funds		173,100		170,500	
			212,807		214,340
			218,057		223,340

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 8 August 2025

Mrs Michele Duggan
Trustee

Miss Emily Ward
Trustee

Company registration number 08336116

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information
HWLincs is a private company limited by guarantee incorporated in England and Wales. The registered office is The Len Medlock Centre, St George's Road, Boston, Lincolnshire, PE21 8YB, United Kingdom.

1.1 Accounting convention
The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

The accounts have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

1.2 Going concern
At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds
Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources
Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

All grants and voluntary income are included in the Statement of Financial Activities in the year in which they are receivable, except for monies which are for specific periods crossing over the year end.

1.5 Resources expended
All resources expended are accounted for gross, and in the period in which they are incurred. VAT is not recoverable by the charity and as such is included in the relevant costs in the Statement of Financial Activities.

1 Accounting policies

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.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

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

Office equipment	33% per annum on a straight line basis
Furniture and fixtures	25% per annum on a reducing balance basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/ (expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 ‘Basic Financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.13 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Grants receivable

	Unrestricted funds general 2025 £	**Restricted funds 2025 £**	**Total 2025 £**	Unrestricted funds general 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	6	-	6	195	-	195
Donation from HWL Services Limited	-	-	-	1,092	-	1,092
Grants receivable	304,549	49,100	353,649	299,600	66,492	366,092
	304,555	49,100	353,655	300,887	66,492	367,379
Grants receivable for core activities						
Lincolnshire County Council	304,549	25,500	330,049	299,600	5,000	304,600
NHS Lincolnshire	-	10,000	10,000	-	30,000	30,000
Care Quality Commission	-	-	-	-	31,492	31,492
Lincolnshire Voluntary Engagement Team	-	3,000	3,000	-	-	-
Melton Borough Council	-	10,600	10,600	-	-	-
	304,549	49,100	353,649	299,600	66,492	366,092

4 Income from investments

	Unrestricted funds general 2025 £	**Unrestricted funds general 2024 £**
Interest receivable	2,437	2,458

5 Other income

	Unrestricted funds general 2025 £	Total 2024 £
Other income	16,147	7,491

6 Expenditure on charitable activities

	2025	2024
	£	£
Staff costs	304,713	390,274
Depreciation and impairment	2,508	3,476
Project costs	3,569	4,827
Travel expenses	11,267	11,919
Premises costs	8,095	8,198
Advertising and promotion	2,932	8,850
Telephone	4,156	3,930
Printing, postage and stationery	1,119	2,784
Computer costs	7,333	6,296
Training costs	211	662
Professional fees	5,626	333
Bank charges	243	247
Other costs	18,647	12,692
Charitable expenditure heading 14	94	-
	370,513	454,488
Share of governance costs (see note 7)	7,009	4,899
	377,522	459,387
Analysis by fund		
Unrestricted funds - general	324,672	401,895
Restricted funds	52,850	57,492
	377,522	459,387

7 Support and governance costs

	Support costs	Governance costs	2025	2024
	£	£	£	£
Board travel costs *	-	472	472	907
Independent examiner fees	-	3,567	3,567	3,211
Accounting and bookkeeping services	-	2,970	2,970	781
	-	7,009	7,009	4,899
Analysed between				
Charitable activities	-	7,009	7,009	4,899

* This includes travel costs to external meetings as well as board meetings.

8 Trustees

Two trustees were reimbursed expenses of £349 during the year (2024 - £196 reimbursed to 4 trustees).

No trustees received remuneration in the year (2024 - no trustees received remuneration).

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
	10	12

Employment costs	2025 £	2024 £
Wages and salaries	275,789	352,104
Social security costs	21,189	28,228
Other pension costs	7,735	9,942
	304,713	390,274

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

The total amount of employee benefits received by key management personnel is £101,972 (2024 - £141,569). The charity considers its key management personnel comprises of the Chief Executive Officer, Senior Managers and Managers.

10 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxationof Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

11 Tangible fixed assets

	Office equipment	Furniture and fixtures	Total
	£	£	£
Cost			
At 1 April 2024	40,987	4,365	45,352
Additions	909	-	909
At 31 March 2025	41,896	4,365	46,261
Depreciation and impairment			
At 1 April 2024	36,730	3,992	40,722
Depreciation charged in the year	2,415	93	2,508
At 31 March 2025	39,145	4,085	43,230
Carrying amount			
At 31 March 2025	2,751	280	3,031
At 31 March 2024	4,257	373	4,630

12 Fixed asset investments

	Other investments
Cost or valuation	
At 1 April 2024	1
Disposals	(1)
At 31 March 2025	-
Carrying amount	
At 31 March 2025	-
At 31 March 2024	1

Other investments comprise:	Notes	2025 £	2024 £
Investments in subsidiaries	19	-	1

13 Financial instruments

	2025 £	2024 £
Carrying amount of financial assets		
Bank and cash	217,977	203,533
Measured at cost	217,977	203,533
Carrying amount of financial liabilities		
Trade creditors	4,559	2,504
Accruals	3,572	3,213
Other creditors	1,427	-
Other taxation and social security	6,276	941
Measured at cost	15,834	6,658

14 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	11,600	20,000
Prepayments and accrued income	1,283	1,834
	12,883	21,834

15 Creditors: amounts falling due within one year

	2025	2024
	£	£
Other taxation and social security	6,276	941
Trade creditors	4,559	2,504
Other creditors	1,427	-
Accruals	3,572	3,213
	15,834	6,658

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds		
	Incoming resources	Resources expended	Balance at 1st April 2024	Incoming resources	Resources expended	Balance at 31st March 2025
	£	£	£	£	£	£
Income for Home	5,000	(5,000)	-	-	-	-
CQC Digital Inclusion	9,742	(9,742)	-	-	-	-
CQC Community Engagement GRT	10,000	(10,000)	-	-	-	-
CQC People Who Sell Sex	10,000	(10,000)	-	-	-	-
CQC Community Diagnostics	1,750	(1,750)	-	-	-	-
Invoices for Voices and Discharges	10,000	(10,000)	-	-	-	-
REN Community Mapping	5,000	(5,000)	-	-	-	-
Digital Creation and Mapping	5,000	(5,000)	-	-	-	-
Breast Feeding in Lincs	10,000	(1,000)	9,000	-	(9,000)	-
Immunisation Engagement	-	-	-	15,500	(15,500)	-
Hospital Discharge Survey	-	-	-	10,000	(10,000)	-
Pelvic Health in Lincolnshire	-	-	-	10,000	(4,750)	5,250
REN Project Mentor Services	-	-	-	1,250	(1,250)	-
REN Market Engagement	-	-	-	1,750	(1,750)	-
MBC Tenants Satisfaction Measure	-	-	-	10,600	(10,600)	-
	66,492	(57,492)	9,000	49,100	(52,850)	5,250

17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

		Movement in funds			
	Balance at 1 April 2024	Incoming resources	Resources expended	New designations/ (released)	Balance at 31 March 2025
	£	£	£	£	£
Development and support fund	23,000	-	-	(3,000)	20,000
Technology fund	15,000	-	-	-	15,000
Maketing fund	5,840	-	-	(1,133)	4,707
	43,840	-	-	(4,133)	39,707

Development and support fund - support for HWLincs development, contingency for grant reductions and other specialist work identified during the year.

Technology fund - to enable upgrades and replacements of IT equipment and systems where required.

Marketing fund - for further website developments and HWLincs marketing needs as required during any development work.

18 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fund balances at 31 March 2025 are represented by:				
Tangible assets	3,031	-	-	3,031
Current assets/(liabilities)	170,069	39,707	5,250	215,026
	173,100	39,707	5,250	218,057

19 Subsidiaries

HWL Services Limited was a wholly owned subsidiary of HWLincs.

HWL Services Limited was dissolved on 11 February 2025.

20 Control

No one individual has overall control of the charitable company.

HW Lincs

Engagement to Insight

Rooms 33–35
The Len Medlock Centre
St George's Road
Boston, Lincolnshire
PE21 8YB

01205 820892
enquiries@hwlincs.co.uk
www.hwlincs.co.uk

HWLincs Ltd
Registered Company Number 08336116
Registered Charity Number 1154835

HWLincs

England & Wales - Charity number 1154835

Accounts

Annual Report 2023-2024

HWLincs

Email: enquiries@hwlincs.co.uk
Tel: 01205 820892
Website: www.hwlincs.co.uk
Len Medlock Centre, Boston, PE21 8YB

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HWLINCS ANNUAL REPORT

Message from our Chair, Michele Duggan

In my first year as Chair for HWLincs, and I have been privileged to have seen some excellent achievements over the last 12 months. The team is rightly proud of its work completed internally to enhance our processes and strengthen governance to prepare us for our re-contracting year of our flagship Healthwatch Lincolnshire service. However, it is the relationships with our partners that we are particularly proud of, and I would like to thank all local stakeholders and our strategic partners for their continued support.

The year hasn't been without challenges, not least seeing other local charities cease to exist, but we have continued to work efficiently to deliver the highest levels of service possible. The dedication of the staff, volunteers, members and of course fellow trustees has enabled us to expand our reach whilst also completing projects that have influenced future positive outcomes for our local community.

Thank you to colleagues for their hard work and commitment and to everyone who has contributed to the "voice" of HWLincs. We could not do this without you.

Delivering our 2023-2026 strategy has helped us to focus on becoming resilient, bringing our staff and volunteers together and ensuring we are seen and heard across stakeholders and the public. I am pleased with the progress made on the strategy and I hope you enjoy reading this report and the achievements of the team in more detail.

MICHELLE DUGGAN
HWLINCS CHAIR

Message from our Chief Executive Officer, Navaz Sutton

Since coming into post halfway through the year, our work to influence positive change has been a priority through gathering the voices, opinions and experiences of the people of Lincolnshire. Last year our dedicated team engaged with thousands of people, which I am proud to say, as this provides the opportunity to influence change for our communities. This intelligence allows partners and providers to inform service development and improvement.

Thank you to our staff, trustees and members for their continued commitment, and to a dedicated volunteer team who support our work, allowing us to achieve so much. Our volunteers gave 1,669 hours of their time during the year, which is not only a credit to themselves but increases the amount of voices we hear from, giving us a greater chance of having a positive impact on people's lives.

We have delivered nine projects this year, not only working with local funders and partners, but also running projects on behalf of national organisations such as Healthwatch England and the CQC. Our projects and their impact can be seen later in this report, and securing similar work that allows us to hear from more Lincolnshire voices will be a key aspect we develop for future years.

Even with a year of new CEO and Chair appointments, long standing staff moving on and an ever-changing landscape of partners, we have achieved real success in our work and established new relationships as well as building on existing ones, which is a credit to everyone involved.

Conversations and relationships around the value of public voice are drifting into a more central consideration for providers and services, which is the core function of our charity. We want to build on this to bring about positive change for the people of Lincolnshire, so I am excited for the year ahead.

To finish I would like to thank everyone who supports our work and provides the funding to make this happen, and all the people who share their views and experiences to provide such rich intelligence.

NAVAZ SUTTON
HWLINCS CEO

ABOUT HWLINCS

HWLincs is a people first charity dedicated to improving wellbeing and influencing positive change.

Our Vision

To influence positive change and improve people's wellbeing.

Our Mission

HWLincs is committed to capitalising on the knowledge, skills and experience of our people to deliver a cost-effective, high-quality service which has the potential to change the lives of others.

Our Background

HWLincs is a charity specialising in engagement, research and evaluation to provide invaluable insights and recommendations that drive positive change in health, social care and wellbeing.

We work with charities, businesses, non-profit organisations, the NHS, government departments and more, to deliver on contracts and projects, supporting and informing the enhancement and improvement of their products and services for the benefit of our communities.

Our team of skilled experts can plan, personalise, fine-tune and deliver projects that meet each client's objectives. They have developed an excellent reputation locally and nationally through well-established networks and connections, bringing true value to services and people.

As a registered charity our approach follows our five values:

- Innovation
- Inclusivity
- Honesty
- Caring
- Diligence

These are aligned to our charitable objects, which are to actively pursue engagement and insight opportunities in the arena of health, care and wellbeing.

We are a trusted, independent, knowledgeable and friendly charity, with a track record of delivering projects, providing insight and supporting recommendation implementation for more than 10 years.

OUR STRATEGY

Our strategy will take us through to 2026 and focusses on three priorities.

Our Priorities

FINANCIAL RESILIENCE

1

The key to building financial security will be to grow diverse income opportunities across different sectors, and being a trusted partner in engagement, research and evaluation. This will enhance our ability to understand people's experiences and influence change.

OUR PEOPLE

2

Protecting the expertise within the staff team and supporting them is an important part of looking after our most valuable assets. This extends to volunteers who provide the much-needed reach into communities to gather enriched insights into people's experiences and views.

COMMUNICATIONS

3

Increasing brand awareness with stakeholders and the public is essential to create a sustainable charity with growth potential. During this strategy period we will celebrate our 10th year anniversary and communicate what we do and the impact of our work.

Our Progress: Communications

COMMUNICATIONS

3

A temporary **Communications Officer** role was recruited to provide advice, guidance and set the direction of travel for the charity as it entered its 10th year of delivery.

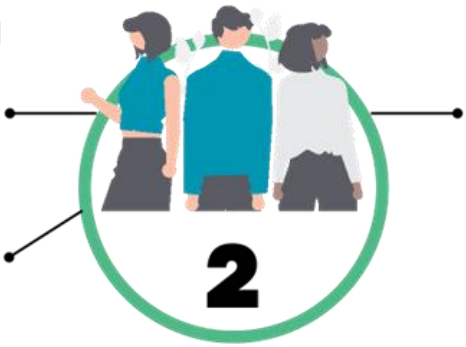
An **internal evaluation** was completed to understand where improvements could be made.

HWLincs launched a **new website**, streamlining the information and navigation for easier engagement and to provide a better platform for demonstrating impact.

There was a focus on **stakeholder relationships** and wider connections into various sectors.

Our Progress: Our People

OUR PEOPLE



For our most valuable assets we introduced a **wellbeing programme**, engaging existing staff and volunteers. This included 12 staff, 8 trustees and 36 volunteers.

Two trustees retired and two joined. The **new trustees** bring a wealth of knowledge from the voluntary and community sector, project management, and health, in particular the working practices of health partners and the ICB.

Volunteer recruitment was a focus as eight retired. We take this opportunity to thank these volunteers, recognising that between them they have given decades to HWLincs activities. Our team of **volunteers contributed 1,669 hours** over the year across the county, which must be applauded for their commitment to capture public voice and people's experiences, and we thank each of them.

Our Progress: Financial Resilience

FINANCIAL RESILIENCE

Achieved **diversification of funding** through national organisations such as Healthwatch England and Care Quality Commission. Local collaborations and partnerships developed over the year.

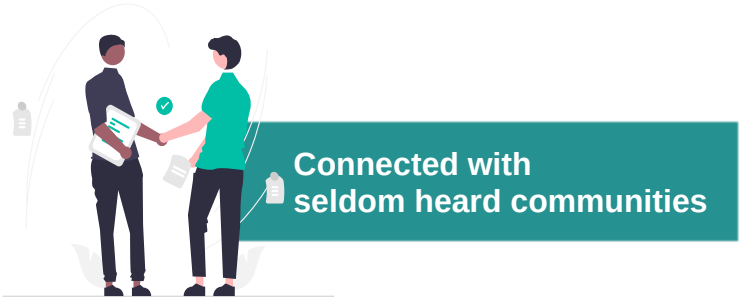
Internal processes established to identify, assess, apply and **secure projects and contracts**.

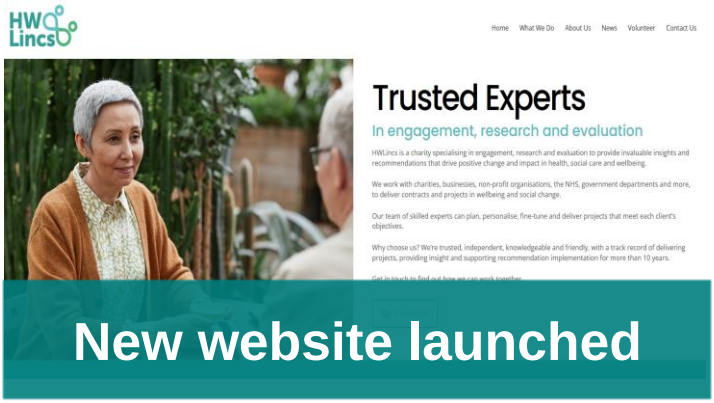
Contract ready preparation across board, staff and volunteers began.

Updated charity objects to align to the ethos of Healthwatch, allowing further public voice, engagement, research and evaluation as part of the HWLincs offer.

Healthwatch delivery reviewed, ahead of the re-contracting year, and new and innovative approaches implemented.

OUR HIGHLIGHTS



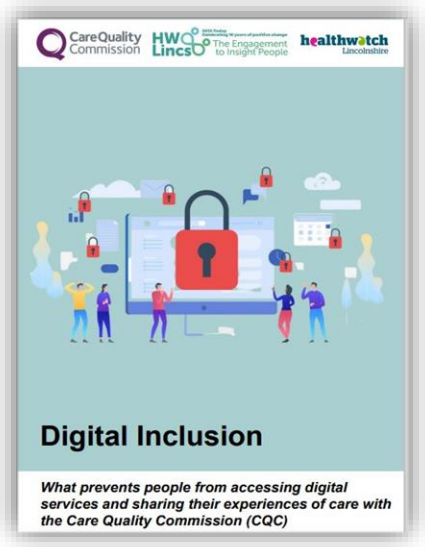


OUR WORK

During 2023-2024 HWLincs delivered nine contracts. All were completed within the remit set by the funders and there was a wealth of intelligence collated across all this work.

The following information is provided as an overview of our work and more detailed reports and updates can be seen via our websites hwlincs.co.uk and healthwatchlincolnshire.co.uk.

Digital Inclusion (CQC)



This work focused on seldom heard groups; people experiencing homelessness, low-income households, young families and adults with learning difficulties, to understand how the Care Quality Commission (CQC) can better collect experiences of care from people who are digitally excluded.

The insight was gained by using a range of engagement methods: focus groups, one to one interviews and surveys.

Recommendations were then provided to CQC which suggest increasing awareness of the CQC and its role by promoting its activities in places frequently visited by seldom-heard groups, such as hostels and libraries. It is important to inform people about how their feedback is used and the resulting changes to address apathy and motivate more participation.

Trust and relationships need to be built with seldom-heard groups, as many feel their feedback is not valued. It is also recommended to connect with trusted 'bridging organisations' like local Healthwatch to gather feedback and ensure digital methods are easy to use. The preferred ways for the CQC to provide feedback vary, with suggestions including free phone services, face-to-face engagement, and 'You Said, We Did' reports.

Patient Engagement for Home First (LCC)

HWLincs and Healthwatch Lincolnshire were asked by Lincolnshire County Council Adult Social Care to carry out a targeted piece of work into peoples' experiences of hospital discharge. It focused on hospital discharges managed via the hospital hubs at Lincoln County and Pilgrim Hospital due to ongoing health and care needs.

This work was supported by the Home First Discharge Team. In total, 31 patients were interviewed over a two-day period.

The findings of the engagement helped Adult Social Care identify where the system might manage flow better from a person's perspective, irrespective of where the challenges lie, whether this be Adult Social Care, Acute or Community setting.

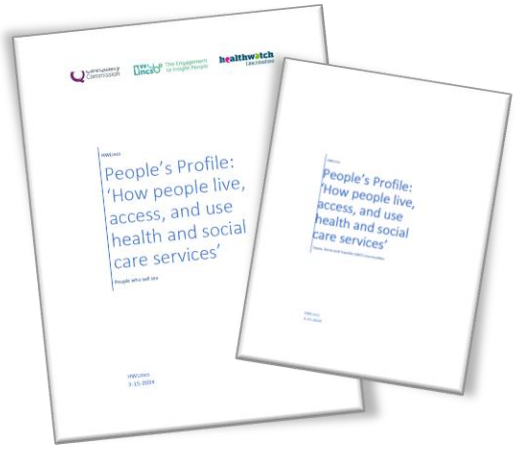
VOICES – Hospital Discharge (ICB)

In 2022, HWLincs, with the support of the NHS Lincolnshire Palliative End of Life Program Cell, conducted a survey to gather post-bereavement views on palliative end-of-life care in Lincolnshire.

The work delivered the validated previous national VOICES survey which gathers views and experiences from bereaved relatives, friends or carers. The work was a benchmark for measuring the continuous improvement of quality and care models provided to those at the end of life in Lincolnshire.

In its second year, the survey to gather post-bereavement views on palliative end-of-life care in Lincolnshire saw a 176% increase in the number of responses. In total, 254 people shared their views. After reviewing the data collected during the second year of the Lincolnshire VOICES survey, improvements appear to have been made in some aspects of palliative end-of-life care compared to the previous year.

People's Profiles (CQC)



The CQC People's Profile project sought insight on a variety of groups and HWLincs was commissioned to engage with Gypsy, Roma, and Traveller communities and people who sell sex, building on what we already know and providing a national picture of health and social care areas impacting this group.

Gypsy, Roma and Traveller communities

We primarily engaged with this group using semi-structured interviews, supported by paper and online surveys. The framework covered access to primary care, mental health, cancer and dementia services and awareness of CQC. Overall, 55 people shared their views. The main issues faced by respondents were access to GP services: no fixed address is a common barrier and negative attitudes and judgement from people in health and care, as week as a lack of understanding of the community, its needs and culture all influence whether respondents would seek help.

People who sell sex

We primarily engaged with this group via online and in-person surveys, follow-up semi-structured interviews, and interviews conducted by partnership organisations. The questioning framework covered access to primary care, mental health, cancer and dementia services, and awareness of CQC. Overall, 61 people shared their views.

We heard from a range of ages, members of the LGBTQ+ community and people who work in various areas of the sex industry, including indoor independent workers – 79% (44), escort agency workers – 21% (12), online subscription service worker – 16% (9) and street sex workers – 9% (5). The latter was reached in partnership with Jericho Road Project charity.

By far the biggest issue raised during this work was the judgement that people who sell sex often face when accessing health and care services. This included insensitive comments, a lack of understanding of their needs and circumstances, and assumptions that physical and mental health concerns are due to selling sex. As a result of this, many people shared that they do not disclose what they do to earn money when accessing services, especially GP and hospital services, due to fears of being judged or treated differently.

The REN project (Research Engagement Network)

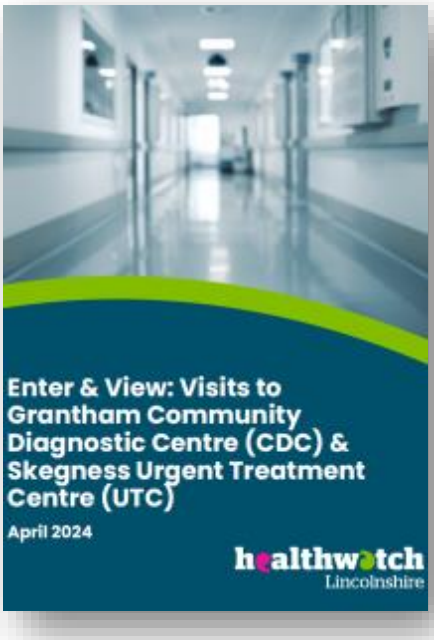
The REN (Research Engagement Network) project aimed to engage with community members and support groups in Mablethorpe and Horncastle.

The project identified what these groups understood by research, the types of research they would consider participating in, the benefits of research, and the barriers preventing them from engaging in research.

The initial phase focused on canvasing community members over the phone and through interviews to gather insights. The second phase involved bringing interested individuals together to discuss potential research projects and provide support in developing these projects.

The project aimed to facilitate community research by providing time, space and support, with the goal of demonstrating the impact of improvements on wellbeing to secure further funding.

Healthwatch Community Diagnostic Centre (CDC) Enter and View



We were commissioned by Healthwatch England to undertake two Enter and View visits to Grantham Community Diagnostic Centre (CDC) and Skegness Urgent Treatment Centre (UTC) to support a wider review of Community Diagnostic Centres across England.

Healthwatch England wanted to understand the experiences of people attending CDCs for diagnostic tests and the experiences of staff working in CDCs.

The findings from the visits to Skegness UTC and Grantham CDC highlighted several key points. At Skegness UTC, patients appreciated the convenience of its location and the professionalism of staff but raised concerns about waiting times and signage clarity.

Recommendations include reducing wait times, improving signage, and enhancing patient comfort. Similarly, at Grantham CDC, patients valued the accessibility and cleanliness of the facility but noted issues with signage and communication about appointments.

Recommendations for Grantham CDC include enhancing signage, improving communication channels. These recommendations aim to address the identified issues and improve the overall quality of diagnostic services in Lincolnshire.

The Lincolnshire report can be found here: Healthwatch Lincolnshire CDC Report

Healthwatch England report: Learning the lessons of Community Diagnostic Centres

Tenancy Satisfaction Measures

YMCA Lincolnshire is a Registered Housing Provider with the Regulator of Social Housing. The charity owns and manages more than 170 accommodation units split into three sites: Nomad (Night Shelter), Hostel and Community Shared Housing.

In 2023, the Regulator for Social Housing introduced the Tenant Satisfaction Measures (TSM) Standard as a way to assess the quality of services and homes provided by social housing landlords.

HWLincs ran a pro bono pilot of the survey for YMCA Lincolnshire and all current YMCA residents were posted a copy of the survey to complete. Residents could also complete the survey online.

In total 47 out of the 155 residents responded to the survey, an overall response rate of 30%. However, response rates varied considerably by site: 78% of the residents at the Nomad completed the survey but just 5% of those in Community Shared Housing shared their views.

Involving Lincs Survey

Over the last two years the Lincolnshire voluntary and community sector has spoken openly about the challenges they face in delivering vital support to local people. These challenges include:

- Volunteer availability
- Workforce recruitment and retention
- Disengagement of communities
- Accessing funding

To better understand the challenges the sector faces, Involving Lincs (IL) and HWLincs launched a countywide survey. A total of 238 organisations shared their views through this survey and we identified core themes.

Funding and volunteers were by far the biggest concerns raised. All these issues have a compounding, potential recurrent impact.

- Limited funding can deter paid staff and volunteers from joining or staying with an organisation.
- A lack of manpower may mean organisations have to scale back service delivery.
- Service delivery is also affected by rising costs.
- Reduced service delivery can contribute to a lack of engagement and service users seek help from elsewhere.
- Low numbers can limit impact and the ability to apply for funding, which becomes a cyclical challenge.

Healthwatch Lincolnshire

Our Healthwatch Team continues to reach out across Lincolnshire, with an impressive 305,514 people linked to us through social media alone.

More than 2,300 people shared their experiences of health and social care, contributing to significant insights that were shared with service providers.

Our Information and Signposting service helped over 4,500 people, who received essential information that without our help they would not know where to go for answers and support.

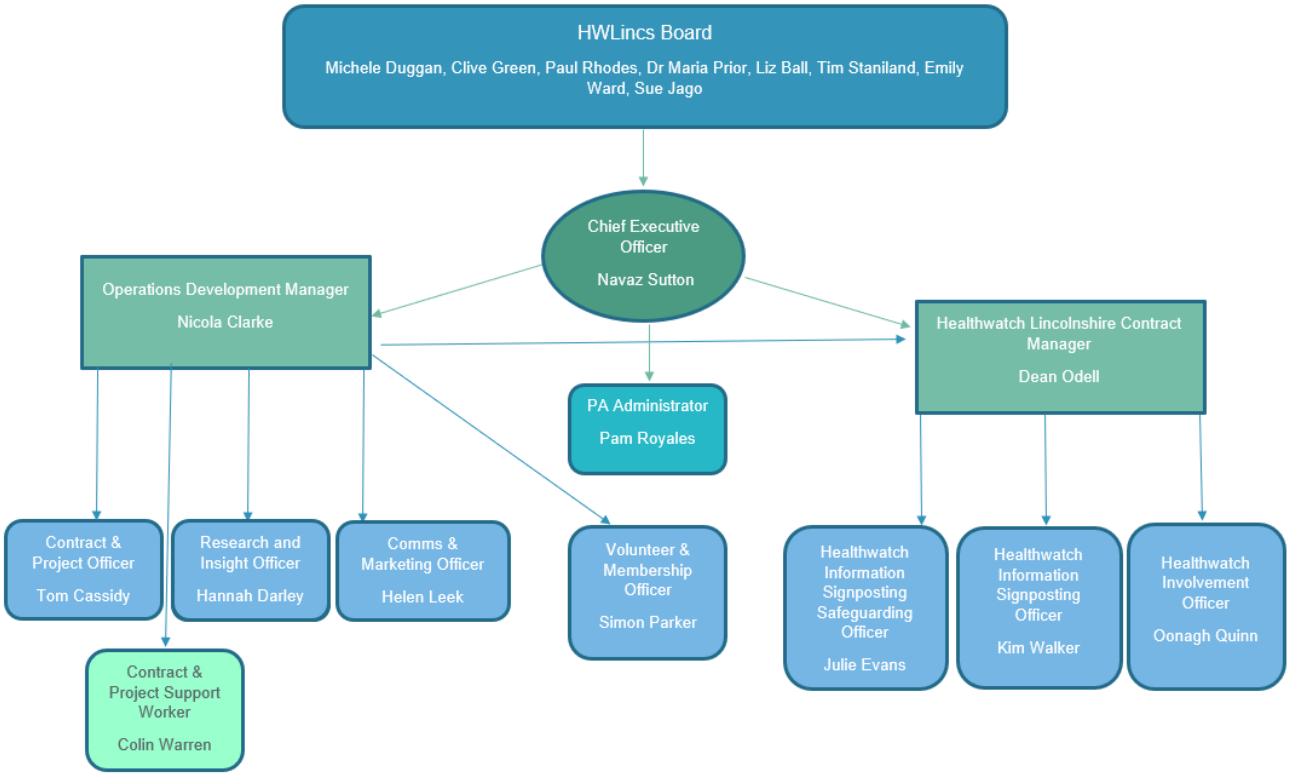
In mental health, surveys revealed long waiting times and challenges in accessing services, though many praised the quality of care once it was received. Efforts to address gaps in menstrual and menopausal health care contributed to the development of the Women's Health Strategy for Lincolnshire.

Volunteers dedicated 1,668 hours to improve care, including conducting 14 Enter and View visits to care homes and urgent care centres.

Involvement, Information and Watchdog remain as core services.

For a more detailed read about this work please visit the Healthwatch Lincolnshire website to download The Healthwatch Annual Report for 2023/24: Healthwatch Lincolnshire Annual Report 2023-24

OUR TEAM



Active Volunteers (36): Laurance Abrams, Emma Battram, Audra Bishop, Maria Bright, Alison Cadman, Michael Cassidy, Maureen Cassidy, James Charters, Wendy Cottam, Nnenna Enenmuo, Robert Edison, Julie Emmott, Stephen Frankland, Quanchao Gao, Steven Gardner, Zahra Hossany, Charlotte Irvine, Yuchen Liang, Carol Lintin, Stacey Ludlow, Charley Matthews, Yoranta Mapiki, Katherine McGuiness, Rebecca McKie, Ann Morgan, Janet Mountain, Karen Oliver, Ruth O'Melia, Mandy Parker, Ruby Parker, Anna Pastuszko, Louise Southgate, Keith Spurr, Dawn Wheatley, Brenda Wickham, Brian Wookey.

Retired Volunteers (8): Helen Nicholls, Vivienne Priestman, Annette Atkinson, Brenda Savage, Maureen Stevens, Robert McIntyre, Rosina Nash-Smith and Jacqui Sclanders.

Members (18): Liz Ball, Dean Odell, Lawrence Abrams, Julie Evans, Oonagh Quinn, Hannah Darley, Sarah Fletcher, Nicola Clarke, Maria Prior, Pauline Mountain, Tim Staniland, Michele Duggan, Mary Low, Wendy Cottam, Rosina Nash-Smith, Kim Walker, Sue Jago, Navaz Sutton.

OUR FINANCES

TOTAL INCOME

£377,328

Unrestricted income
£310,836

Restricted income
£66,492

INCOME ANALYSIS

Grants
£367,379

Donations & investments
£2,458

Other income
£7,491

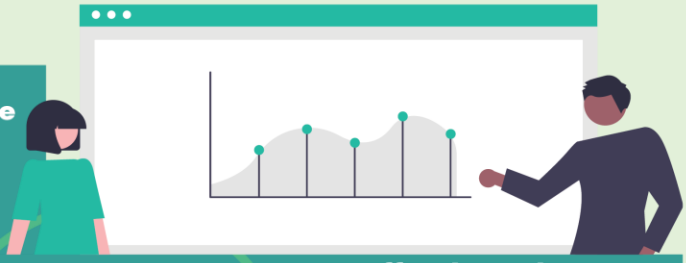
TOTAL EXPENDITURE

£459,387

Unrestricted expenditure
£401,895

Restricted expenditure
£57,492

EXPENDITURE ANALYSIS



Staff and travel costs
£402,193

Governance costs
£4,899

Operational costs
£52,295

The independently prepared set of annual accounts are approved by trustees at the HWLincs AGM.

A full set of annual accounts can be found here on the Charity Commission website.

OUR PLANS

The focus for HWLincs in the first half of the year will be to prepare for and secure the Healthwatch Lincolnshire service for further years. The new contract will begin in October 2024, and if successful, workplans will be drawn up and the mobilisation of the new contract will be at the forefront of the activities taking place.

During this time, the Operational Business Plan will continue to be executed to achieve the priorities set out in the 2023-2026 Strategy. As part of this work, the financial resilience will come from exploring how best to diversify income and identify where HWLincs can collaborate with partners to open up funding opportunities. There is work planned with Better Births and Maternity Services as well as several public, voluntary and community sector partners that will start to lead us in the direction of a more varied portfolio of projects.

Recruitment and processes around managing our volunteers will also be a priority as we look for better ways of working and bringing people onboard that can help us to reach more and deeper into communities across our county.

All of this will be backed up with a new approach to communications and how we raise awareness of our offer and ability to lead and contribute to projects that bring about public engagement in its broadest spectrum, from surveys and interviews through to service evaluation and co-production. Collating and recording impact and publishing this information will be a focus area for the future to demonstrate the benefits of public voice to service delivery and improvement.

We would like more people to connect with us, providing their feedback and signing up to our newsletter to stay informed about our work, and engage with our research projects and surveys. If anyone would like to support us through volunteering or contributing to our work, we advocate for people to get in touch with us.

TRUSTEES REPORT (INC DIRECTORS REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

HWLincs trustees present their report and financial statements for the year ended 31 March 2024.

The accounts have been prepared in accordance with the accounting policies set out in note 1 and comply with HWLincs governing documents, the Companies Act 2006 and "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 01 January 2015)".

To protect the financial stability of our organisation there are planned unrestricted reserves at year end of £214,340 (£170,500 unrestricted and designated funds of £43,840). Our year end reserves are lower than previous year, however, this was planned spend from reserves for temporary posts and additional capacity required during the year, which was focussed on establishing HWLincs as a charity and driving forward a new strategic plan.

The trustees continue to pay due regard to guidance issued by the Charity Commission alongside our agreed objects as set out in our Articles of Association when deciding what activities we should undertake. The internal controls in place provide assurance that our business activities are in line with our charities objects and comply with our policy requirements.

Contract and project performance is monitored through our Finance and Performance Committee, who are pleased to report successful delivery of contract activities throughout this year in line with performance requirements, achieving all key performance indicators.

In August 2023 the new CEO commenced in post following a robust recruitment process, alongside the appointment of a new Chair. During the year two new additional directors were appointed, Emily Ward, on the 11 July 2023 and Sue Jago, on the 1 September 2023.

Trustees continued to review and renew policies, articles of association, committee terms of reference and director byelaws.

Financial Review

The annual budget was recommended by the Finance and Performance Committee in April 2023 and approved by Board in May 2023. During the year the Finance and Performance Committee monitored financial performance against budget and reported no major concerns.

The Finance and Performance Committee oversees all the organisation's financial performance, with its Chair, who is also the Board Treasurer, providing financial reporting at all Board meetings.

Overall spend against budget by year end are in line, with expected inflation in expenditure around staff costs, travel expenses and computer costs. This was offset by a close eye being kept on other spend areas to keep the need for designated funds to be used. These increased costs were a result of agreed spend for temporary roles, along with computer equipment required by these roles. Travel continues to increase as more events and access points allow normal operations following restrictions and measures put in place for Covid-19.

There has been an income reduction this year, which is a result of the funding landscape being more competitive, as well as predicted work for partners not coming to fruition. The Board have maintained oversight on the income and expenditure and ensured funds are allocated as required, whilst considering the impact on and sustainability of the charity.

At the year-end, reserves were £214,340, with the trustees agreeing to £43,840 as designated funds for ongoing marketing and promotion, developments and support and technology enhancements (see note 16). The Board have agreed a budget against assumed expenditure for 2024/25.

The Finance and Performance Committee also has a responsibility to consider longer term funding requirements. A key part of the strategy (2023-2026) is to have more diverse sources of income, which will continue to be a focus in future years. In line with this, the Board strictly monitors the financial spend to ensure HWLincs keeps a tight control on its financial performance.

Risks
Both the risk register and underpinning policies and procedures underwent a full review in February 2024. The three permanent committees; Human Resources, Governance and Finance and Performance, continually monitor risks identified with the Governance Committee tasked with overseeing and managing the risk register.

The Board ensures that proper control is exercised over risk and any necessary mitigating work to reduce such risks is undertaken. In addition, the Board annually approves the risk register.

Investment Policy
The greatest proportion of our funds come from statutory sources and is for expenditure on activities in the short term. Most of our funding is received on a quarterly basis to meet immediate expenditure requirements. Our reserves policy confirms our agreement to hold an appropriate proportion of funds for contingency, exceptional requirements, along with designated and planned business opportunities. These reserves are currently held in immediate accessible cash deposits. The Finance & Performance Committee reviews the investment policy on an annual basis to distinguish short- and long-term reserve requirements, considering current financial conditions and reflecting the need to maintain a low level of risk for available funds.

Reserves Policy
The Board believes that to operate effectively and be a responsible organisation we should have, at our disposal, reserves of funds that can be used in extraordinary circumstances. This principle is balanced with the requirement to utilise funds in pursuit of our objects. Our reserves policy considers the circumstances for which reserves should be held and the amounts required.

We strive to ensure unrestricted funds are maintained at a level of no less than six months expenditure and shut down costs. This level of funding will ensure that in the event of a loss of or significant drop in funding, we will be able to continue our activities whilst mitigating action plans are implemented.

The Finance and Performance Committee ensures we are operating reserves in line with Charity Commission Guidance.

Designated Funds
Designated funds have been utilised during the year, agreed by the Board, which covered a transition period for the change in leadership, through the recruitment of a new CEO, as well as temporary roles to implement the strategy and drive charity activity forward. Future designated funds, as detailed in note 16 of the annual accounts, will be available for use to support projects, activities, and commitments.

Salary Policy
To ensure the charity is providing a transparent policy of paying and reviewing its staff, there is a base salary structure in place and annual reviews. The base salary structure was reviewed and updated to reflect the current position of the charity to acknowledge the roles and responsibilities of staff alongside aligning the salary available.

Governance
HWLincs is a registered charity and company limited by guarantee and is governed by Articles of Association. During the year, the Board held four meetings. In addition, the three permanent committees: Human Resources Committee, Governance Committee and Finance & Performance Committee, which meet quarterly and have devolved responsibilities (by the Board). Each has a set of terms of reference detailing their devolved responsibilities.

In accordance with the requirement to have a register of persons or entities with significant control over the charity, the Board has determined there is no member, trustee, employee, or other body with such control. Therefore, our register has recorded no such party as presently existing. This is monitored and reviewed on an on-going basis.

Trustees have equal status and authority within the Board and no Permanent Committee has any additional powers that would result in the participants having any additional controls over the charity. All final decisions which have either a significant financial or legal requirement are approved by the Board.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:
Mr Clive Green (appointed 2016)
Dr Maria Prior (appointed 2017)
Mr Paul Rhodes (appointed 2018)
Mrs Elizabeth Ball (appointed 2020)
Mr Tim Staniland (appointed 2022)
Mrs Michele Duggan (appointed 2022)

Trustees have the power to co-opt individuals onto the Board as Additional Directors. During the year the following individuals were co-opted and served as trustees:
Miss. Emily Ward (appointed 2023)
Mrs. Sue Jago (appointed 2023)

Annually, one third of elected trustees and all co-opted trustees are required to retire from office at the AGM, after the date on which they came into office but may, if they wish, stand for re-election or re-appointment by the members.

At our Annual General Meeting (AGM) on 11 August 2023, we completed the process for the election of trustees, which is set out in our Articles and Byelaws. Paul Rhodes stood down but agreed to re-stand for election and was re-elected.

Four trustees were reimbursed expenses, and none received any remuneration. Any payments made to the trustees during the year are set out in note 8.

Resignations
Trustees can serve for a period not exceeding three terms, with a term being three years' service. After a period of no longer than three years, trustees are required to stand down, and if they request, seek re-election by members.

In the current year we had resignations from the following trustee:
Pauline Mountain (retired 11 August 2023)

We thank Pauline for her support and commitment to HWLincs over her years of service.

Membership
We have continued to focus on the need to create an effective and meaningful membership base. The membership as of the year end is 79.

Organisational Structure
HWLincs Board together with the Chief Executive Officer has set clear lines of decision making, responsibilities and accountability. Day to day operational activities is delivered by our dedicated team, which comprised of 11 employees at the year end.

These 11 employees held the following roles:
Chief Executive Officer, Operations Development Manager, Contract and Project Officer, Project and Contract Support Worker, Volunteer and Membership Officer, PA Administrator, Healthwatch Contract Manager, Healthwatch Information, Signposting & Safeguarding Officer, Information and Signposting Officer, Healthwatch Involvement Officer, Research and Insight Officer and a Communications and Marketing Officer.

Public Benefit
HWLincs delivers activities that are open to residents of Lincolnshire, and where relevant outside county, regionally and nationally regardless of age, where they live or their circumstances. Activities focus on health, care and wellbeing including improvements and the safety and quality of all statutory funded health and care services in Lincolnshire. We provide support to residents by guiding them to navigate the right healthcare, care provision and wellbeing services to meet their needs.

New Financial Year – 2024/25
Plans for our new financial year will include both new activities and continued successful delivery of contract activities. The work will include:

- Further development of the approach to priority one in the strategy around financial resilience and unlocking funding streams.
- Cement our communications function and implement a permanent plan.
- Run a recruitment campaign to secure more volunteers and trustees.
- Increase our reach through community engagement and an outreach programme.
- Continue to develop and manage risk management to be flexible and astute to the ever-changing landscape within the charity sector.
- Workforce wellbeing and CPD – looking after our workforce wellbeing is a priority along with ensuring our people have the right skills to deliver their work effectively.
- Securing the renewal of the Healthwatch Lincolnshire contract and review our activities and delivery mechanisms, whilst agreeing 2024/25 annual plan.

On Behalf of the Board of Trustees

Michele Duggan
Trustee
Dated: 16.08.2024

FINANCIAL STATEMENTS

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HWLINCS

I report to the trustees on my examination of the financial statements of HWLincs (the charity) for the year ended 31 March 2024.

Responsibilities and basis of report
As the trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
Since the charity'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 ICAEW, 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 that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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 financial statements 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 financial statements to be reached.

Tracey Richardson BSc (Hons) FCA

Westpoint
Lynch Wood
Peterborough
Cambridgeshire
PE2 6FZ
United Kingdom
Dated: 19.12.2024

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income and endowments from:							
Grants receivable	3	300,887	66,492	367,379	323,974	77,984	401,958
Income from investments	4	2,458	-	2,458	812	-	812
Other income	5	7,491	-	7,491	667	-	667
Total income		310,836	66,492	377,328	325,453	77,984	403,437
Expenditure on:							
Expenditure on charitable activities	6	401,895	57,492	459,387	307,939	142,101	450,040
Net (expenditure)/income for the year/ Net movement in funds		(91,059)	9,000	(82,059)	17,514	(64,117)	(46,603)
Fund balances at 1 April 2023		305,399	-	305,399	287,885	64,117	352,002
Fund balances at 31 March 2024		214,340	9,000	223,340	305,399	-	305,399

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

BALANCE SHEET AS AT 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible assets	**11**		4,630		1,808
Investments	**12**		1		1
			4,631		1,809
Current assets					
Debtors	**14**	21,834		10,013	
Cash at bank and in hand		203,533		308,120	
		225,367		318,133	
Creditors: amounts falling due within one year	**15**	(6,658)		(14,543)	
Net current assets			218,709		303,590
Total assets less current liabilities			223,340		305,399
Income funds					
Restricted funds	**16**		9,000		-
Unrestricted funds - general					
Designated funds	**17**	43,840		152,080	
General unrestricted funds		170,500		153,319	
			214,340		305,399
			223,340		305,399

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 16 August 2024

Mrs Michele Duggan
Trustee

Miss Emily Ward
Trustee

Company registration number 08336116

1 Accounting policies

Charity information

HWLincs is a private company limited by guarantee incorporated in England and Wales. The registered office is The Len Medlock Centre, St George's Road, Boston, Lincolnshire, PE21 8YB, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, [modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

The accounts have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

All grants and voluntary income are included in the Statement of Financial Activities in the year in which they are receivable, except for monies which are for specific periods crossing over the year end.

1.5 Resources expended

All resources expended are accounted for gross, and in the period in which they are incurred. VAT is not recoverable by the charity and as such is included in the relevant costs in the Statement of Financial Activities.

1 Accounting policies **(Continued)**

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.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

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

Office equipment	33% per annum on a straight line basis
Furniture and fixtures	25% per annum on a reducing balance basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies (Continued)

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.13 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Grants receivable

	Unrestricted funds general 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds general 2023 £	Restricted funds 2023 £	Total 2023 £
Donations and gifts	195	-	195	21	-	21
Donation from HWL Services Limited	1,092	-	1,092	8,500	-	8,500
Grants receivable	299,600	66,492	366,092	315,453	77,984	393,437
	300,887	66,492	367,379	323,974	77,984	401,958
Grants receivable for core activities						
Lincolnshire County Council	299,600	5,000	304,600	309,744	-	309,744
Healthwatch Cambridgeshire and Peterborough	-	-	-	1,978	-	1,978
NHS Lincolnshire CCG	-	30,000	30,000	(5,625)	38,182	32,557
Boston Borough Council	-	-	-	1,000	-	1,000
Care Quality Commission	-	31,492	31,492	8,356	-	8,356
Community Renewal Fund	-	-	-	-	39,802	39,802
	299,600	66,492	366,092	315,453	77,984	393,437

4 Income from investments

	Unrestricted funds general 2024 £	Unrestricted funds general 2023 £
Interest receivable	2,458	812

5 Other income

	Unrestricted funds general 2024 £	Total 2023 £
Other income	7,491	667

6 Expenditure on charitable activities

	2024 £	2023 £
Staff costs	390,274	358,787
Depreciation and impairment	3,476	5,590
Project costs	4,827	30,340
Travel expenses	11,919	7,469
Premises costs	8,198	6,956
Advertising and promotion	8,850	12,106
Telephone	3,930	4,950
Printing, postage and stationery	2,784	3,937
Computer costs	6,296	8,128
Training costs	662	3,128
Professional fees	333	35
Bank charges	247	228
Other costs	12,692	4,949
	454,488	446,603
Share of governance costs (see note 7)	4,899	3,437
	459,387	450,040
Analysis by fund		
Unrestricted funds - general	401,895	307,939
Restricted funds	57,492	142,101
	459,387	450,040

7 Support and governance costs

	Support costs £	Governance costs £	2024 £	2023 £
Board travel costs *	-	907	907	375
Independent examiner fees	-	3,211	3,211	3,062
Accounting and bookkeeping services	-	781	781	-
	-	4,899	4,899	3,437
Analysed between				
Charitable activities	-	4,899	4,899	3,437

* This includes travel costs to external meetings as well as board meetings.

8 Trustees

Four trustees were reimbursed expenses of £196 during the year (2023 - £281 reimbursed to 4 trustees).

No trustees received remuneration in the year (2023 - no trustees received remuneration).

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
	12	10

Employment costs	2024 £	2023 £
Wages and salaries	352,104	322,028
Social security costs	28,228	27,704
Other pension costs	9,942	9,055
	390,274	358,787

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

The total amount of employee benefits received by key management personnel is £141,659 (2023 - £139,795). The charity considers its key management personnel comprises of the Chief Executive Officer, Senior Manager and Manager.

10 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxationof Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

11 Tangible fixed assets

	Office equipment	Furniture and fixtures	Total
	£	£	£
Cost			
At 1 April 2023	34,689	4,365	39,054
Additions	6,298	-	6,298
At 31 March 2024	40,987	4,365	45,352
Depreciation and impairment			
At 1 April 2023	33,338	3,908	37,246
Depreciation charged in the year	3,392	84	3,476
At 31 March 2024	36,730	3,992	40,722
Carrying amount			
At 31 March 2024	4,257	373	4,630
At 31 March 2023	1,351	457	1,808

12 Fixed asset investments

	Other investments
Cost or valuation	
At 1 April 2023 & 31 March 2024	1
Carrying amount	
At 31 March 2024	1
At 31 March 2023	1

Other investments comprise:	Notes	2024 £	2023 £
Investments in subsidiaries	19	1	1

13 Financial instruments

	2024 £	2023 £
Carrying amount of financial assets		
Other debtors	-	8,500
Bank and cash	203,533	308,120
Measured at cost	203,533	316,620
Carrying amount of financial liabilities		
Trade creditors	2,504	2,881
Accruals	3,213	3,062
Other taxation and social security	941	8,600
Measured at cost	6,658	14,543

14 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Trade debtors	20,000	635
Other debtors	-	8,500
Prepayments and accrued income	1,834	878
	21,834	10,013

15 Creditors: amounts falling due within one year

	2024 £	2023 £
Other taxation and social security	941	8,600
Trade creditors	2,504	2,881
Accruals	3,213	3,062
	6,658	14,543

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 31 March 2024
	£	£	£	£	£	£	£
Community Renewal fund	30,063	39,803	(69,866)	-	-	-	-
Digi-Health	27,234	-	(27,234)	-	-	-	-
Palliative and End of Life Hospital Discharge	6,820	28,053	(34,873)	-	-	-	-
MSK Patient Engagement	-	10,128	(10,128)	-	-	-	-
Income for Home	-	-	-	-	5,000	(5,000)	-
CQC Digital Inclusion	-	-	-	-	9,742	(9,742)	-
CQC Community Engagement GRT	-	-	-	-	10,000	(10,000)	-
CQC People Who Sell Sex	-	-	-	-	10,000	(10,000)	-
CQC Community Diagnostics	-	-	-	-	1,750	(1,750)	-
Invoices for Voices and Discharges	-	-	-	-	10,000	(10,000)	-
REN Community Mapping	-	-	-	-	5,000	(5,000)	-
Digital Creation and Mapping	-	-	-	-	5,000	(5,000)	-
Breast Feeding in Lincs	-	-	-	-	10,000	(1,000)	9,000
	64,117	77,984	(142,101)	-	66,492	(57,492)	9,000

17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

		Movement in funds			
	Balance at 1 April 2023	Incoming resources	Resources expended	New designations/ (released)	Balance at 31 March 2024
	£	£	£	£	£
Promotional developments	10,000	-	-	(10,000)	-
Structure and support fund	132,000	-	-	(132,000)	-
IT replacement	10,080	-	-	(10,080)	-
Development and support fund	-	-	-	23,000	23,000
Technology fund	-	-	-	15,000	15,000
Maketing fund	-	-	-	5,840	5,840
	152,080	-	-	(108,240)	43,840

Development and support fund - support for HWLincs development, contingency for grant reductions and other specialist work identified during the year.

Technology fund - to enable upgrades and replacements of IT equipment and systems where required.

Marketing fund - for further website developments and HWLincs marketing needs as required during the any development work.

18 Analysis of net assets between funds

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Fund balances at 31 March 2024 are represented by:				
Tangible assets	4,630	-	-	4,630
Investments	1	-	-	1
Current assets/(liabilities)	165,869	43,840	9,000	218,709
	170,500	43,840	9,000	223,340

19 Subsidiaries

These financial statements are separate company financial statements for HWLincs

Details of the charity's subsidiaries at 31 March 2024 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held Direct	% Held Indirect
HWL Services Limited	England and Wales	Consultation services	Ordinary	100.00	

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/(Loss) £	Capital and Reserves £
HWL Services Limited	11,928	1

20 Related party transactions

Included in other debtors is £nil (2023 - £8,500) due from HWL Services Limited

21 Control

No one individual has overall control of the charitable company.

LEGAL & ADMINISTRATIVE INFORMATION

Trustees	Mrs Michele Duggan (Chairman) Mr Clive Green (Vice Chair) Mr Paul Rhodes (Treasurer) Dr Maria Prior Mrs Elizabeth Ball Mr Tim Staniland Miss Emily Ward Mrs Sue Jago
Charity number	1154835
Company number	08336116
Principal address	Rooms 33-35 The Len Medlock Centre St George's Road Boston Lincolnshire PE21 8YB
Registered office	Rooms 33-35 The Len Medlock Centre St George's Road Boston Lincolnshire PE21 8YB
Independent examiner	Tracey Richardson BSc (Hons) FCA Azets Ruthlyn House 90 Lincoln Road Peterborough Cambridgeshire PE1 2SP
Bankers	Yorkshire Bank/Virgin Money 1st Floor 40 St Vincent Place Glasgow G1 2HL
Solicitors	Wilkin Chapman LLP The Maltings 11-15 Brayford Wharf East Lincoln LN5 7AY

CONTACT US

Office address:	HWLincs Rooms 33-35 Len Medlock Centre St George's Road Boston Lincolnshire PE21 8YB
Postal address:	FREEPOST HWLincs
Phone number:	01205 820892
Email:	enquiries@hwlincs.co.uk
Website:	www.hwlincs.co.uk
Facebook:	facebook.com/hwlincs
LinkedIn:	linkedin.com/company/hwlincs
X:	x.com/HWLincs

HWLincs

England & Wales - Charity number 1154835

Accounts

HW Lincs

The Engagement to Insight People

2013-Today
Celebrating 10 years of positive change

Annual Report 2022 - 2023

HWLincs

Email: enquiries@hwlincs.co.uk
Website: www.hwlincs.co.uk
Tel: 01205 820892
Len Medlock Centre, Boston, PE21 8YB

HW Lincs

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LEGAL & ADMINISTRATIVE INFORMATION

Trustees	Mr Clive Green (Chairman) Mrs Pauline Mountain MBE Dr Maria Prior Mr Paul Rhodes (Treasurer) Mr Navaz Sutton Mrs Elizabeth Ball Mrs Michele Duggan Mr Tim Staniland
Charity number	1154835
Company number	08336116
Principal address	Rooms 33 - 35 The Len Medlock Centre St George's Road Boston Lincolnshire PE21 8YB
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TRUSTEES REPORT (INC DIRECTORS REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

HWLincs Trustees present their report and financial statements for the year ended 31 March 2023.

The accounts have been prepared in accordance with the accounting policies set out in note 1 and comply with HWLincs governing documents, the Companies Act 2006 and "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 01 January 2015)".

To protect the financial stability of our organisation there are planned unrestricted reserves at year end of £305,399 (£153,319 unrestricted and designated funds of £152,080 for ongoing promotional and activity developments, structure, and support). Whilst on the face of it, our year end reserves appear to be significantly lower, in real terms, our unrestricted reserves have increased by £17,514. The reduction was caused by expected restricted reserve funding of £64,117 being spent in full on its intended activities.

The Trustees pay due regard to guidance issued by the Charity Commission alongside our agreed objects as set out in our Articles of Association when deciding what activities, we should undertake. Internal controls in place provide assurance that our business activities are in line with our Charities Objects and comply with our Policy requirements.

Contract and Project Performance is monitored through our Finance and Performance Committee, who are pleased to report successful delivery of contract activities throughout this year was in line with performance requirements.

Trustees completed work to review and renew all Policies, Articles of Association, Committee Terms of Reference and Director Byelaws.

Financial review

The annual budget was recommended by Finance and Performance Committee in April 2023 and approved by Board in May 2023. The Finance and Performance Committee monitored financial performance against budget during the year and reported no major concerns. The Finance and Performance Committee oversees all financial performance, and its Chair who is also Board Treasurer provided financial reporting at all Board meetings.

Overall spend against budget by year end are in line, with only two areas, travel and computers and software, being significantly over budget with clear rationale provided as to why this has occurred. Staffing costs continue to be our highest budget spend meaning resources are focused on contract delivery rather than high facility, equipment and building costs.

At the year-end, our reserves were £305,399. The Trustees agreed £152,080 as designated funds (see note 16 of these annual accounts). The Board have agreed budget against assumed expenditure for 2023/24.

As part of the Finance and Performance Committee's responsibility it annually considers longer term funding requirements. Considerations include trading opportunities along with a range of other sources of funding such as Lottery, Grants, Foundations and Contracts, this is to help us become less dependent on single sources of grant income which has historically been the case.

In December 2022, Board approved a new three-year strategy for our charity Our Strategy - HWLincs. To enable the strategy to be achieved, we have in place a complimentary three-year Business and Operational Plan, which identified a substantial investment requirement to be successful. As a result, Board agreed the need for strict annual monitoring of the financial spend against the plan to ensure HWLincs keeps a tight control on its financial performance.

Risks

We have in place a risk policy and risk register which are kept under regular review by our three Permanent Committees; Governance, Finance and Performance, and HR, ensuring we identify the risks to which we may be exposed. Governance Committee is tasked with managing the risk register. The Board ensures that proper control is exercised over risk and any necessary mitigating work to reduce such risks is undertaken. The Board annually approves the risk register. Updated risk register along with a risk statement was approved by the Board in November 2022. The Trustees have assessed the major risks to which we are exposed and is currently satisfied that systems are in place to mitigate further exposure.

Investment policy

The greatest proportion of our funds come from statutory sources and is for expenditure on activities in the short term. Most of our funding is received on a quarterly basis to meet immediate expenditure requirements. Our 'Reserves policy' confirms our agreement to hold up to 12 months running reserves to fund exceptional requirements, designated and planned business opportunities. These reserves are currently held in immediate accessible cash deposits. The Finance and Performance Committee reviews the Investment Policy on an annual basis to distinguish short- and longer-term reserve requirements, considering current financial conditions and reflecting the need to preserve capital value with very low level of risk.

Reserves policy

The Trustees believe that to operate effectively and be a responsible employer we should have, at our disposal, reserves of funds that can be used in extraordinary circumstances. The Trustees consider that they must balance this requirement against the duty to utilise funds in pursuit of our objects. Our Reserves Policy considers the circumstances for which reserves should be held, the amounts required, and sets limits on these amounts.

We strive to ensure unrestricted funds are maintained at a level of no less than 6 months expenditure. The Trustees consider that reserves at this level will ensure that in the event of a loss of or significant drop in funding, we will be able to continue with our activities while the Trustees implement ways to provide additional funds.

The Finance and Performance Committee ensures we are operating reserves in line with Charity Commission Guidance.

Designated funds
The Trustees have utilised some of the designated funds during the year and agreed where further designated and unrestricted funds will be allocated for use with future projects, activities, or commitments. Details are set out in note 16 to the annual accounts.

Salary policy
To ensure the charity is providing a transparent policy of paying and reviewing its staff, our HR Committee has a Base Salary Structure and devolved annual action plan which sets out the timetable for annual reviews, pay structures, and identify the principles which guide pay decisions. The salary policy was reviewed during the year and updated accordingly.

New financial year – 2023/24
Plans for our new financial year will include both new activities and continued successful delivery of contract activities. The work during 2022/23 will include:

- A new direction of travel –Strategic Priorities for 2023 – 2026, with three focus areas including:
    - Financial Resilience.
    - Our People.
    - Communication to Improve Awareness and Impact.
        - To support strategy performance, we have a new Business and Operational Plan 2023 – 2026 which sets out our direction of travel for the year.
- Volunteer and Trustee recruitment – ongoing campaigns throughout the year are in place.
- CEO recruitment – following resignation of CEO on 28 April 2023.
- Increased volunteer activities – face-to-face activities such as community based and Healthwatch Enter and View Visits.
- Continued financial horizon scanning – to support our need for sustainability and planned growth we will continuously seek new opportunities as well as designing and developing some of our own 'home grown' projects.
- Risks – continue to be aware of potential risks, update our risk register and most importantly action change where required to mitigate risks.
- Workforce wellbeing and CPD – looking after our workforce wellbeing is a priority along with ensuring our people have the right skills to deliver their work effectively.
- Review of our Healthwatch Lincolnshire activities and agree its 2023/24 Annual Plan.

Structure, governance, and management
HWLincs is a registered charity and company limited by guarantee and is governed by Articles of Association. During the year, the Board held four meetings. In addition, we have three Permanent Committees, who meet quarterly that have been given devolved responsibilities (by the Board), these Committees are Governance, Finance and Performance and HR, each of these committees has a Terms of Reference that sets out its devolved responsibilities.

In accordance with the new requirement to have a register of persons or entities with significant control over the charity, the Trustees have considered this requirement and determined there is no member, Trustee, employee, or other body with such control.

Therefore, our register has recorded no such party as presently existing. The Trustees monitor this on an on-going basis.

The Trustees, who are also the Directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs. Elizabeth Ball
Mrs. Michele Duggan
Mr. Clive Green
Mrs. Pauline Mountain
Dr Maria Prior
Mr. Paul Rhodes
Mr. Tim Staniland
Mr. Navaz Sutton

Resignations
In the current year we had resignations from the following Trustees:

- Paul Martin (retired 19 August 2022)
- Dr Brian Wookey (retired 19 August 2022)

We thank them for their unwavering support to HWLincs over their years of service.

At our Annual General Meeting (AGM) on 19 August 2022, which was held at The Len Medlock Centre, Boston, we completed the process for the election of Trustees which is set out in our Articles and Byelaws. Paul Rhodes stood down but agreed to re-stand for election. Michele Duggan and Tim Staniland as Additional Directors were required to stand for election. All three were duly elected by our members as HWLincs Trustees.

Trustees have the power to co-opt individuals onto the Board as Additional Trustees to fill vacancies which arise. Annually, one third of elected Trustees and all co-opted Trustees are required to retire from office at the AGM, after the date on which they came into office but may, if they wish, stand for re-election or re-appointment by the members.

The process for selection and election of Trustees is set down in our Articles and Byelaws. Trustees serve for a period not exceeding three years but may, if they wish, stand for re-election or re-appointment by HWLincs members. Trustees have equal status and authority within the Board and no Permanent Committee has any additional powers that would result in the participants having any additional controls over the charity. All final decisions which have either a significant financial or legal requirement are approved by the Board.

Membership
Between January 2022 and July 2022, our Governance Committee focused on the need to create an effective and meaningful membership base. The work included liaising with all members to find out how engaged they are with us. Following this, members were invited to remain and were surveyed to ascertain what they want from us and how they expect to contribute to our charity.

One action that was highlighted and completed was to formally remove all members who either indicated their wish to be removed or failed to respond to two invitations regarding their interest in continuing as a member. This action was formally completed at our AGM on 19 August 2022.

Details of organisational structure
HWLincs Board together with the Chief Executive Officer have set clear lines of decision making, responsibilities and accountability. Day to day operational activities is delivered by our team of 11 employees.

Our employee team includes the following roles:
Chief Executive Officer, Operations Development Manager, HWLincs Contract and Project Officer, HWLincs Project and Contract Support Worker, HWLincs Volunteer and Membership Officer, PA Administrator to CEO and the Board, Healthwatch Contract Manager, Healthwatch Information, Signposting & Safeguarding Officer, Healthwatch Involvement Officer, HWLincs Research and Insight Officer, HWLincs Communications and Marketing Officer.

Details of related parties
Any payments made to the Trustees during the year are set out in note 8.

How our activities delivery Public Benefit
HWLincs delivers activities that are open to residents of Lincolnshire, and where relevant cross county, regionally and nationally regardless of age, where they live or their circumstances. Activities focus on health, care and wellbeing including improvements and the safety and quality of all statutory funded health and care services in Lincolnshire. We provide support to residents by signposting them to navigate the right Healthcare, and Wellbeing services to meet their needs.

On Behalf of the Board of Trustees

Clive Green
Trustee
Dated: 26/7/23

FINANCIAL STATEMENTS

Independent examiner's report to the Board of Trustees for HWLincs

I report to the trustees on my examination of the financial statements of HWLincs (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report
As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
Since the charity'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 ICAEW, 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 that in any material respect:

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2 the financial statements do not accord with those records; or
3 the financial statements 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 financial statements 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 financial statements to be reached.

Tracey Richardson BSc (Hons) FCA

Dated: 8/8/23

Ruthlyn House
90 Lincoln Road
Peterborough
Cambridgeshire
PE1 2SP
United Kingdom

HWLincs

Statement of Financial Activities (Including Income and Expenditure Account)

For the year ended 31 March 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income and endowments from:							
Grants receivable	3	323,974	77,984	401,958	341,161	102,055	443,216
Income from investments	4	812	-	812	29	-	29
Other income	5	667	-	667	219	-	219
Total income		325,453	77,984	403,437	341,409	102,055	443,464
Expenditure on:							
Expenditure on charitable activities	6	307,939	142,101	450,040	352,294	37,938	390,232
Net (expenditure)/income for the year/ Net movement in funds		17,514	(64,117)	(46,603)	(10,885)	64,117	53,232
Fund balances at 1 April 2021		287,885	64,117	352,002	298,770	-	298,770
Fund balances at 31 March 2022		305,399	-	305,399	287,885	64,117	352,002

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

HWLincs

Balance Sheet

As at 31 March 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	10		1,808		7,243
Investments	11		1		1
			1,809		7,244
Current assets					
Debtors	13	10,013		24,350	
Cash at bank and in hand		308,120		325,139	
		318,133		349,489	
Creditors: amounts falling due within one year	14	(14,543)		(4,731)	
Net current assets			303,590		344,758
Total assets less current liabilities			305,399		352,002
Income funds					
Restricted funds	16		-		64,117
Unrestricted funds - general					
Designated funds	17	152,080		144,960	
General unrestricted funds		153,319		142,925	
			305,399		287,885
			305,399		352,002

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 26/7/23

Dr Maria Prior (Chairman)
Trustee

Mr Paul Rhodes
Trustee

Company Registration No. 08336116

NOTES TO FINANCIAL STATEMENTS

1 Accounting policies

Charity information

HWLincs is a private company limited by guarantee incorporated in England and Wales. The registered office is The Len Medlock Centre, St George's Road, Boston, Lincolnshire, PE21 8YB, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

The accounts have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

All grants and voluntary income are included in the Statement of Financial Activities in the year in which they are receivable, except for monies which are for specific periods crossing over the year end.

1 Accounting policies

1.5 Resources expended

All resources expended are accounted for gross, and in the period in which they are incurred. VAT is not recoverable by the charity and as such is included in the relevant costs in the Statement of Financial 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.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

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

Office equipment	33% per annum on a straight line basis
Furniture and fixtures	25% per annum on a reducing balance basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1 Accounting policies

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.13 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Grants receivable

	Unrestricted funds general 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds general 2022 £	Restricted funds 2022 £	Total 2022 £
Donations and gifts	21	-	21	-	-	-
Donation from HWL Services Limited	8,500	-	8,500	-	-	-
Grants receivable	315,453	77,984	393,437	341,161	102,055	443,216
	323,974	77,984	401,958	341,161	102,055	443,216
Grants receivable for core activities						
Lincolnshire County Council	309,744	-	309,744	309,600	-	309,600
Healthwatch Cambridgeshire and Peterborough	1,978	-	1,978	-	-	-
NHS Lincolnshire CCG	(5,625)	38,182	32,557	10,256	42,350	52,606
Boston Borough Council	1,000	-	1,000	-	-	-
Care Quality Commission	8,356	-	8,356	11,355	-	11,355
Community Foundation	-	-	-	5,000	-	5,000
Community Renewal Fund	-	39,802	39,802	-	59,705	59,705
Healthwatch England	-	-	-	4,200	-	4,200
THIS Institute	-	-	-	750	-	750
	315,453	77,984	393,437	341,161	102,055	443,216

4 Income from investments

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £
Interest receivable	812	29

5 Other income

	Unrestricted funds general 2023 £	Total 2022 £
Other income	667	219

6 Expenditure on charitable activities

	2023 £	2022 £
Staff costs	358,787	327,044
Depreciation and impairment	5,590	6,269
Project costs	30,340	2,957
Travel expenses	7,469	1,708
Premises costs	6,956	12,001
Advertising and promotion	12,106	18,583
Telephone	4,950	2,524
Printing, postage and stationery	3,937	2,730
Computer costs	8,128	7,669
Training costs	3,128	464
Professional fees	35	943
Bank charges	228	189
Other costs	4,949	3,962
	446,603	387,043
Share of governance costs (see note 7)	3,437	3,189
	450,040	390,232
Analysis by fund		
Unrestricted funds - general	307,939	352,294
Restricted funds	142,101	37,938
	450,040	390,232

7 Support and governance costs

	Support costs £	Governance costs £	2023 £	2022 £
Board travel costs *	-	375	375	273
Independent examiner fees	-	3,062	3,062	2,916
	-	3,437	3,437	3,189
Analysed between				
Charitable activities	-	3,437	3,437	3,189

* This includes travel costs to external meetings as well as board meetings.

8 Trustees

Four trustees were reimbursed expenses of £281 during the year (2022 - £401 reimbursed to 5 trustees).

No trustees received remuneration in the year (2022 - no trustees received remuneration).

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	10	11

Employment costs	2023 £	2022 £
Wages and salaries	322,028	294,145
Social security costs	27,704	24,229
Other pension costs	9,055	8,670
	358,787	327,044

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

The total amount of employee benefits received by key management personnel is £59,829 (2022 - £57,195). The charity considers its key management personnel comprises of the Chief Executive Officer.

10 Tangible fixed assets

	Office equipment £	Furniture and fixtures £	Total £
Cost			
At 1 April 2022	34,689	4,210	38,899
Additions	-	155	155
At 31 March 2023	34,689	4,365	39,054
Depreciation and impairment			
At 1 April 2022	27,857	3,799	31,656
Depreciation charged in the year	5,481	109	5,590
At 31 March 2023	33,338	3,908	37,246
Carrying amount			
At 31 March 2023	1,351	457	1,808
At 31 March 2022	6,832	411	7,243

11 Fixed asset investments

	Other investments
Cost or valuation	
At 1 April 2022 & 31 March 2023	1
Carrying amount	
At 31 March 2023	1
At 31 March 2022	1

Other investments comprise:	Notes	2023 £	2022 £
Investments in subsidiaries	18	1	1

12 Financial instruments

	2023 £	2022 £
Carrying amount of financial assets		
Other debtors	8,500	17,843
Bank and cash	308,120	325,139
Measured at cost	316,620	342,982
Carrying amount of financial liabilities		
Trade creditors	2,881	36
Accruals	3,062	2,916
Other creditors	-	1,779
Other taxation and social security	8,600	-
Measured at cost	14,543	4,731

13 Debtors

Amounts falling due within one year:	2023 £	2022 £
Trade debtors	635	-
Other debtors	8,500	17,843
Prepayments and accrued income	878	6,507
	10,013	24,350

14 Creditors: amounts falling due within one year

	2023	2022
	£	£
Other taxation and social security	8,600	-
Trade creditors	2,881	36
Other creditors	-	1,779
Accruals	3,062	2,916
	14,543	4,731

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds		
	Incoming resources	Resources expended	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 31 March 2023
	£	£	£	£	£	£
Community Renewal fund	59,705	(29,642)	30,063	39,803	(69,866)	-
Digi-Health	32,850	(5,616)	27,234	-	(27,234)	-
Palliative and End of Life Hospital Discharge	9,500	(2,680)	6,820	28,053	(34,873)	-
MSK Patient Engagement	-	-	-	10,128	(10,128)	-
	102,055	(37,938)	64,117	77,984	(142,101)	-

The Community Renewal fund is a UK government programme that aims to support people and communities most in need across the UK to pilot programmes and new approaches to prepare for the UK Shared Prosperity Fund.

Digi-Health contract work support patients with a better understanding of the benefits of accessing GP services online. Activities include creating a wide range of online resources, practical advice offered to people who are not digitally engaged and GP training. NHS Lincolnshire has provided the funding for this work.

Palliative and End of Life Hospital Discharge is an NHS Lincolnshire funded contract to survey and engagement with the people who have experienced hospital discharge whilst on the palliative and end of life pathway. This work will report into an NHS co-production workshop with the final report feeding into Palliative and End of Life programme activity.

MSK Patient Engagement on behalf of NHS Lincolnshire interacted with patients on the MSK Early Adopter Knee and Hip pathway via their clinical appointments, to obtain views and feedback on their experiences and engage with those who have provided consent to carry out a case study interview and analyse the data, which culminated in a final report.

16 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2022	Movement in funds: Incoming resources	Movement in funds: Resources expended	Balance at 31 March 2023
	£	£	£	£
Promotional developments	2,500	9,740	(2,240)	10,000
Structure and support fund	132,380	568	(948)	132,000
IT replacement	10,080	-	-	10,080
	144,960	10,308	(3,188)	152,080

Promotional developments – these funds are earmarked for the development of seeking host organisations for promotional activities and promoting HWLincs name.

Structure and support fund - includes support for HWLincs development, contingency for any future grant reduction and other specialist work we identify during the year.

IT replacement - these funds are required to enable upgrade to old IT equipment and systems during the coming year/s.

17 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fund balances at 31 March 2023 are represented by:				
Tangible assets	1,808	-	-	1,808
Investments	1	-	-	1
Current assets/(liabilities)	151,510	152,080	-	303,590
	153,319	152,080	-	305,399

18 Subsidiaries

These financial statements are separate company financial statements for HWLincs

Details of the charity's subsidiaries at 31 March 2023 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held Direct	% Held Indirect
HWL Services Limited	England and Wales	Consultation services	Ordinary	100.00	

18 Subsidiaries (Continued)

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
HWL Services Limited	2,884	91

19 Related party transactions

Included in other debtors is £8,500 (2022 - £10,000) due from HWL Services Limited

20 Control

No one individual has overall control of the charitable company.

HWLINCS ANNUAL REPORT

HWLincs is a people first charity dedicated to improving wellbeing and influencing change

Our Vision:

To influence positive change and improve people's wellbeing.

Our Mission:

HWLincs is committed to capitalising on the knowledge, skills and experience of our people to deliver a cost-effective, high-quality service.

Message from our Chief Executive Officer, Sarah Fletcher

Since starting in 2013, I cannot remember a year where our charity hasn't grown or developed, and once again this last year has been no exception. Recognising early completion of actions to ensure our strategic priorities were met led to us starting work early on writing a new 2023-2026 Strategy, with finances, people, and communication at its heart. I am especially pleased people are one of our main focus as they truly are at the heart of our charity. Without our excellent team, HWLincs would not be the successful charity it is, and I would personally like to thank them all for their support.

I am so proud of everything we have achieved over the past 10 years and look forward to celebrating our many successes with our team and supporters during 2023.

CEO, Sarah Fletcher

ABOUT HWLINCS

HWLincs works with public, private and voluntary sector organisations, helping them to improve the quality of their products and services for the benefit of the end user.

As a registered charity our approach is on five values which are innovation, inclusivity, honesty, caring and diligence, all of which are aligned to our charitable objects, which are to actively pursue engagement and insight opportunities in the arena of health, care and wellbeing.

We have an expert team around us that have developed an excellent reputation locally and nationally using our well-established networks and connections to benefit all our clients, regardless of the sector they work in.

We continue to be incredibly proud of our work delivering a very successful Healthwatch Lincolnshire contract since April 2013, both for Lincolnshire residents and on behalf of Lincolnshire County Council.

In our 10th year as a charity, we will continue championing equality and inclusivity by working with our diverse communities, delivering excellent value for money and outstanding commitment and care.

In January 2023, HWLincs Trustees agreed a new three-year strategy, recognising that planning for growth whilst maintaining sustainability in this current climate is challenging. To tackle this our strategy focuses on three key areas, which are our priorities, and are recognised as currently most important to us. Quite simply, these are:

- **Priority one - Financial resilience**
- **Priority two - Our people**
- **Priority three - Communication to improve awareness and impact**

With our focus on the three core areas set out in our strategy, Board also agreed that:

✓ Our aspirations and goals will be aligned with our charitable objects.

✓ We have a framework that will enable, support, guide, and promote the effective delivery of projects and contracts, to achieve our aspirations and goals.

✓ We will continue to offer value for money against sound KPI performance.

✓ We continue to operate with a charity's heart and a business head, always striving to grow but in a sustainable way.

✓ We will put the needs of 'our people' first by supporting wellbeing, nurturing workforce development, and focusing on equality, diversity and inclusion.

At the start of 2022/23, in addition to our Healthwatch Lincolnshire contract work, we had three additional short-term contracts that were carried into this new financial year due to contract requirements meaning delivery was spread across two financial years. These included The Communities Renewal Fund Feasibility Study into recruitment and retention of Care Staff in Care Homes, Digi-Health, and NHS Lincolnshire Palliative and End of life Discharge from Hospital. Alongside these, we were successful in securing a further seven contracts, details of which can be found on pages 28 to 31.

OUR PEOPLE

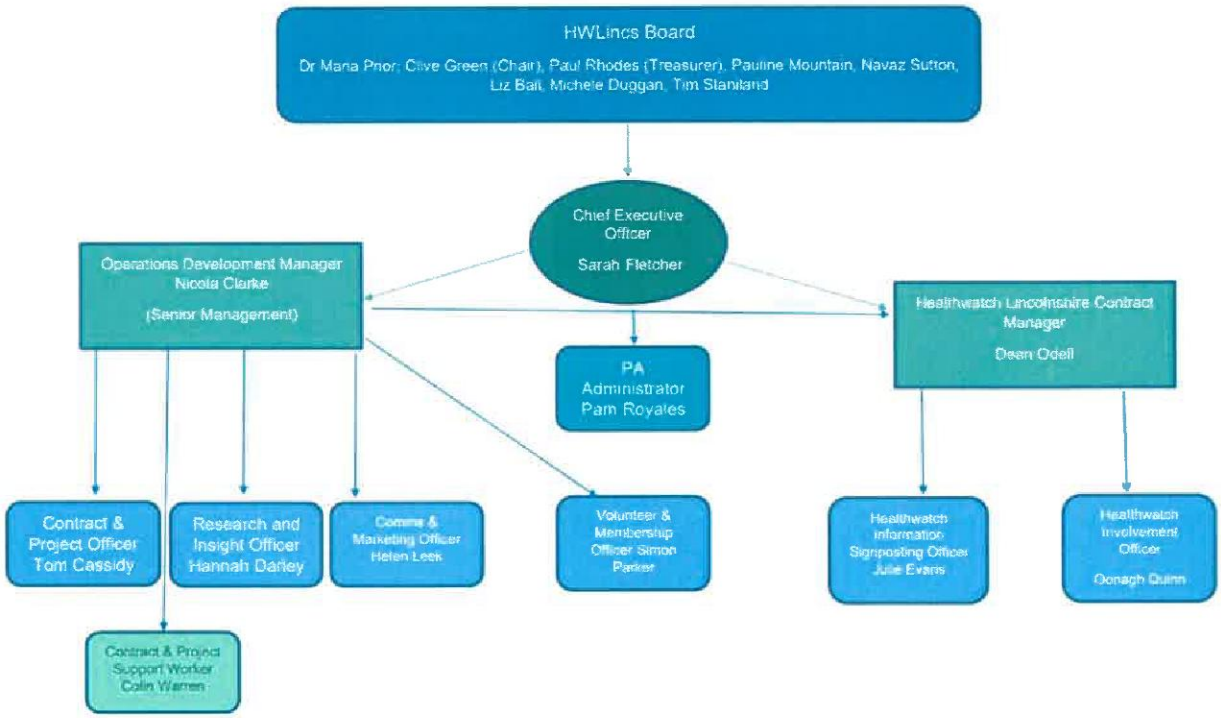
At the heart of any charity are people, whether they are Members, Trustees, Volunteers, Employees or the General Public we serve, it's why we exist, and HWLincs is no exception.

Once again, our great team of people have been involved in supporting all areas of HWLincs, from strategic to operational delivery, engagement to insight, and we would like to take this opportunity to thank them all.

At the end of March 2023, we had:

8 Trustees; 11 Employees

31 Volunteers and 68 Members



To support our workforce, we are introducing a range of wellbeing initiatives, these include areas such as information and resources, employee assistance and meet, chat and learn sessions.

Trustees – Dr Maria Prior, Clive Green, Paul Rhodes, Pauline Mountain, Navaz Sutton, Liz Ball, Michele Duggan and Tim Staniland

Healthwatch Steering Group – Lawrence Abrams

Operational Volunteers – Martin Daly, Annette Atkinson, Bridget Baines, Maria Bright, Alison Cadman, James Charters, Wendy Cottam, Robert Edison, Julie Emmott, Zahra Hossany, Charlotte Irvine, Yuchen Liang, Carol Lintin, Stacey Ludlow, Katherine McGuiness, Ann Morgan, Janet Mountain, Rosina Nash-Smith, Helen Nicholls, Ruth O'Melia, Ruby Parker, Anna Pastuszko, Vivienne Priestman, Lawrence Abrams, Brenda Savage, Jacqui Sclanders, Louise Southgate, Keith Spurr, Maureen Stevens, Brenda Wickham and Brian Wookey

Helen, Anna and Martin helping at different engagement activities this year.

HIGHLIGHTS 2022/23

Strategic Highlights

- New 2023 – 2026 Strategy and Business and Operational Plan introduced.
- Review and refresh of Policies, Articles of Association, Byelaws and Committee Terms of Reference.
- Refreshed membership, with the view to engage members more in HWLincs work.

Financial Highlights

- Despite Cost-of-Living pressures, our charity ended the year with a sound financial performance. Spend was in line against budget and there were no areas of concern to report to the Board.

Operating Highlights

- In addition to our Healthwatch contract we delivered and completed 10 other short, medium, and longer pieces of work.
- Due to a targeted campaign, volunteer recruitment has been very successful with at the time of writing this report, 23 enquiries, converting into 9 new recruited volunteers.
- Introduction of public facing HWLincs News HWLincs News: March 2023 - HWLincs has generated a lot of interest in our work and enabled us to make new connections.
- We have spent time considering best ways to increase our general engagement focus with seldom heard communities and people.
- Planning for 10th Anniversary celebrations.

CONTRACT PERFORMANCE

We are pleased to report that all contract work listed below has been completed on time and most importantly exceeded or met Key Performance Indicator (KPI) requirements.

The following highlights the work behind our contracts for 2022/23:

Healthwatch Lincolnshire

Our Healthwatch Team continues to reach out across Lincolnshire, with an impressive 543,557 people linked to us through social media alone.

Our Information and Signposting service helped over 3,600 people, who received essential information that without our help they would not know where to go for answers and support.

Involvement, Information and Watchdog remain as core services.

For a more detailed read about this work please visit the Healthwatch Lincolnshire website to download The Healthwatch Annual Report for 2022/23 it can be found using the following link: [Annual Report 2022/2023 - Together we're making Health and Social Care better | Healthwatch Lincolnshire]

healthwatch Lincolnshire

The Communities Renewal Fund UK, Feasibility Study into recruitment and retention of Care Staff in Care Homes

HWLincs success as one of only two grants awarded in Lincolnshire, enabled us to focus on the barriers that Care Homes (and the wider care sector) face when recruiting and retaining staff. Predominantly delivered through the Covid-19 pandemic, this feasibility study identified the barriers and opportunities to recruit and retain talent in the care sector and highlighted the need to develop the sector into a career of choice. By engaging with Care Homes, the project helped shape and develop alternatives to traditional recruitment methods and review the skill requirements to inform future skills learning and development pathways to qualified or essential training status levels.

NHS Lincolnshire, Digi-Health

Digi-health provided information, advice, guidance and support to enable people of Lincolnshire to better understand the use of digital opportunities when accessing their healthcare services. We created a range of resources from YouTube promotion https://www.hwlincs.co.uk/wp-content/uploads/digihealth_video.mp4), webinars to information leaflets, more of which can be viewed here Digi-Health - HWLincs

NHS Lincolnshire, Palliative and End of Life Discharge from Hospital

Our work on this contract was to facilitate a survey and produce a report that will help NHS Lincolnshire along with relevant providers with their long-term plans to improve cancer pathways.

NHS Lincolnshire, Palliative and End of Life Voices

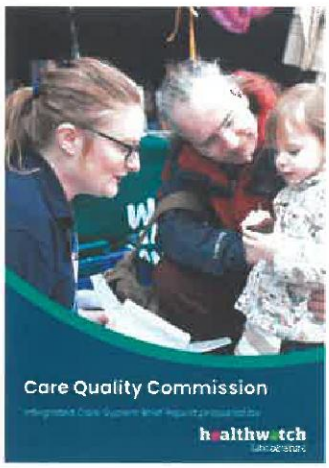
The aim of this work was to engage with as many bereaved relatives, friends, or carers as possible who experienced end of life care within the last 12-month period. The work provided commissioners with independent and robust information which supported their review of current and plans for end-of-life service delivery pathway and improved patient, family and carer experience.

NHS Lincolnshire, Anticipatory Care Planning

This work supported NHS Lincolnshire's requirement to embed Anticipatory Care Plans (ACP) into Lincolnshire PCNs by December 2022. We engaged with patients and service users to comprehend their understanding and experience of care planning.

Care Quality Commission (CQC), Integrated Care Brief

Our engagement work gathered insight across Lincolnshire ICS footprint, to support the CQC in their development of the new assessment of integrated care systems.



To read more about our successful work please use the following link:
Care Quality Commission Integrated Care System Brief Report | Healthwatch Lincolnshire

NHS Lincolnshire, Musculo Skeletal Knee and Hip Review

The focus of this work was interaction with patients on their MSK pathway, via their clinical appointments to obtain views and feedback on their experiences.

Mental health Care Network (Shine) Wave 3, Coffee and Company

Our Coffee and Company project is an employee support approach to mental health, with over 17.5 million working days lost each year due to mental ill health, we felt that tackling this issue in the workplace is essential.

Our Coffee and Company team worked with five very different employers including food producer, community pharmacy, food innovation and software company to a charity that are in the business of supporting people in crisis. Universally, the feedback from participants was clear, this work is essential to supporting workforce and individuals, so much so that we are working hard to seek alternative funding to continue this work.

Healthwatch Cambridgeshire and Peterborough, Stakeholder Survey

We were contracted to deliver a desk-based review on behalf of these Local Healthwatch, the results were based on perceptions and feedback from the public and stakeholder organisations which were reported back to their Board.

Boston Town Area Committee, Empowering Healthy Communities Grant Scheme; 2SpeakUp

This was a one-off activity for people in the Fenside area of Boston, to support them with confidence building, to have more involvement in their local area and a better understanding of services available to them.

AWARDS

Active Lincolnshire Award

We were proud to be shortlisted finalists in the Active Lincolnshire Annual Sport and Physical Activity Workplace Wellbeing Awards. As a way of bringing people together and challenging our workforce to step out more we introduced Mindfulness Walks and Step Challenges, with our most ambitious being the Commonwealth (following the Commonwealth Batton). You can read more about the award on our website or use this link HWLincs proud finalists at the inspirational Active Lincolnshire Awards 2022 - HWLincs

FUTURE PLANS

Over the coming year we will be focusing on delivering our Business and Operational Plan to ensure our Strategic Priorities for 2023 – 2026 are achieved, with our main areas of work over the coming year being Financial Resilience, Our People and Communication.

Contracts already secured to start the new year include a refresh of our NHS Lincolnshire Palliative and End of Life Care Voices contract and working with the Transfer of Care Team.

We will also be looking at a wide range of funding and contract opportunities to enable pilot initiatives including our Coffee and Company, Tenancy Satisfaction and 2SpeakUp to continue, along with seeking funding for new initiatives throughout the year.

CONTACT US

Address:	HWLincs Rooms 33-35 Len Medlock Centre St George's Road Boston Lincolnshire PE21 8YB
Phone number:	01205 820892
Email:	enquiries@hwlincs.co.uk
Website:	www.hwlincs.co.uk
Facebook:	www.facebook.com/hwlincs
LinkedIn:	https://www.linkedin.com/company/hwlincs
Twitter:	https://twitter.com/HWLincs

HW Lincs The Engagement to Insight People

HWLincs

England & Wales - Charity number 1154835

Accounts

HW Lincs

The Engagement to Insight People

Annual Report 2021-2022

HWLincs

Email: enquiries@hwlincs.co.uk

Tel: 01205 820892

Website: www.hwlincs.co.uk

Len Medlock Centre, Boston, PE20 8YB

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LEGAL & ADMINISTRATIVE INFORMATION

Trustees	Mr Clive Green (Vice Chairman) Mr Paul Martin Mrs Pauline Mountain MBE Dr Maria Prior (Chairman) Mr Paul Rhodes Dr Brian Wookey Mr Navaz Sutton Mrs Elizabeth Ball Mrs Michele Duggan (appointed 12/01/2022) Mr Tim Staniland (appointed 21/02/2022)
Charity number	1154835
Company number	08336116
Principal address	Rooms 33 - 35 The Len Medlock Centre St George's Road Boston Lincolnshire PE21 8YB
Registered office	Rooms 33 - 35 The Len Medlock Centre St George's Road Boston Lincolnshire PE21 8YB
Independent examiner	Tracey Richardson BSc (Hons) FCA Azets Ruthlyn House 90 Lincoln Road Peterborough Cambridgeshire PE1 2SP
Bankers	Yorkshire Bank/Virgin Money 1st Floor 40 St Vincent Place Glasgow G1 2HL
Solicitors	Wilkin Chapman llp The Maltings 11-15 Brayford Wharf East Lincoln LN5 7AY

TRUSTEES REPORT (INC DIRECTORS REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

HWLincs Trustees present their report and financial statements for the year ended 31 March 2022.

The accounts have been prepared in accordance with the accounting policies set out in note 1 and comply with HWLincs governing documents, the Companies Act 2006 and "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)".

To protect the financial stability of our organisation there are planned unrestricted reserves at year end of £287,885 (£142,925 unrestricted and designated funds of £144,960 for ongoing promotional and activity developments, structure, and support). Restricted funds of £64,117 are also held for specific projects.

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities we should undertake. Internal controls in place provide assurance that our business activities are in line with our charities objects and comply with our Policy requirements.

Contract and project performance monitoring is through our Finance and Performance Committee, despite continued Covid-19 challenges faced during the year at quarterly meetings we were able to report successful delivery of contract activities, which was in line with performance requirements.

Our move towards a more digitally facing engagement approach has continued to prove very successful. Not only were we able to demonstrate greater reach to people and communities, but this approach also enabled us to save money by significantly reducing costs such as travel.

Financial review

The annual budget was recommended for Board approval in March 2022. The Finance and Performance Committee monitored financial performance against budget during the year. The Finance and Performance Committee oversees all financial performance, and its chair provides a financial report at all board meetings.

Once again careful financial management has ensured that budget levels have been met during the year and in several areas again cost savings against some budgets have been achieved. Mirroring previous years our largest expenditure is staffing, we recognise that the recruitment and retention of good staff enable HWLincs to deliver high quality contracts.

At the year-end, our reserves were £352,002. The Trustees agreed £144,960 as designated funds (see note 17 of these annual accounts). The Board have agreed budget against assumed expenditure for 2022/23.

As part of the Finance and Performance Committee's responsibility it considers our future funding requirements over the longer term. Trading opportunities as well as other sources of funding are considered as the Board views our future sustainability as essential, so we become less dependent on single sources of grant income which has historically been the case.

We are pleased to report that actions set out in our business plan 2020 – 2023 have been met and as a direct result in during 2022, we have agreed new priorities and will be replacing the business plan ahead of schedule with a new revised and more challenging direction of travel business plan document.

Risks

We have in place a risk policy and risk register which are kept under regular review by our three permanent committees, Governance, Finance and Performance, and HR, ensuring we identify the risks to which we may be exposed. Governance Committee is tasked with managing the risk register. The Board ensures that proper control is exercised over risk and any necessary mitigating work to reduce such risks is undertaken. The Board annually approves the risk register. The risk register along with a risk statement was in September 2021 approved by the Board. The Trustees have assessed the major risks to which we are exposed and is currently satisfied that systems are in place to mitigate further exposure.

Investment policy

Our funding is mainly from statutory sources and is for expenditure on its activities in the short term. Most of our funding is received on a quarterly basis to meet immediate expenditure requirements. As set out in our 'Reserves policy' we have worked towards building longer term reserves to fund exceptional requirements and planned business opportunities. These reserves are currently held in immediate accessible cash deposits. The Finance and Performance Committee reviews the Investment Policy on an annual basis to distinguish short- and longer-term reserve requirements, considering current financial conditions and reflecting the need to preserve capital value with very low level of risk.

Reserves policy

The Trustees believe that to operate effectively and be a responsible employer we should have at our disposal reserves of funds that can be used in extraordinary circumstances. The Trustees consider that they must balance this requirement against the duty to utilise funds in pursuit of our objectives. Our Reserves Policy considers the circumstances for which reserves should be held, the amounts required, and sets limits on these amounts.

We strive to ensure unrestricted funds are maintained at a level of no less than 6 months expenditure. The Trustees consider that reserves at this level will ensure that in the event of a loss of or significant drop in funding, we will be able to continue with our activities while the Trustees implement ways to provide additional funds.

The Finance and Performance Committee ensures we are operating reserves in line with Charity Commission Guidance.

Designated funds
The Trustees have utilised some of the designated funds during the year and agreed where further designated and unrestricted funds will be allocated for use with future projects, activities, or commitments. Details are set out in note 17 to the annual accounts.

Salary policy
To ensure the charity is providing a transparent policy of paying and reviewing its staff, our HR Committee has a Base Salary Structure and devolved annual action plan which sets out the timetable for annual reviews, pay structures, and identify the principles which guide pay decisions.

New financial year – 2022/23
Plans for our new financial year will include both new activities and continued successful delivery of contract activities. The work during 2022/23 will include:

- A new direction of travel – agreeing new Strategic Priorities for 2023 – 2026.
- Introducing new strategies – this will include an overarching Organisational Strategy and complementing People, Income Generation & Finance, Communication and Marketing Strategies.
- New Business Plan – this will be created in line with Strategic Priorities and new Strategies as listed above.
- Volunteer recruitment – campaigns to introduce new volunteers including Trustees.
- Volunteer activities – it is hoped that with changes to Covid-19 regulations we will be able to re-introduce some Face-to-Face activities such as Enter and View Visiting, to complement our very successful forms of digital engagement.
- Horizon scanning – to support our need for sustainability and planned growth we will look for new opportunities to apply for contracts as well as designing and developing some of our own 'home grown' projects.
- Review and refresh policies in line with our agreed scheduled dates.
- Regularly review risks and make changes where required to our Risk Register.
- Review of quality standards and internal working practices
- Workforce upskilling to ensure our people have the right skills and to deliver their work effectively.
- Continue to review opportunities that improve employee wellbeing and productivity.
- Refresh our in-house training and review new training opportunities for employees, trustees, and volunteers.
- Review of our Healthwatch Lincolnshire activities and agree 2022/23 Annual Plan.

Structure, governance, and management
HWLincs is a registered charity and company limited by guarantee and is governed by Articles of Association. During the year, the Board formally met four times. We have three Permanent Committees, meeting quarterly that have been given devolved responsibilities (by the Board), these committees are Governance, Finance and Performance and HR each of these committees has a Terms of Reference that set out its devolved responsibilities.

In accordance with the new requirement to have a register of persons or entities with significant control over the charity, the Trustees have examined the membership and has determined whether any member, Trustee, employee, or other body has such control. Our

register has recorded no such party as presently existing. The Trustees monitor this on an on-going basis.

The Trustees, who are also the Directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs. Elizabeth Ball
Mrs. Michele Duggan (appointed 12/01/2022)
Mr. Clive Green
Mr. Paul Martin
Mrs. Pauline Mountain
Dr Maria Prior
Mr. Paul Rhodes
Mr. Tim Staniland (appointed 21/02/2022)
Mr. Navaz Sutton
Dr Brian Wookey

Resignations

In the current year we have had resignations from the following Trustees:

- Lyndy Moulder (retired 16 June 2021)
- Mike Hill (retired 4 June 2021)
- David Gaskell (retired 25 March 2022)

We thank them for their unwavering support to HWLincs over their years of service.

At our Annual General Meeting (AGM) in September 2021, which was held at the Jakemans Stadium in Boston, we completed the process for the election of Trustees which is set out in our articles and byelaws. Two trustees were required to stand down but agreed to re-stand for election including Dr Maria Prior and Clive Green. A further two Additional Directors were required to stand for election which were Elizabeth Ball and Navaz Sutton. All four were duly elected by our members as HWLincs Trustees.

Trustees have the power to co-opt individuals onto the Board as Additional Trustees to fill vacancies which arise. Annually, one third of elected Trustees and all co-opted trustees are required to retire from office at the AGM, after the date on which they came into office but may, if they wish, stand for re-election or re-appointment by the members.

The process for selection and election of Trustees is set down in our Articles and Byelaws. Trustees serve for a period not exceeding three years but may, if they wish, stand for re-election or re-appointment by HWLincs members. Trustees have equal status and authority within the Board and no Permanent Committee has any additional powers that would result in the participants having any additional controls over the charity. All final decisions which have either a significant financial or legal requirement are approved by the Board.

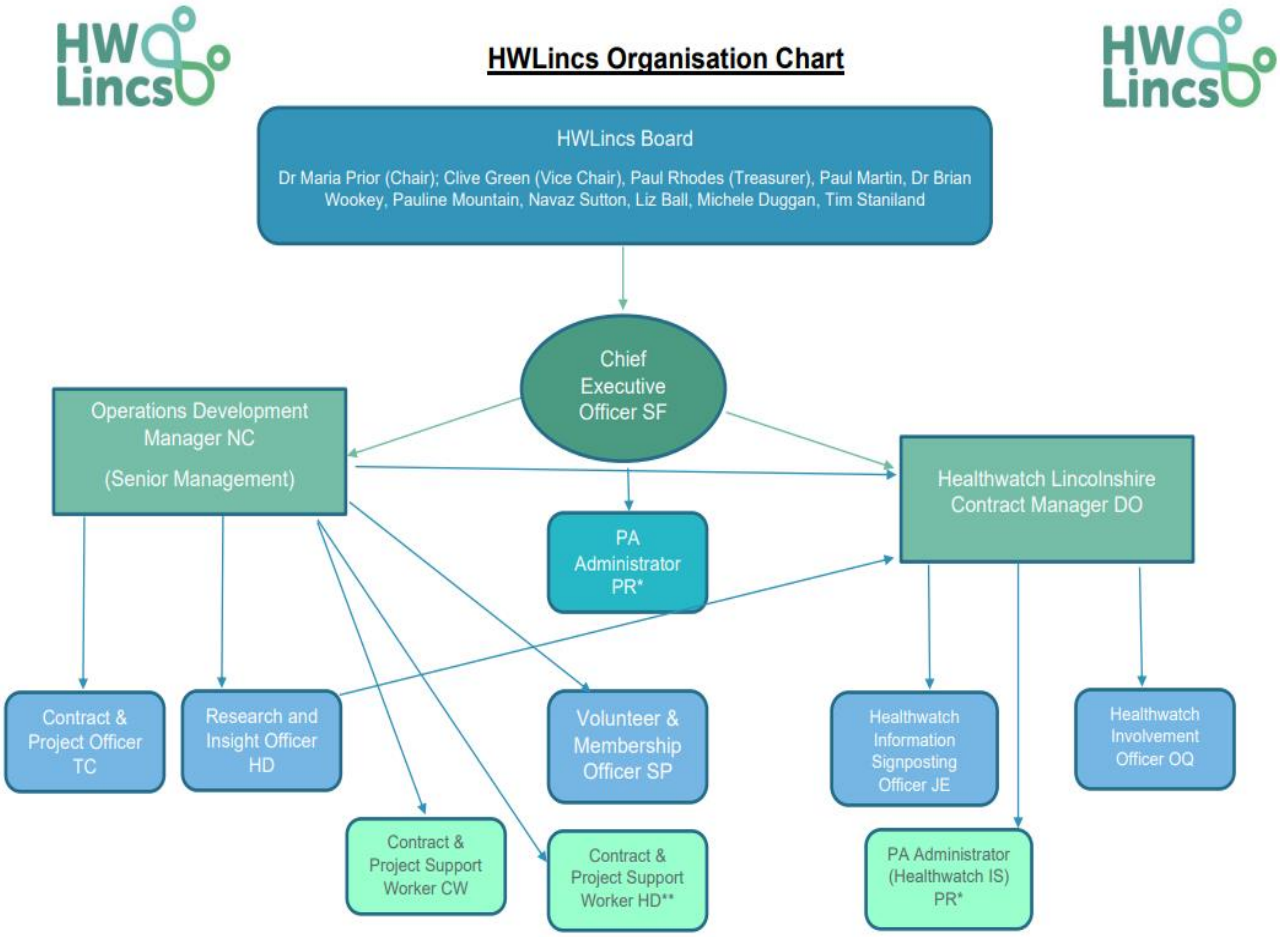
Membership

Our members have always been a key part of HWLincs. However, during this past year we have agreed that more could be done to provide opportunity and create greater involvement in our work and activities. As such, the Governance Committee is reviewing HWLincs Membership with the first part of the work completed. Recommendations to HWLincs Board have included full members survey to ascertain long term interest and involvement with the next stage of this work to design meaningful two-way involvement and support for remaining members.

Details of organisational structure

HWLincs Board together with the Chief Executive Officer have set clear lines of decision making, responsibilities and accountability. Day to day operational activities are delivered by our team of employees. Our employee team includes the following roles:

Chief Executive Officer, Operations Development Manager, HWLincs Project Officer, HWLincs and Healthwatch Project and Contract Support Workers, HWLincs Volunteer and Membership Officer, PA to the Board and CEO, Healthwatch Contract Manager, Healthwatch Information, Signposting & Safeguarding Officer, Healthwatch Involvement Officer.



Details of related parties
Any payments made to the Trustees during the year are set out in note 8.

How our activities delivery Public Benefit
HWLincs delivers activities that are open to residents of Lincolnshire, and where relevant cross county, regionally and nationally regardless of age, where they live or their circumstances. Activities focus on health, care and wellbeing including improvements, safety and quality of all statutory funded health and care services in Lincolnshire. We provide support to residents by signposting them to navigate the right health, care, and Wellbeing services to meet their needs.

On Behalf of the Board of Trustees

Dr Maria Prior
Trustee
Dated:

FINANCIAL STATEMENTS

Independent examiner's report to the Board of Trustees for HWLincs

I report to the trustees on my examination of the financial statements of HWLincs (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report
As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
Since the charity'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 ICAEW, 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 that in any material respect:

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2 the financial statements do not accord with those records; or
3 the financial statements 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 financial statements 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 financial statements to be reached.

Tracey Richardson BSc (Hons) FCA

Dated: .....

Ruthlyn House
90 Lincoln Road
Peterborough
Cambridgeshire
PE1 2SP
United Kingdom

HWLincs

Statement of Financial Activities (Including Income and Expenditure Account)

For the year ended 31 March 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £
Income and endowments from:					
Grants receivable	**3**	341,161	102,055	443,216	352,559
Income from investments	**4**	29	-	29	110
Other income	**5**	219	-	219	1,268
Total income		341,409	102,055	443,464	353,937
Expenditure on:					
Expenditure on charitable activities	**6**	352,294	37,938	390,232	349,052
Net (expenditure)/income for the year/ Net movement in funds		(10,885)	64,117	53,232	4,885
Fund balances at 1 April 2021		298,770	-	298,770	293,885
Fund balances at 31 March 2022		287,885	64,117	352,002	298,770

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

HWLincs

Balance Sheet

As at 31 March 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Fixed assets					
Tangible assets	**10**		7,243		9,923
Investments	**11**		1		1
			7,244		9,924
Current assets					
Debtors	**13**	24,350		20,105	
Cash at bank and in hand		325,139		276,081	
		349,489		296,186	
Creditors: amounts falling due within one year	**14**	(4,731)		(7,340)	
Net current assets			344,758		288,846
Total assets less current liabilities			352,002		298,770
Income funds					
Restricted funds	**16**		64,117		-
Unrestricted funds - general					
Designated funds	**17**	144,960		153,100	
General unrestricted funds		142,925		145,670	
			287,885		298,770
			352,002		298,770

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on .....

.....
Dr Maria Prior (Chairman)
Trustee

.....
Mr Paul Rhodes
Trustee

Company Registration No. 08336116

NOTES TO FINANCIAL STATEMENTS

1 Accounting policies

Charity information

HWLincs is a private company limited by guarantee incorporated in England and Wales. The registered office is The Len Medlock Centre, St George's Road, Boston, Lincolnshire, PE21 8YB, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

The accounts have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

All grants and voluntary income are included in the Statement of Financial Activities in the year in which they are receivable, except for monies which are for specific periods crossing over the year end.

1 Accounting policies

1.5 Resources expended

All resources expended are accounted for gross, and in the period in which they are incurred. VAT is not recoverable by the charity and as such is included in the relevant costs in the Statement of Financial 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.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

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

Office equipment	33% per annum on a straight line basis
Furniture and fixtures	25% per annum on a reducing balance basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 ‘Basic Financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1 Accounting policies

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.13 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Grants receivable

	Unrestricted funds general 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds general 2021 £
Donations and gifts	-	-	-	1,240
Grants receivable	341,161	102,055	443,216	351,319
	341,161	102,055	443,216	352,559
Grants receivable for core activities				
Lincolnshire County Council	309,600	-	309,600	299,600
NHS Lincolnshire CCG	10,256	42,350	52,606	26,898
Lincolnshire VET	-	-	-	10,750
Care Quality Commission	11,355	-	11,355	9,071
Involving Lincs	-	-	-	5,000
Community Foundation	5,000	-	5,000	-
Community Renewal Fund	-	59,705	59,705	-
Healthwatch England	4,200	-	4,200	-
THIS Institute	750	-	750	-
	341,161	102,055	443,216	351,319

4 Income from investments

	Unrestricted funds general 2022 £	Unrestricted funds general 2021 £
Interest receivable	29	110

5 Other income

	Unrestricted funds general 2022 £	Total 2021 £
Other income	219	1,268

6 Expenditure on charitable activities

	2022	2021
	£	£
Staff costs	327,044	294,734
Depreciation and impairment	6,269	5,132
Project costs	2,957	1,334
Travel expenses	1,708	163
Premises costs	12,001	19,892
Advertising and promotion	18,583	1,765
Telephone	2,524	4,361
Printing, postage and stationery	2,730	2,010
Computer costs	7,669	6,851
Training costs	464	927
Professional fees	943	2,883
Bank charges	189	202
Other costs	3,962	6,020
	387,043	346,274
Share of governance costs (see note 7)	3,189	2,778
	390,232	349,052

7 Support and governance costs

	Support costs	Governance costs	2022	2021
	£	£	£	£
Board travel costs *	-	273	273	-
Independent examiner fees	-	2,916	2,916	2,778
	-	3,189	3,189	2,778
Analysed between				
Charitable activities	-	3,189	3,189	2,778

* This includes travel costs to external meetings as well as board meetings.

8 Trustees

Five trustees were reimbursed expenses of £401 during the year (2021 - No trustees were reimbursed expenses).

No Trustees received remuneration in the year (2021 - One of the trustees received remuneration of £60. This was not in respect of their role as a Trustee).

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	11	9

Employment costs	2022 £	2021 £
Wages and salaries	294,145	265,758
Social security costs	24,229	21,299
Other pension costs	8,670	7,677
	327,044	294,734

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

The total amount of employee benefits received by key management personnel is £57,195 (2021 - £56,632). The charity considers its key management personnel comprises of the Chief Executive Officer.

10 Tangible fixed assets

	Office equipment	Furniture and fixtures	Total
	£	£	£
Cost			
At 1 April 2021	31,100	4,210	35,310
Additions	3,589	-	3,589
At 31 March 2022	34,689	4,210	38,899
Depreciation and impairment			
At 1 April 2021	21,724	3,663	25,387
Depreciation charged in the year	6,133	136	6,269
At 31 March 2022	27,857	3,799	31,656
Carrying amount			
At 31 March 2022	6,832	411	7,243
At 31 March 2021	9,376	547	9,923

11 Fixed asset investments

	Other investments
Cost or valuation	
At 1 April 2021 & 31 March 2022	1
Carrying amount	
At 31 March 2022	1
At 31 March 2021	1

Other investments comprise:	Notes	2022 £	2021 £
Investments in subsidiaries	**21**	1	1

12 Financial instruments

	2022 £	2021 £
Carrying amount of financial assets		
Other debtors	17,843	13,314
Bank and cash	325,139	276,081
Measured at cost	342,982	289,395
Carrying amount of financial liabilities		
Trade creditors	36	162
Accruals	2,916	2,778
Other creditors	1,779	-
Measured at cost	4,731	2,940

13 Debtors

Amounts falling due within one year:	2022 £	2021 £
Trade debtors	-	5,909
Other debtors	17,843	13,314
Prepayments and accrued income	6,507	882
	24,350	20,105

14 Creditors: amounts falling due within one year

	Notes	2022 £	2021 £
Deferred income	15	-	4,400
Trade creditors		36	162
Other creditors		1,779	-
Accruals		2,916	2,778
		4,731	7,340

15 Deferred income

	2022 £	2021 £
Other deferred income	-	4,400

Deferred income in the previous year consisted of a grant received in that year relating to work that was to be delivered during this year end.

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds		
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 31 March 2022 £
Community Renewal fund	-	59,705	(29,642)	30,063
Digi-Health	-	32,850	(5,616)	27,234
Palliative and End of Life Hospital Discharge	-	9,500	(2,680)	6,820
	-	102,055	(37,938)	64,117

The Community Renewal fund is a UK government programme that aims to support people and communities most in need across the UK to pilot programmes and new approaches to prepare for the UK Shared Prosperity Fund.

Digi-Health contract work support patients with a better understanding of the benefits of accessing GP services online. Activities include creating a wide range of online resources, practical advice offered to people who are not digitally engaged and GP training. NHS Lincolnshire has provided the funding for this work.

Palliative and End of Life Hospital Discharge is an NHS Lincolnshire funded contract to survey and engagement with the people who have experienced hospital discharge whilst on the palliative and end of life pathway. This work will report into an NHS co-production workshop with the final report feeding into Palliative and End of Life programme activity.

17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2021	Movement in funds: Incoming resources	Resources expended	New designations/(released)	Balance at 31 March 2022
	£	£	£	£	£
Promotional developments	8,500	-	(8,500)	2,500	2,500
Structure and support fund	134,600	-	(2,220)	-	132,380
IT replacement	10,000	-	(3,920)	4,000	10,080
	153,100	-	(14,640)	6,500	144,960

Promotional developments – these funds are earmarked for the development of seeking host organisations for promotional activities and promoting HWLincs name.

Structure and support fund - includes support for HWLincs development, contingency for any future grant reduction and other specialist work we identify during the year.

IT replacement - these funds are required to enable upgrade to old IT equipment and systems during the coming year/s.

18 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fund balances at 31 March 2022 are represented by:				
Tangible assets	7,243	-	-	7,243
Investments	1	-	-	1
Current assets/(liabilities)	135,681	144,960	64,117	344,758
	142,925	144,960	64,117	352,002

19 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022	2021
	£	£
Within one year	-	538

20 Related party transactions

Included in other debtors is £10,000 (2021 - £13,314) due from HWL Services Limited

21 Subsidiaries

These financial statements are separate company financial statements for HWLincs

Details of the charity's subsidiaries at 31 March 2022 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held Direct	% Held Indirect
HWL Services Limited	England and Wales	Consultation services	Ordinary	100.00	

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
HWL Services Limited	(872)	(2,793)

22 Control

No one individual has overall control of the charitable company.

HWLINCS ANNUAL REPORT

HWLincs is a people first charity dedicated to improving wellbeing and influencing change

Message from our Chief Executive Officer, Sarah Fletcher

"In many ways 2021/22 has been no different than any other year why, because the continued support from our operational volunteers, volunteer trustees, employees, HWLincs members, and the people who engage with us filling in surveys, talking to us and sharing their stories, never cease to amaze me, I want to thank everyone for the level of dedication, hard work and commitment to HWLincs and Healthwatch. Your level of commitment has enabled us to build on what we do best as well as adding a much greater value and richness to our work. Hearing from the public daily inspires us to champion Lincolnshire voices to be at the heart of, and influence, decision making about the health, care, and wellbeing services people receive.

I am so proud of the fact that we continue to grow HWLincs whilst keeping our values and ethos, putting people first and supporting positive change through community engagement and insight and maintaining an agile approach to an ever-changing environment.

HWLincs will be going into our 10th year of operation next year, as you can imagine we will be celebrating our many successes since our inception. However, in the meantime I hope this Annual Report gives you an opportunity to see some of our achievements over this year."

CEO, Sarah Fletcher

BACKGROUND

HWLincs started the year by reviewing our operational delivery in the wake of Covid-19 and put a business case forward to introduce a new way of working. Consequently, we started the new financial year by relocating from Swineshead to our new office location in the heart of Boston town centre, conveniently located in the Len Medlock Centre with a plethora of other charitable agencies in the same building. This relocation was the catalyst for the next stage of the charities repositioning with a complete rebranding providing us with a fresh new look, feel and strong strapline that defined clearly what we do, "*we are the engagement to insight people".*

The aim of the rebranding was to provide all our work, not least the Healthwatch Lincolnshire contract (delivered on behalf of Lincolnshire County Council) a strong identity which carries on the reputation we have of strategic and operational effectiveness.

Moving into 2021/22 we developed a healthy position in acquiring contracts which would be deliverable in the first part of the year, as well as us completing some of the 2020/21 contracts such as the NHS Citizen Panel.

Entering 2021/22, in addition to our long standing Healthwatch Lincolnshire contract, we had acquired new contracts and grants with the Care Quality Commissions, Suicide Prevention Innovation Fund and National Emergencies Trust Fund. You can read more about our achievements in the Achievements and Performance section.

HIGHLIGHTS 2021/22

Strategic Highlights

- Relocation to Boston town centre, which not only put us at the heart of one of our local towns and communities. But also added benefits to the organisation financially and in terms of practical delivery of contracts.
- We have also welcomed 2 new Trustees to the charity this year.

Financial Highlights

- This last year has been our most successful in terms of achieving additional grants and contracts to support the long-term sustainability of the charity.

Operating Highlights

- In addition to our Healthwatch contract we delivered 14 other short, medium, and longer pieces of work.
- We have been delighted to see our volunteer base continue to flourish and we continually seek new ways and opportunities to get our much-valued volunteers involved.
- Increased our staff base to support the delivery of short-term contract working and expand our skill sets to complement our activities.

We have moved, please note our new Boston address. We are available for you to get in touch via telephone, text, or email.

VISION, PRIORITIES AND PLANNING AHEAD

The HWLincs brand, vision and values has been designed to impact and provide clarity for everything we do. This includes strategic thinking through to operational delivery, our policies and procedures and the reason for our very existence. We have reached a juncture where our remit is clear and shared across the charity. For our financial year 2022/23, we are developing a new business plan which will reflect our successes and provide challenge for a long term and sustainable future.

Our Vision: To influence positive change and improve people's wellbeing

Our Mission: HWLincs is committed to capitalising on the knowledge, skills, and experience of our people to deliver a cost-effective, high-quality service

Our Values:

- Innovative - Driving new ideas and improvements
- Diligent - Conscientious, dedicated, and focused
- Inclusive - Committed to equality and fairness
- Honesty - Transparent and trustworthy
- Caring - Passionate about supporting people and communities

Our Services:

- Engagement to Insight - gathering people's opinions and experiences to provide independent insight
- Evaluation and Development - Reviewing the effectiveness of existing services to ensure continuous improvement
- Project Delivery - Working in collaboration with communities and partners to deliver activities on behalf of the public, private and voluntary sector organisations

ACHIEVEMENTS AND PERFORMANCE

HWLincs strategic and operational focus continues to make us sustainable and responsive to the needs of the people we are here to help. Previously we have recognised that much of our successes have been a result of our Healthwatch reputation and relationships. However, more and more we are being selected to work with local and national organisations to provide new insight from our Lincolnshire residents as a charity in our own right.

We are immensely proud of the work that we have completed during this year, all of which have been delivered on time and met contract requirements for Key Performance Indicators

The following highlights some of the key successes of 2021/22.

Healthwatch Lincolnshire

Our greatest success to date is our continued performance of delivering the Healthwatch Lincolnshire contract. Through our staff team of employees and volunteers, in the last year 5,528 people shared their experiences with us, and a staggering 543,587 people in our communities were reached by social media. In additional a further 1,702 people were supporting in gaining information and signposting from our staff team.

For a more detailed read about this work please visit the Healthwatch Lincolnshire website to download The Healthwatch Annual Report for 2021/22 it can be found using this link Annual Report 2021/2022 - Championing what matters to you | Healthwatch Lincolnshire

Other commissioned activities for 2020/21 include:

Community Suicide Prevention Innovation Fund

Men's early prevention and awareness of suicide – 'A Better Way'

This project took us into new territory as a charity, enabling us to deliver front line services to address the issue of raising early prevention and suicide awareness. The project focused on and co-produced with men who had lived experience of male self-harm and suicide. The findings of this work were fed through to Lincolnshire County Council, NHS Lincolnshire, and Shine as commissioners for this work. Following the completion of the project we are committed to continuing the availability of A Better Way suicide prevention materials for years to come.

Care Quality Commission CQC – Consultation on changes for a more flexible approach

This contract supported CQC's own consultation by reaching less accessible communities and ensuring that local people have a voice about national decision making to regulatory changes. Through this contract we engaged with people with physical disabilities, children & young people with health and care needs and people from the LGBTQ+ community.

This work has helped shaped the way CQC will carry out and explain their regulatory processes to the public in the future to make it easier for them to understand and contribute to.

Care Quality Commission CQC – Continuous Engagement

This work supported CQC to help them understand the best way to gather service user feedback from seldom heard groups. The work for HWLincs particularly focused on people with Autism and Learning Disability. The work tested various methods and provided CQC recommendations as to the best approaches when engaging with local communities.

National Emergencies Trust Fund (NET) – organisational development

This grant provided us with an opportunity to develop our charity rebranding activity, without this opportunity we would not have been able to access professional services needed to enable us to achieve our goals.

THIS Institute – Study into GP Failings

THIS Institute is Cambridge University Research who work directly with NHS patients and staff, as well as academics and the public, to produce evidence about improvement that is both highly relevant and scientifically excellent. We worked in Lincolnshire on behalf of THIS Institute gaining insight from 6 Lincolnshire people as part of an England wide piece of work looking at GP failures.

Healthwatch England – Unmet Needs

HWLincs applied to Healthwatch England to deliver an engagement activity focused on the unmet need of people receiving social care. The work involved producing in-depth case studies between November and March 2022.

NHS Lincolnshire – Palliative and End of Life Discharge from Hospital

During the year we were commissioned to conduct community engagement for people who are palliative and end of life experiencing hospital discharge both within and outside the county. The findings have been shared back with NHS Lincolnshire where they will form part of their service redesign and improvements to pathways.

Healthwatch England – Communities of Interest

This piece of work enabled us to work closely with the gypsy traveller community in Lincolnshire with regards to best way to engage and share this learning with other local Healthwatch through a series of workshops.

Contracts and Grants awarded in 2021/22 continuing over two financial years into 2022/23

Communities Renewal Fund (CRF)

This is a national fund allocated as part of the levelling up initiatives. HWLincs was one of only 2 organisations awarded the fund in Lincolnshire. The aim of the work is to carry out an independent feasibility study into the recruitment of care staff.

NHS Lincolnshire - Palliative and End of Life

Voices: This is a second part of Palliative and End of Life contract work we are completing for NHS Lincolnshire. We have been commissioned to deliver a post bereavement study for carers aiming to inform and develop the services offered to people post bereavement of their cared for. This work will run through to July 2022.

NHS Lincolnshire - Musculo Skeletal Knee and Hip Review

We have been commissioned to review the finding of patient feedback going through the hip and knee patient journey. This work will continue through to August 2022.

NHS Lincolnshire - Anticipatory Care Planning:

HWLincs has been commissioned to explore the views of people experiencing health and care plans, focusing on how plans meet their health condition or practical needs. This work will continue through to July 2022.

NHS Lincolnshire - Digi-health:

The project is all about helping our communities to be aware and engage where appropriate with primary digital health services. We are developing new materials but supporting NHS messages as well as providing practical support where needed, to get those that wish to online.

AWARDS AND RECOGNITION

We believe that our charity and the work and dedication of all those involved should be recognised, and as such we continue to put HWLincs on the local and national map achieving industry and people relevant recognition awards.

In the year we have once again been approved to carry the Carers Award kitemark, continually reminding us that supporting carers is pivotal to the way we deliver our charity.

We retain the Trusted Charity Mark and Investor in Volunteers (IiV) awards which we are proud to display and strive for continual improvement.

FUTURE PLANS

Over the coming year we will be focusing on the following:

Direction of Travel – agreeing new Strategic Priorities for 2023 – 2026

Introducing new Strategies – with an overarching Organisational Strategy and complementing People, Income Generation & Finance, Communication and Marketing Strategies

New Business Plan – this will be created in line with Strategic Priorities and Introduction of new Strategies

Volunteer recruitment – campaign to introduce new volunteers including Trustees

Volunteer activities – it is hoped that with changes to Covid-19 regulations we will be able to introduce some Face-to-Face activities such as Enter and View Visiting alongside our very successful forms of digital engagement

Horizon scanning – to support our need for sustainability and planned growth we will look for new opportunities to apply for contracts as well as designing and developing some of our own projects

CONTACT US

Address:	HWLincs Rooms 33-35 Len Medlock Centre George Street Boston Lincolnshire PE21 8YB
Phone number:	01205 820892
Email:	enquiries@hwlincs.co.uk
Website:	www.hwlincs.co.uk
Facebook:	www.facebook.com/hwlincs

HW Lincs The Engagement to Insight People

HWLincs

England & Wales - Charity number 1154835

Accounts

hw|lincs

HWLINCS

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

HWLINCS

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs Elizabeth Ball Mr David Gaskell Mr Clive Green (Vice Chairman) Mr Paul Martin Mrs Lyndia Moulder Mrs Pauline Mountain MBE Dr Maria Prior (Chairman) Mr Paul Rhodes Mr Navaz Sutton Dr Brian Wookey
Charity number	1154835
Company number	08336116
Principal address	The Len Medlock Centre St George's Road Boston Lincolnshire PE21 8YB
Registered office	The Len Medlock Centre St George's Road Boston Lincolnshire PE21 8YB
Independent examiner	Tracey Richardson BSc (Hons) FCA Azets Ruthlyn House 90 Lincoln Road Peterborough Cambridgeshire PE1 2SP
Bankers	Yorkshire Bank (Virgin Money) 10 High Street Grantham Lincolnshire NG31 6PU
Solicitors	Wilkin Chapman llp The Maltings 11-15 Brayford Wharf East Lincoln LN5 7AY

HWLINCS

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HWLincs

Trustees' report (including Directors' Report)

FOR THE YEAR ENDED 31 MARCH 2021

HWLincs Trustees present their report and financial statements for the year ended 31 March 2021.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with HWLincs governing documents, the Companies Act 2006 and "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)".

To protect the financial stability of our organisation there are planned unrestricted reserves at year end of £145,670 and an additional £153,100 designated funds for promotional developments, structure, and support.

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities we should undertake. As part of our due diligence work during the year, a new strategic overview of contract performance process has been introduced. It provides assurance that our business activities are in line with our objects and comply with conflicts and risk policies.

Covid-19 has impacted on our organisation both in positive and negative ways. Positive impacts include for example financial savings in areas such as travel, stationery, events and printing. Additionally, we have successfully introduced and completed new contracts, with performance being achieved mainly through digital engagement. Negative impacts on us due to legislative changes in people meeting in public have focused mainly on our ability to reach out to communities who do not use digital means of engagement and how our volunteering offer has changed both in terms of us supporting them and them working with us.

Financial review

The annual budget was recommended for Board approval in July 2020, a delay from March 2020 due to Covid-19. The Finance and Performance Committee monitored financial performance against the budget during the year. The Finance and Performance Committee oversees all financial performance and its chairman who is also our Treasurer, provides a financial report at each Board meeting.

Careful financial management has ensured that budget levels have been met during the year and in several areas cost savings against individual budgets have been achieved. The most significant area of expenditure is staffing which is essential to enable us to deliver our core functions and objectives.

At the year-end, our reserves were £298,770. The Trustees agreed £153,100 as designated funds (see note 16 of these annual accounts). We have prepared a working budget for 2021/2022, with one of the main assumptions being that the

Healthwatch Lincolnshire grant remains at its current level, which was approved by the Board in March 2021.

As part of the Finance and Performance Committee's responsibility it considers our future funding requirements over the longer term. Trading opportunities as well as other sources of funding are considered as the Board views our future sustainability as essential, so we become less dependent on single sources of grant income which has historically been the case.

During the year monitoring of our business plan by our CEO to assess performance against action plans was completed, with outcomes, including that fact that our planned targets have been met was reported to the Board in March 2021.

Risks

We have in place a risk policy and risk register which are kept under regular review by our 3 Permanent Committees, Governance, Finance & Performance, HR, ensuring we identify the risks to which we may be exposed. Governance Committee is tasked with managing the risk register. The Board ensures that proper control is exercised over risk and any necessary mitigating work to reduce such risks is undertaken. The Board annually approves the risk register. In September 2020, an additional section to the risk register was drafted to accommodate the risk related to the impact of Covid-19 pandemic. The risk register, along with a risk statement, was in September 2020 approved by the Board.

Investment policy

Our funding is mainly from statutory sources and is for expenditure on its activities in the short term. Most of our funding is received on a quarterly basis to meet immediate expenditure. As set out in our 'Reserves Policy' we have worked towards building longer term reserves to fund exceptional requirements and planned business opportunities. These reserves are currently held in immediately accessible cash deposits. The Finance and Performance Committee reviews the Investment Policy on an annual basis to distinguish short- and longer-term reserve requirements, considering current financial conditions and reflecting the need to preserve capital value with very low level of risk.

Reserve's policy

The Trustees believe that to operate effectively and be a responsible employer we should have at our disposal reserves of funds that can be used in extraordinary circumstances. The Trustees consider that they must balance this requirement against the duty to utilise funds in pursuit of our objectives. Our Reserves Policy considers the circumstances for which reserves should be held, the amounts required, and sets limits on these amounts.

We strive to ensure unrestricted funds are maintained at a level of no less than 6 months expenditure. The Trustees consider that reserves at this level will ensure that

in the event of a loss of or significant drop in funding we will be able to continue with our activities while the Trustees implement ways to provide additional funds.

The Finance and Performance Committee ensures we are operating reserves in line with Charity Commission Guidance.

Designated funds

The Trustees have utilised some of the designated funds during the year and agreed where further designated and unrestricted funds will be allocated for use with future projects, activities, or commitments. Details are set out in note 16 to the annual accounts.

Salary policy

To ensure we are providing a transparent policy of paying and reviewing staff, our HR Committee has a Base Salary Structure and devolved annual action plan which sets out the timetable for annual reviews, pay structures, and identify the principles which guide pay decisions.

Quality by assured independent review

We are pleased to confirm our successful applications (which included rigorous independent review by NCVO) NCVO quality marks as follows:

- October 2020 – re-awarded Investors in Volunteers
- December 2020 – awarded Trusted Charity Mark

And our application to Every-one, Lincolnshire

- October 2020 – re-awarded Carers Quality Award

Plans for our financial year – 2021/22

Our plans for 2021/22 include:

Organisational

- Marketing HWLincs – we have identified a need for clearer brand recognition and as a result have set up a Task and Finish Strategic Marketing Group. In the early part of our new financial year, we had a successful application to the National Emergencies Trust which will enable us to carry out work to support better brand recognition with both internal and external stakeholders.
- Relocation – during 2020/21, our offices in Swineshead were largely not utilised. The Board decided after careful research and consideration following employee consultation, to relocate to smaller premises. This decision is based on several factors, including recognition that we need to offer employees more flexible working conditions; provide opportunity to extend our reach and access to our services by being 'town based' and be located with other similar minded organisations (voluntary managed centre) to open more

partnership and business opportunities. The Len Medlock Centre in Boston was selected with a licence agreed to commence from 1 May 2021. This move significantly reduces our rent costs, providing funds to further support delivery of our services.

- Business Plan – monitoring performance of the Business Plan including reporting on its performance and implementing work against KPI's as required.
- Risk Register – regularly review risks and make changes where required to our Risk Register.
- Policies - review and refresh Policies in line with our agreed scheduled dates.
- Training - refresh our in-house training and review new training opportunities for employees, trustees and volunteers.
- Quality – regular review of quality standard and internal working practices.

Contracts and Projects

- Healthwatch - deliver Healthwatch Lincolnshire which includes implementation of our Healthwatch Annual Plan.
    - Additional Healthwatch activities will include the delivery of THIS Institute's work on Operational Failures in General Practice, 'One Year On' Covid-19 survey (March to June 2021) and working closely with Lincolnshire CCG through our ICS (Integrated Care System) Working Group.
- Suicide Prevention project - this project addresses the issue of raising early prevention and suicide awareness. The awareness raising campaign is male focussed and co-produced with men with lived experience of male self-harm and suicide.
- CQC - complete the delivery of the Care Quality Commission contract. This contract work supports CQC's own consultation on proposed changes to a more flexible and responsive inspection process.
- Citizen Panel – our work to recruit people to the NHS Citizen Panel finishes in July 2021.

Funding and new environments

- Introduce new funding - proactive review of funding opportunities for 2021/22 including horizon scanning and development of new project ideas
- Partnerships and communities – strive to work in new environments and with new audiences

Structure, governance, and management

HWLincs is a registered charity, company limited by guarantee and is governed by our Articles of Association. During the year, HWLincs Board formally met 5 times. We have 3 Permanent Committees that have been given devolved responsibilities (by the Board), these committees are Governance, Finance & Performance and HR, each of these committees has a Terms of Reference that set out its devolved responsibilities. In 2020/21 our Committees met 4 times during the year.

In accordance with the requirement to have a register of persons or entities with significant control over the charity, our Trustees have examined the membership and considered whether any member, trustee, employee, or other body has such control. Our register has recorded no such party presently existing. Trustees monitor persons with significant control on an on-going basis.

The Trustees, who are also the Directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs Elizabeth Ball	Date of appointment: 15 September 2020
Mr David Gaskell	
Mr Clive Green (Vice Chairman)	
Mr Michael Hill	Date of resignation: 5 June 2021
Mr Paul Martin	
Mrs Lyndia Moulder	
Mrs Pauline Mountain MBE	
Dr Maria Prior (Chairman)	
Mr Paul Rhodes	
Mr Navaz Sutton	Date of appointment: 31 July 2020
Dr Brian Wookey	

At our Annual General Meeting (AGM) held virtually on 9 September 2020, in accordance with our governing documents (see below for more information), 4 of our Trustees stood down for election, all agreed to re-stand for election. David Gaskell, Paul Martin, Pauline Mountain MBE and Dr Brian Wookey were all duly elected by our members as HWLincs Trustees.

Trustees have the power to co-opt individuals onto the Board as Additional Trustees to fill vacancies which arise. Annually, one third of elected Trustees and all co-opted trustees are required to retire from office at the AGM after the date on which they came into office but may, if they wish, stand for re-election or re-appointment by the members.

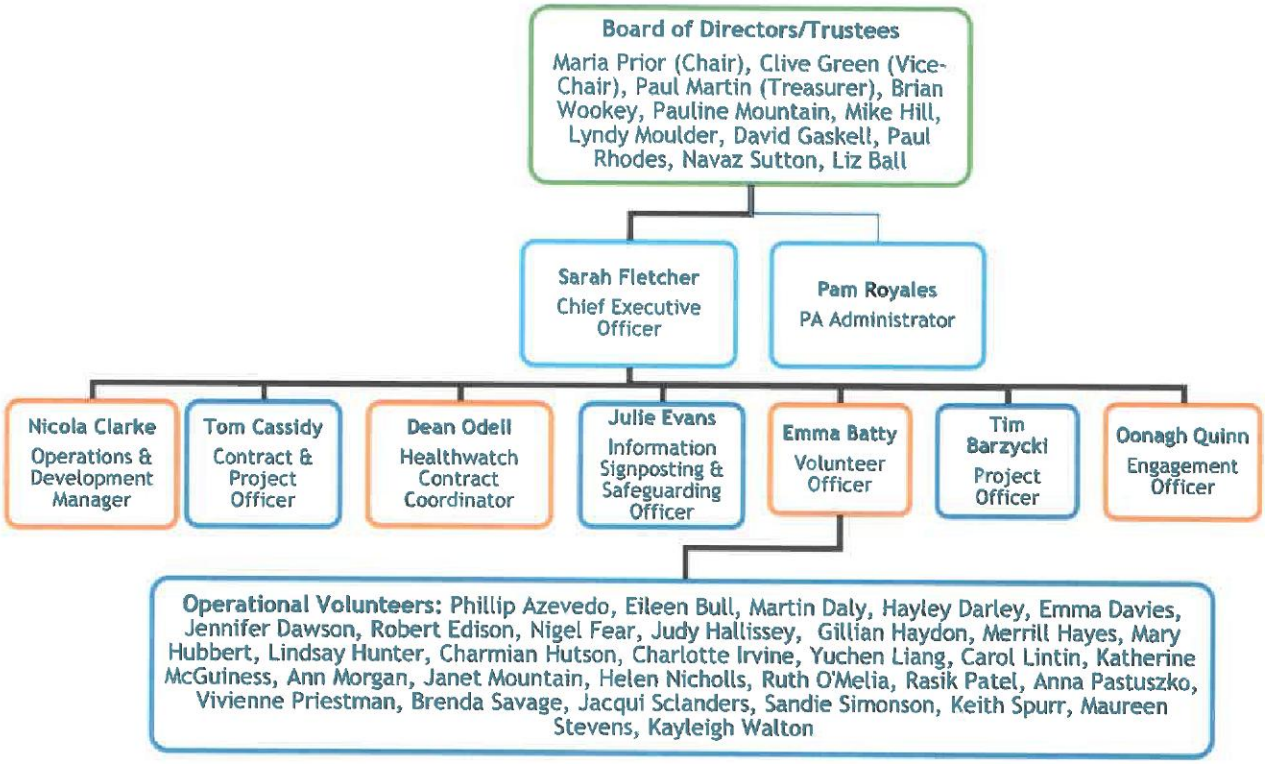
The process for the selection and election of Trustees is set down in our Articles and Byelaws. Trustees serve for a period not exceeding 3 years but may, if they wish, stand for re-election or re-appointment by the members. Trustees have equal status and authority within the Board and no Permanent Committee has any additional

powers that would result in the participants having any additional controls over the charity. All final decisions which have either a significant financial or legal requirement are approved by the Board.

Details of organisational structure

HWLincs Board together with the Chief Executive Officer have set clear lines of decision making, responsibilities and accountability. The employee team includes Chief Executive Officer, Operational and Development Manager, Engagement Officer, two Contract & Project Officers, Volunteer Officer, PA to the Board, Healthwatch Information, Signposting & Safeguarding Officer and a Healthwatch Contract Co-ordinator. Day to day operational activities is delivered by our employee team.

HWLincs Organisational Structure



Details of related parties

Any payments made to the Trustees during the year are set out in note 8.

Due to Covid-19 pandemic out of pocket expenses for our volunteers which includes Trustees for 2020/21 were at a minimum.

How our activities deliver Public Benefit

HWLincs delivers activities that are open to residents of Lincolnshire regardless of age, where they live or their circumstances. Activities focus on health, care and wellbeing including the improvements, safety and quality of all statutory funded health and care services in Lincolnshire. We provide support to residents by signposting them to navigate the right health and care services to meet their needs.

On behalf of the board of trustees

Maria Prior

Dr Maria Prior (Chairman)

Trustee

Dated: 28/6/21

HWLINCS

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF HWLINCS

I report to the trustees on my examination of the financial statements of HWLincs (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity'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 ICAEW, 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 that in any material respect:

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2 the financial statements do not accord with those records; or

3 the financial statements 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 financial statements 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 financial statements to be reached.

Tracey Richardson BSc (Hons) FCA

Ruthlyn House
90 Lincoln Road
Peterborough
Cambridgeshire
PE1 2SP
United Kingdom

Dated: 7/7/21

HWLINCS

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds 2021 £	Unrestricted funds 2020 £
Income and endowments from:			
Grants receivable	3	352,559	299,600
Income from investments	4	110	517
Other income	5	1,268	11,061
Total income		353,937	311,178
Expenditure on:			
Expenditure on charitable activities	6	349,052	332,127
Net income/(expenditure) for the year/ Net movement in funds		4,885	(20,949)
Fund balances at 1 April 2020		293,885	314,834
Fund balances at 31 March 2021		298,770	293,885

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

HWLINCS

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	**10**		9,923		2,097
Investments	**11**		1		1
			9,924		2,098
Current assets					
Debtors	**13**	20,105		17,074	
Cash at bank and in hand		276,081		278,161	
		296,186		295,235	
Creditors: amounts falling due within one year	**14**	(7,340)		(3,448)	
Net current assets			288,846		291,787
Total assets less current liabilities			298,770		293,885
Income funds					
Unrestricted funds - general					
Designated funds	**16**	153,100		158,100	
General unrestricted funds		145,670		135,785	
			298,770		293,885
			298,770		293,885

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2021

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on ...28/6/21...

PJM

Mr Paul Martin
Trustee

Maria Prior

Dr Maria Prior (Chairman)
Trustee

Company Registration No. 08336116

1 Accounting policies

Charity information

HWLincs is a private company limited by guarantee incorporated in England and Wales. The registered office is Unit 12, 1 - 2 North End, Swineshead, Boston, Lincolnshire, PE20 3LR, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

The accounts have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

All grants and voluntary income are included in the Statement of Financial Activities in the year in which they are receivable, except for monies which are for specific periods crossing over the year end.

1.5 Resources expended

All resources expended are accounted for gross, and in the period in which they are incurred. VAT is not recoverable by the charity and as such is included in the relevant costs in the Statement of Financial Activities.

1 **Accounting policies** **(Continued)**

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.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

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

Office equipment	33% per annum on a straight line basis
Furniture and fixtures	25% per annum on a reducing balance basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1 Accounting policies **(Continued)**

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.13 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Grants receivable

	Unrestricted funds general 2021 £	Unrestricted funds general 2020 £
Donations and gifts	1,240	-
Grants receivable	351,319	299,600
	352,559	299,600
Grants receivable for core activities		
Lincolnshire County Council	299,600	299,600
NHS Lincolnshire CCG	26,898	-
Lincolnshire VET	10,750	-
NHS Care Quality Commission	9,071	-
Involving Lincs	5,000	-
	351,319	299,600

4 Income from investments

	Unrestricted funds general 2021 £	Unrestricted funds general 2020 £
Interest receivable	110	517

5 Other income

	Unrestricted funds general 2021 £	Total 2020 £
Other income	1,268	11,061

6 Expenditure on charitable activities

	2021	2020
	£	£
Staff costs	294,734	260,783
Depreciation and impairment	5,132	916
Locality groups and hubs	-	2,722
Project costs	1,334	-
Travel expenses	163	14,014
Premises costs	19,892	20,822
Advertising and promotion	1,765	1,589
Telephone	4,361	5,374
Printing, postage and stationery	2,010	6,240
Computer costs	6,851	6,628
Training costs	927	361
Professional fees	2,883	2,440
Bank charges	202	231
Other costs	6,020	3,095
	346,274	325,215
Share of governance costs (see note 7)	2,778	6,912
	349,052	332,127

7 Support and governance costs

	Support costs	Governance costs	2021	2020
	£	£	£	£
Board travel costs *	-	-	-	140
Board meeting costs	-	-	-	3,783
Board training costs	-	-	-	176
Independent examiner fees	-	2,778	2,778	2,813
	-	2,778	2,778	6,912
Analysed between				
Charitable activities	-	2,778	2,778	6,912

* This includes travel costs to external meetings as well as board meetings.

8 Trustees

No trustees were reimbursed for travelling expenses during the year (2020 - Eight trustees reimbursed a total of £3,783).

One of the Trustees received remuneration of £60 during the year. This was not in respect of their role as a Trustee.

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	9	8

Employment costs	2021 £	2020 £
Wages and salaries	265,758	234,058
Social security costs	21,299	19,715
Other pension costs	7,677	7,010
	294,734	260,783

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

The total amount of employee benefits received by key management personnel is £56,632 (2020 - £53,429). The charity considers its key management personnel comprises of the Chief Executive Officer.

10 Tangible fixed assets

	Office equipment	Furniture and fixtures	Total
	£	£	£
Cost			
At 1 April 2020	21,284	4,210	25,494
Additions	12,958	-	12,958
Disposals	(3,142)	-	(3,142)
At 31 March 2021	31,100	4,210	35,310
Depreciation and impairment			
At 1 April 2020	19,917	3,480	23,397
Depreciation charged in the year	4,949	183	5,132
Eliminated in respect of disposals	(3,142)	-	(3,142)
At 31 March 2021	21,724	3,663	25,387
Carrying amount			
At 31 March 2021	9,376	547	9,923
At 31 March 2020	1,367	730	2,097

11 Fixed asset investments

	Other investments
Cost or valuation	
At 1 April 2020 & 31 March 2021	1
Carrying amount	
At 31 March 2021	1
At 31 March 2020	1

Other investments comprise:	Notes	2021 £	2020 £
Investments in subsidiaries	20	1	1

12 Financial instruments

	2021	2020
	£	£
Carrying amount of financial assets		
Other debtors	13,314	17,074
Bank and cash	276,081	278,161
Measured at cost	289,395	295,235
Carrying amount of financial liabilities		
Trade creditors	162	670
Accruals and deferred income	2,778	2,778
Measured at cost	2,940	3,448

13 Debtors

	2021	2020
Amounts falling due within one year:	£	£
Trade debtors	5,909	-
Other debtors	13,314	17,074
Prepayments and accrued income	882	-
	20,105	17,074

14 Creditors: amounts falling due within one year

	Notes	2021	2020
		£	£
Deferred income	15	4,400	-
Trade creditors		162	670
Accruals and deferred income		2,778	2,778
		7,340	3,448

15 Deferred income

	2021	2020
	£	£
Other deferred income	4,400	-

Deferred income consists of a grant received in the year relating to work that is to be delivered after the year end.

16 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2020	Movement in funds: Incoming resources	Resources expended	New designations/ (released)	Balance at 31 March 2021
	£	£	£	£	£
Promotional developments	3,500	5,000	-	-	8,500
Structure and support fund	134,600	-	-	-	134,600
IT replacement	20,000	-	(20,000)	10,000	10,000
	158,100	5,000	(20,000)	10,000	153,100

Promotional developments – these funds are earmarked for the development of seeking host organisations for promotional activities and promoting HWLincs name.

Structure and support fund - includes support for HWLincs development, contingency for any future grant reduction and other specialist work we identify during the year.

IT replacement - these funds are required to enable upgrade to old IT equipment and systems during the coming year/s.

17 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Total
	£	£	£
Fund balances at 31 March 2021 are represented by:			
Tangible assets	9,923	-	9,923
Investments	1	-	1
Current assets/(liabilities)	135,746	153,100	288,846
	145,670	153,100	298,770

18 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021	2020
	£	£
Within one year	538	-

19 Related party transactions

Included in other debtors is £13,314 (2020 - £17,074) due from HWL Services Limited

20 Subsidiaries

These financial statements are separate company financial statements for HWLincs

Details of the charity's subsidiaries at 31 March 2021 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held Direct	% Held Indirect
HWL Services Limited	England and Wales	Consultation services	Ordinary	100.00	

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
HWL Services Limited	3,831	(1,921)

21 Control

No one individual has overall control of the charitable company.

Overview of our year

We entered this new financial year at almost the same time as the commencement of Coronavirus lockdown which has been one of the greatest challenges any charity could ever face. All the activities and plans we had made for the year had to be reconsidered overnight. Our employees had to be supported to work from home with immediate effect and our trustees and volunteers were faced with major changes to the way they would engage and be involved with HWLincs. Our whole team embraced this challenge in a way that has been nothing but outstanding. Employees went from being productive in our Swineshead office, to being even more productive working from home. Trustees embraced virtual meetings and volunteers have adapted and changed to meet our new ways of working. We would like to take this opportunity to thank and praise the resilience of everyone involved, we are so proud of our very dedicated hardworking team.

The impact of Coronavirus enabled us to test the robustness of our Business Continuity Plan, which clearly came into its own by helping to guide us to a smooth transition of our service during the early part of 2020. Reassuringly, we were able to mobilise our team to deliver our contracts to such an extent that our performance levels not only constantly met KPI (Key Performance Indicator) requirements, but in most cases surpassed them. During the year we had no contracts, grants or projects that caused us any undue concerns.

Digital engagement has demonstrated to us that our reach out across Lincolnshire and beyond is one of our most effective new methods of sharing information. From facilitating the NHS Lincolnshire CCG Covid Vaccination Webinar, through to recruitment of people to the Citizen Panel, Covid-19 surveys, through to the Healthwatch Lincolnshire engagement activities such as yourvoice@healthwatch, we have reached well over 50,0000 people during the year.

Financially, at the start of the year, our management team were given a new income target of introducing an additional £50,000 during the year. All newly introduced contracts have supported health, care and wellbeing services, with three contracts being awarded by the Care Quality Commission, two from within the voluntary and community sector and two supporting cancer services, we are pleased to report that our target for the year was met.

We are proud that HWLincs ends the financial year with a small surplus, due in part to the reduction in some costs such as travel and events. However, we also experienced a significant rise in other costs such as IT and digital to meet our new ways of working.

HWLincs Vision, Priorities and Values

Our HWLincs vision, priorities and values are:

Our vision

Supporting positive change to improve people's wellbeing

Our priorities

Supporting positive change

- Proud to deliver Healthwatch Lincolnshire
- Work in partnership with all sectors to influence
- Capitalise and showcase our skills and experiences

Sustainability; today, tomorrow, and beyond

- Income generation through horizon scanning
- Using resources efficiently
- Building infrastructure, talent, and skills

Getting our messages across

- Creating a recognisable brand
- Marketing and promoting HWLincs
- Effective elevator pitches; promoting success

Our values

Passionate	About driving positive change with people and communities
Innovative	Improving and changing in a dynamic way
Diligent	We care about getting it right
Inclusive	Here to help everyone
Honest	Trustworthy and fair

Our objects

Our plans to extend HWLincs objects approved by Charity Commission are specifically restricted to the following:

The advancement of health and social care and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

(a) providing information and advice to the general public about local health and social care services;

(b) making the views and experiences of members of the general public known to health and social care providers;

(c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities; and

(d) 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;

The preservation and protection of good health for the public benefit by supporting activities provided by:

(a) local authorities' adult and children's social services; and/or

(b) charities registered in England & Wales which carry out activities which supplement, complement, or have replaced local authorities' adult and children's social services.

We have a comprehensive range of policies and procedures in place adopted in furtherance of these objects.

HWLincs contracts delivery, in line with HWLincs objects

The table below provides an overview of the grants and contracts HWLincs has been awarded and successfully delivered during 2020/21

No	Contract name	Objects covered	Funder	Status
C1	**Healthwatch Lincolnshire**	1a, 1b, 1c, 1d	Lincolnshire County Council	Live
C2	**Living with and beyond cancer**	1b, 1c	NHS Lincs Clinical Commissioning Group	Completed
C3	**Voluntary Engagement Team (VET) Strategy for the Voluntary and Community Sector**	1a, 1c, 1d, 2a	Lincolnshire Voluntary Engagement Team VET	Completed
C5	**Citizens Panel**	1b, 1c	NHS Lincs Clinical Commissioning Group	Live
C6	**Palliative and End of Life Care**	1b, 1c	NHS Lincs Clinical Commissioning Group	Completed
C7	**Because we Care – Long Term Conditions**	1a, 1b, 1c, 1d	Care Quality Commission	Completed
C8	**Involving Lincs – Lincolnshire Communities Resilience and Recovery**	1a, 1c, 1d, 2a	Involving Lincs	Completed
C9	**CQC DNACPR**	1c	Care Quality Commission	Completed
C11	**Covid-19 Vaccination Webinars**	1a	NHS Lincs Clinical Commissioning Group	Completed
C12	**Suicide Prevention**	1a	Lincolnshire County Council	Live
C13	**Marketing of HWLincs**	Charity Development support	Lincs Community Foundation – National Emergencies Fund	Live
C14	**Consultation on CQC changes (April 2021)**	1a, c, d	Care Quality Commission	Live

Contracts, Projects, Achievements and Performance

Healthwatch Lincolnshire is our largest contract that we are proud to deliver. During the year we have successfully met our contract performance requirements.

We have a statutory requirement to produce a separate Healthwatch Lincolnshire Annual Report. This report provides more information from the brief highlights below, including impact of our Healthwatch work. A copy of this can be accessed via our Healthwatch Lincolnshire website www.healthwatchlincolnshire.co.uk

Below are a few highlights from our Healthwatch year:

- **Information and Signposting** – remains one of the most important aspects of our service, providing a vital lifeline for many patients, families and carers by signposting them where to go for more help, advice and support. Our Information Signposting Officer is one of the most caring people you could meet, regularly spending time with people for as long as they need to share their difficult and at times harrowing experiences.
- **Covid-19** – our public survey work lasted from April to July 2020. During this time, we received over 3,000 responses and produced 10 insight reports which were shared locally and nationally with organisations such as the NHS, Lincolnshire County Council, Healthwatch England, House of Commons Health Select Committee and Care Quality Commission. We were very proud to be one of the few local Healthwatch's to consult with the public about their Covid-19 experiences.
- **Urgent & Emergency Care - NHS 111** - With recent emphasis on the public to call NHS 111 as a first port of call for non-emergency care, Healthwatch Lincolnshire carried out an online survey to feedback what Lincolnshire people had to say about the NHS111 service. Findings from this survey were shared with and acknowledged by NHS111, the Clinical Assessment Service and the Urgent Care Board in Lincolnshire.
- **Suicide and Suicide Prevention** - Findings given to Healthwatch Lincolnshire by 114 people who have either had thoughts of suicide, with the aim of ending their life, their family and friends who have been directly impacted by someone ending their life by suicide, or professionals who have worked with suicidal people. The final report was shared with NHS Lincolnshire and Lincolnshire Public Health, we have since agreed to focus on a self-harm project.
- **GP Access** - Telephones and internet services need to be much better if GP Surgeries are now relying on these as the main route to access (and only choice for patients). At the Lincolnshire CCG there was agreement that there is a problem and certainly no consistency across GP Practices in Lincolnshire. Healthwatch was asked to support an evaluation with the public as to what they do and do not like about access to GP services, this compliments all previous activity focused on the voice of the public around access to primary care. We were asked if we could help broadcast the message that other support facilities such as the mental health 24-hour support line where people do not have to go

through their GP. We are working closely with a team from NHS Lincolnshire CCG to support them with this.

- **Watchdog** – one of our 3 core Healthwatch functions, is our watchdog role. This requires us to focus on revisiting undertakings from health and care services, with regards to changes and improvements in their services, as well as meeting annual priority areas through NHS quality accounts. During the year we have revisited our Stroke and Learning Disability work along with checking in with the progress of United Lincolnshire Hospital Trust, Lincolnshire Community Health Service and Lincolnshire Mental Health Foundation Trust Quality Account priorities.
- **Engaging with the public** – has been through many channels including surveys and online consultations, yourvoice@healthwatch events, more informal 'cuppa's with', alongside social media and website feedback. Our engagement this year has focused on digital methods which has proved very successful, our reach has extended to over 50,000 people
- **Representation work** – is our opportunity to present the public voices we are hearing, raise concerns about health and care services and agree ways in which Healthwatch can share information from the NHS, Adult and Children Social Care, Public Health and other relevant bodies with the public. Representation requests come from a wide range of organisations and can be very challenging and demanding on our small charity. We thank our Trustees, Employees and Volunteers for their continued support as Healthwatch representatives.
- **Adult Care Services** – this work is due to commence summer 2021 and will focus on exploring what 'involvement in care and support looks like' for people engaged with, or needing, social care services.

Our Healthwatch Steering Group will be resetting the Healthwatch Lincolnshire priority areas for 2021/22 over the coming weeks. A copy of our annual plan will be available on request

Post Cancer Diagnosis of Patient Experience in the Community

This work was commissioned by a local NHS Clinical Commissioning Group who wanted to understand how people who had received a cancer diagnosis experienced life and care in the community. This work engaged with over 207 local people which enabled us to provide a consistent and reflective view of collective experiences of people who had been, or who were in this situation. Our final report was used by the CCG to inform their longer-term plan and strategy, and to add further real time data and insight to what was historically known.

Voluntary Engagement Team (VET) Health, Care and Wellbeing Strategy for the Voluntary and Community Sector 2020-2023

Voluntary Engagement Team
Linking Differently to Health and Care

This work was based on the drive from numerous organisations within the voluntary community sector to ultimately provide a level playing field for supporting the provision of health and care in Lincolnshire, making opportunities and procurement open to all. The Strategy was presented at the VET conference in October 2020. The final report can be viewed here 200908 Lincolnshire Voluntary and Community Sector Strategy Draft 2.pdf (lincsvoluntarysectorportal.org.uk)

NHS Lincolnshire Citizen Panel

This contract was awarded to us by NHS Lincolnshire Clinical Commissioning Group to help them with the recruitment of people during the year to their new Citizens Panel. Initial start date was slightly delayed due to Covid-19. From August 2020 to 31 March 2021, we introduced 746 people to the NHS Lincolnshire team involved in delivering Citizen Panel. All recruitments have been through digital/online engagements.

Palliative and End of Life Care

This contract was awarded to us by NHS Lincolnshire Clinical Commissioning Group. The aim of the work was to engage with as many people as possible that are affected by either palliative or end of life care needs. The work provided commissioners with independent and robust information which supported their review of current and future strategic and operational plans, as well as the practical delivery of palliative and end of life care for Lincolnshire residents and their families. We are pleased to report that the work was completed on time and met all KPI's. Operations & Development Manager was asked to present the findings of the report to 70 key staff involved in the commissioning and delivery of cancer services, the feedback from the audience, funder and partner organisations, was positive and many of our presented findings were acknowledged and actioned.

Care Quality Commission (CQC)

Our contract work with CQC has been to support their own larger consultation work with our results feeding into CQCs own national reports which can be accessed on their website Publications | Care Quality Commission (cqc.org.uk).

- **Because we Care (long term conditions)** – this work was to support the CQC Because we Care campaign by providing 4 human interest case studies where the patients have long term conditions and they have had positive impact on their health needs because of raising their concerns. Our work was completed on time and exceeded KPI requirements. We received 37 human interest cases on which to draw. Required engagement in this case was through short, filmed stories. This was a new medium for us to get involved with and we were very pleased that our final submissions were well received.
- **DNACPR (Do Not Attempt Cardiopulmonary Resuscitation)** - Supported CQC with their national survey to gather experiences of people and families where a DNACPR order has been reviewed or issued during Covid19 pandemic. Our target number of individual experiences was 18, we received 61 responses with 48 of them being eligible for inclusion within our agreed criteria range which was:
    - Min. 6 surveys - People with a learning disability and/or autism
    - Min. 6 surveys - People with low literacy skills
    - Min. 6 surveys - People with a sensory impairment
- **Consultation for Change** – This contract was awarded at the very end of our financial year, but delivery commenced in our new financial year. The work supports CQC consultation with regards to changes to their inspection processes and focuses on views from people with disabilities, children and young people with healthcare needs and people from the LGBT community.

Promotional Activities

Promotion of HWLincs and its contracts has been through:

- Social media accounts – Facebook and Twitter, we are now linked with 450 community groups through Facebook
- Making a Difference Report – produced every six months to showcase current work, an example of this can be viewed here Making a Difference 2020: read the HWLincs six-month report
- HWLincs website – has been revamped to include easier navigation, more information and links to events and helpful guides.

Valuing Volunteers

Without the involvement of volunteers HWLincs would not be able to achieve everything it does. From our 11 very hardworking trustees through to our dedicated team of operational volunteers who support us with so many areas from document checking, online engagement, representation through to more specialist IT and HR support. We thank every one of them for sticking with us throughout this most difficult year and look forward to working with them all in 2021 and 2022.

Contact us

Address:	**Rooms 33 – 35** **The Len Medlock Centre** **St George's Road** **Boston** **Lincolnshire** **PE21 8YB**
Phone number:	**01205 820892**
Email:	**enquiries@hwlincs.co.uk**
Website:	**www.hwlincs.co.uk**
Twitter:	**https://twitter.com/HWLincs**
Facebook:	**www.facebook.com/hwlincs**
LinkedIn:	**https://www.linkedin.com/in/hwlincs-hwl-services-8b8195206/**