



The Engagement
to Insight People



Annual Report 2021-2022

HWLincs

Email: enquiries@hwlincs.co.uk

Website: www.hwlincs.co.uk

Tel: 01205 820892

Len Medlock Centre, Boston, PE20 8YB



TABLE OF CONTENTS

	Page.
Legal and administrative information	3
Trustees' report	4
Independent examiner's report	10
Statement of financial activities	11
Balance sheet	12
Notes to the financial statements	13
Welcome from HWLincs Chief Executive Officer	23
Charity background	24
Highlights	25
Vision, priorities and planning ahead	26
Achievements and performance	27
Awards and recognition	32
Future plans	33
Contact details	34

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 1 st Floor 40 St Vincent Place Glasgow G1 2HL
Solicitors	Wilkin Chapman Ilp 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.

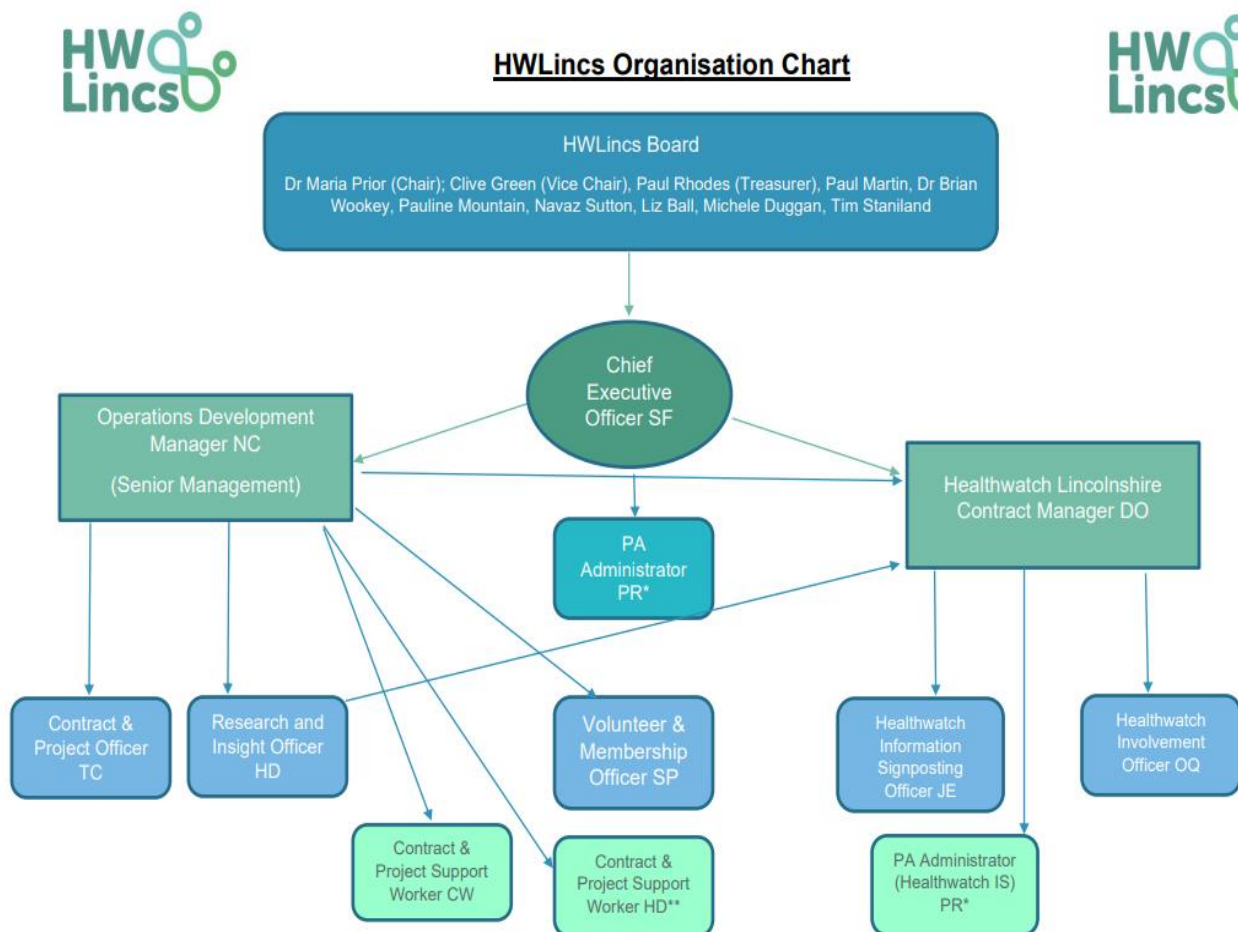
Membership

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.



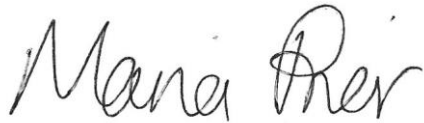
Details of related parties

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

A handwritten signature in black ink that reads "Maria Prior". The signature is written in a cursive, flowing style.

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

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
	<u>341,161</u>	<u>102,055</u>	<u>443,216</u>	<u>352,559</u>
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	-
	<u>341,161</u>	<u>102,055</u>	<u>443,216</u>	<u>351,319</u>

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
	<u>387,043</u>	<u>346,274</u>
Share of governance costs (see note 7)	3,189	2,778
	<u>390,232</u>	<u>349,052</u>

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
	<u>-</u>	<u>3,189</u>	<u>3,189</u>	<u>2,778</u>
Analysed between				
Charitable activities	-	3,189	3,189	2,778
	<u>-</u>	<u>3,189</u>	<u>3,189</u>	<u>2,778</u>

* 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
	<u>327,044</u>	<u>294,734</u>

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	<u>34,689</u>	<u>4,210</u>	<u>38,899</u>
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	<u>27,857</u>	<u>3,799</u>	<u>31,656</u>
Carrying amount			
At 31 March 2022	<u>6,832</u>	<u>411</u>	<u>7,243</u>
At 31 March 2021	<u>9,376</u>	<u>547</u>	<u>9,923</u>

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

	Notes	2022 £	2021 £
Other investments comprise:			
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

	2022 £	2021 £
Amounts falling due within one year:		
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
		<u>4,731</u>	<u>7,340</u>

15 Deferred income

	2022 £	2021 £
Other deferred income	-	4,400
	<u>-</u>	<u>4,400</u>

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 31 March 2022 £	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
	<u>-</u>	<u>102,055</u>	<u>(37,938)</u>	<u>64,117</u>

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	Incoming resources	Movement in funds Resources expendeddesignations/(released)	New Balance at 31 March 2022
	£	£	£	£
Promotional developments	8,500	-	(8,500)	2,500
Structure and support fund	134,600	-	(2,220)	-
IT replacement	10,000	-	(3,920)	4,000
	<u>153,100</u>	<u>-</u>	<u>(14,640)</u>	<u>6,500</u>
				<u>144,960</u>

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
	<u>142,925</u>	<u>144,960</u>	<u>64,117</u>	<u>352,002</u>

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	<u>-</u>	<u>538</u>

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	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 addition 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

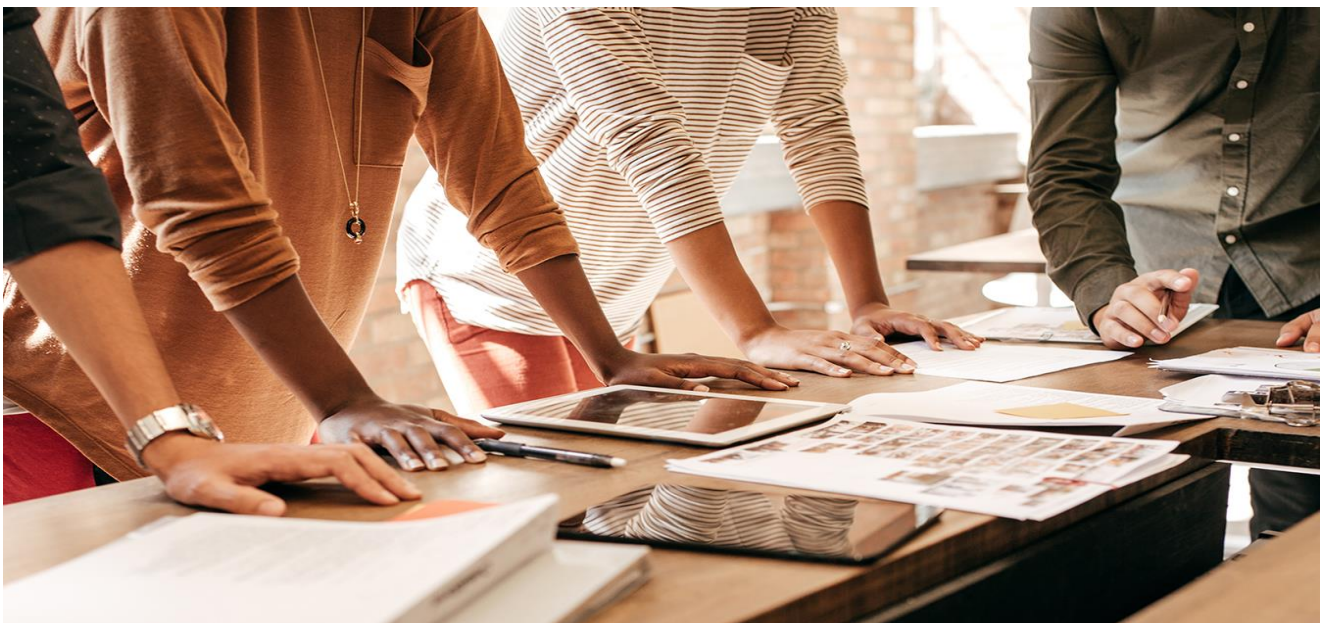
Introducing new Strategies – with an overarching Organisational Strategy and complementing People, Income Generation & Finance, Communication and Marketing Strategies

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



The Engagement
to Insight People