



# Annual Report 2023-2024

## HWLincs

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# HWLINCS ANNUAL REPORT

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## 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.



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**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.



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**NAVAZ SUTTON**  
**HWLincs CEO**

# ABOUT HWLINCS

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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.

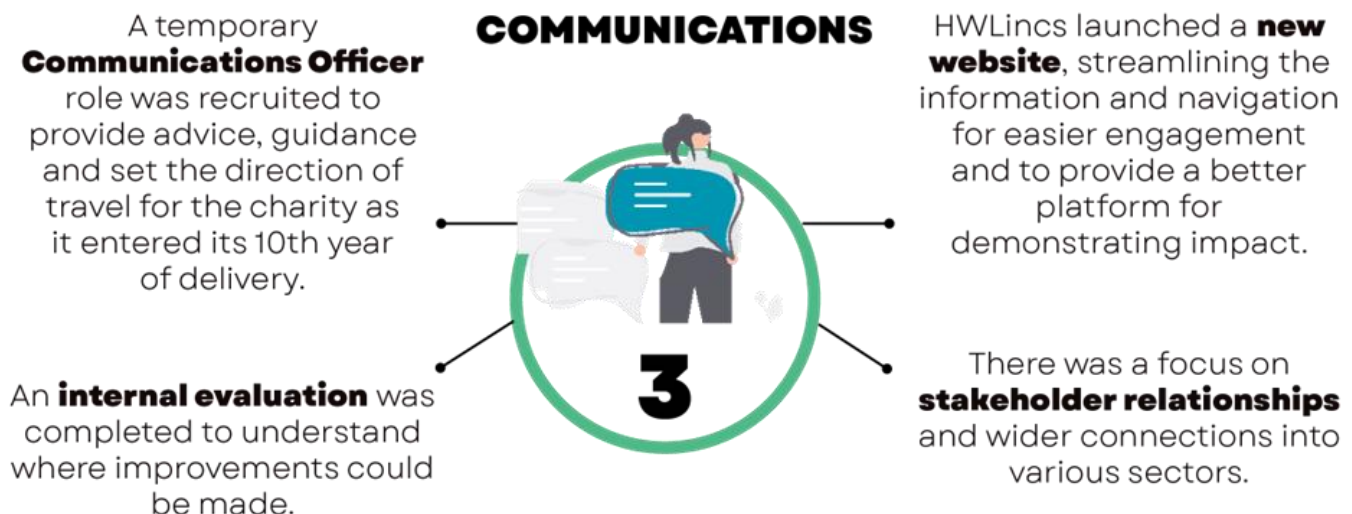
# OUR STRATEGY

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

## Our Priorities



## Our Progress: Communications

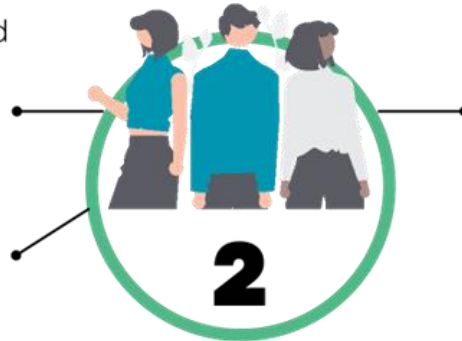


## Our Progress: Our People

### 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**.

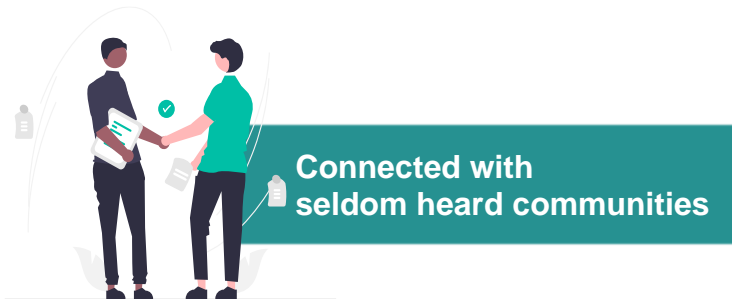


**Contract ready** preparation across board, staff and volunteers began.

**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



Home What We Do About Us News Volunteer Contact Us



## Trusted Experts

**In engagement, research and evaluation**

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

We work with charities, businesses, non-profit organisations, the NHS, government departments and more, to deliver contracts and projects in wellbeing and social change.

Our team of skilled experts can plan, personalise, fine-tune and deliver projects that meet each client's objectives.

Why choose us? We're trusted, independent, knowledgeable and friendly, with a track record of delivering projects, providing insight and supporting recommendation implementation for more than 10 years.

Get in touch to find out how we can work together.

## New website launched



# 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](http://hwlincs.co.uk) and [healthwatchlincolnshire.co.uk](http://healthwatchlincolnshire.co.uk).

## Digital Inclusion (CQC)



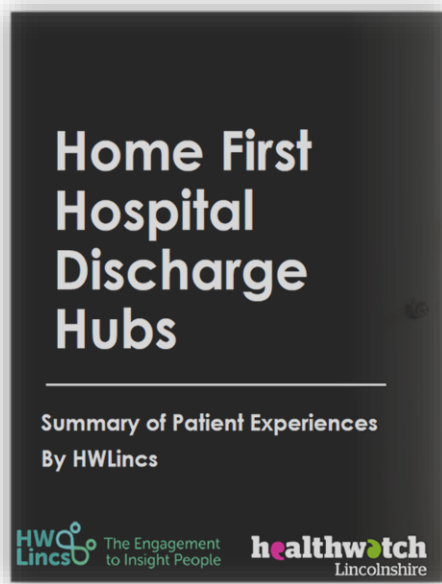
This work focused on seldom heard groups; people experiencing homelessness, low-income households, young families and adults with learning difficulties, to understand how the Care Quality Commission (CQC) can better collect experiences of care from people who are digitally excluded.

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)

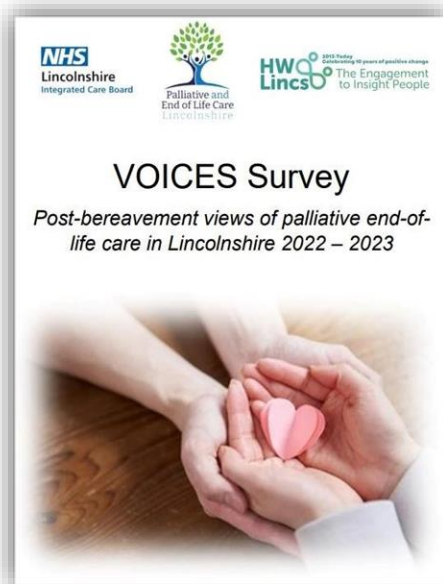


HWLincs and Healthwatch Lincolnshire were asked by Lincolnshire County Council Adult Social Care to carry out a targeted piece of work into peoples' experiences of hospital discharge. It focused on hospital discharges managed via the hospital hubs at Lincoln County and Pilgrim Hospital due to ongoing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

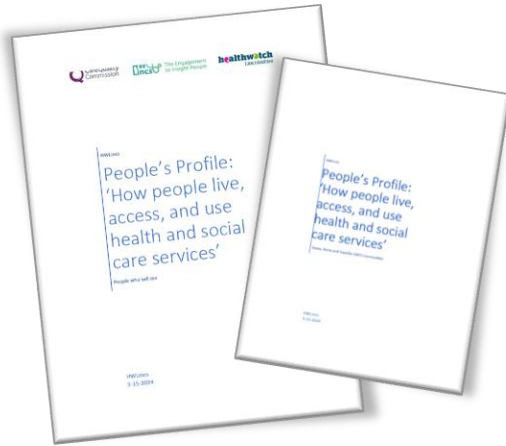


In 2022, HWLincs, with the support of the NHS Lincolnshire Palliative End of Life Program Cell, conducted a survey to gather post-bereavement views on palliative end-of-life care in Lincolnshire.

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 well 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)



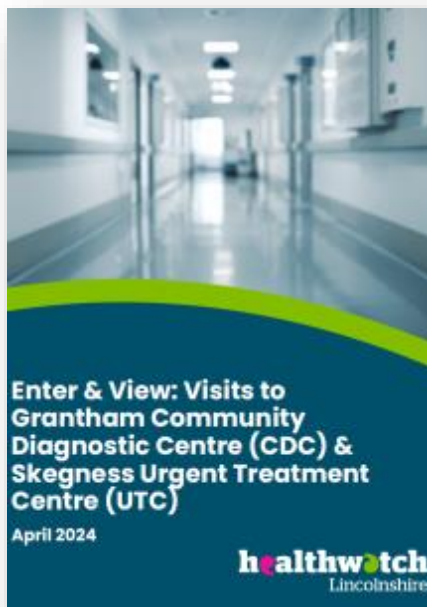
The REN (Research Engagement Network) project aimed to engage with community members and support groups in Mablethorpe and Horncastle.

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 canvassing 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.

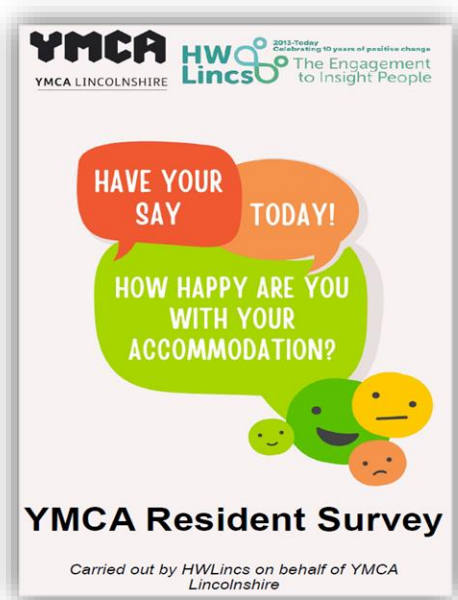
Recommendations include reducing wait times, improving signage, and enhancing patient comfort. Similarly, at Grantham CDC, patients valued the accessibility and cleanliness of the facility but noted issues with signage and communication about appointments.

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](#)

# healthwatch Lincolnshire

### Reaching out:

**2,328 people**

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

We have had **30,899** page views on our website and have

reached an incredible **305,514** people through Facebook alone.



### Making a difference to care:

**4,555 people**

came to us for advice and information about topics such as mental health and the cost-of-living crisis

**100% of experiences**

were closed or resolved at the end of the year



### Health and social care that works for you:

We're lucky to have

**36 volunteers**

who dedicated **1,668.5 hours** to make care better for our community.

We're funded by Lincolnshire County Council. In 2023-24 we received **£299,600**, which is in line with grant funding from the previous year.

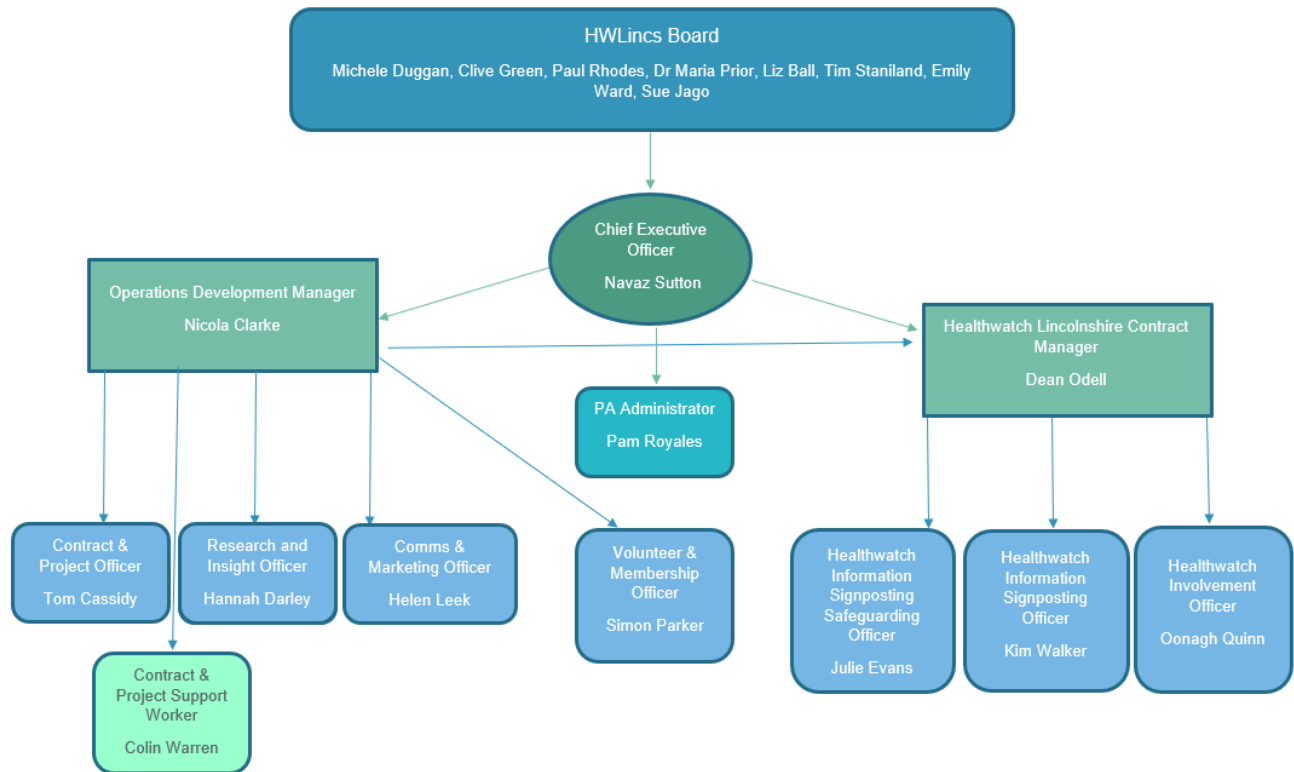


HWLincs provided

**7.75 staff**

to carry out our work.

# 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 McGuinness, 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

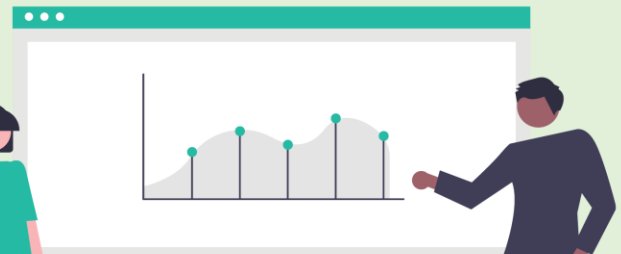
**Other income**  
£7,491

## 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

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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

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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

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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

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes						
<b>Income and endowments from:</b>							
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
<b>Total income</b>		<b>310,836</b>	<b>66,492</b>	<b>377,328</b>	<b>325,453</b>	<b>77,984</b>	<b>403,437</b>
<b>Expenditure on:</b>							
Expenditure on charitable activities	6	401,895	57,492	459,387	307,939	142,101	450,040
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		<b>(91,059)</b>	<b>9,000</b>	<b>(82,059)</b>	<b>17,514</b>	<b>(64,117)</b>	<b>(46,603)</b>
Fund balances at 1 April 2023		305,399	-	305,399	287,885	64,117	352,002
<b>Fund balances at 31 March 2024</b>		<b>214,340</b>	<b>9,000</b>	<b>223,340</b>	<b>305,399</b>	<b>-</b>	<b>305,399</b>

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 £	£	2023 £	£
<b>Fixed assets</b>					
Tangible assets	11		4,630		1,808
Investments	12		1		1
			<u>4,631</u>		<u>1,809</u>
<b>Current assets</b>					
Debtors	14	21,834		10,013	
Cash at bank and in hand		203,533		308,120	
		<u>225,367</u>		<u>318,133</u>	
<b>Creditors: amounts falling due within one year</b>	15	(6,858)		(14,543)	
Net current assets			<u>218,709</u>		<u>303,590</u>
<b>Total assets less current liabilities</b>			<u>223,340</u>		<u>305,399</u>
<b>Income funds</b>					
Restricted funds	16		9,000		-
<u>Unrestricted funds - general</u>					
Designated funds	17	43,840		152,080	
General unrestricted funds		<u>170,500</u>		<u>153,319</u>	
			<u>214,340</u>		<u>305,399</u>
			<u>223,340</u>		<u>305,399</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 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.

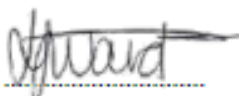
The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 478.

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

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 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
	<u>300,887</u>	<u>66,492</u>	<u>367,379</u>	<u>323,974</u>	<u>77,984</u>	<u>401,958</u>
<b>Grants receivable for core activities</b>						
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
	<u>299,600</u>	<u>66,492</u>	<u>366,092</u>	<u>315,453</u>	<u>77,984</u>	<u>393,437</u>

## 4 Income from investments

	Unrestricted funds general 2024 £	Unrestricted funds general 2023 £
Interest receivable	<u>2,458</u>	<u>812</u>

## 5 Other income

	Unrestricted funds general 2024 £	Total 2023 £
Other income	<u>7,491</u>	<u>667</u>

## 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	7,489
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
	<u>454,488</u>	<u>446,603</u>
Share of governance costs (see note 7)	<u>4,899</u>	<u>3,437</u>
	<u><u>459,387</u></u>	<u><u>450,040</u></u>
<b>Analysis by fund</b>		
Unrestricted funds - general	401,895	307,939
Restricted funds	<u>57,492</u>	<u>142,101</u>
	<u><u>459,387</u></u>	<u><u>450,040</u></u>

## 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	-
	<u>-</u>	<u>4,899</u>	<u>4,899</u>	<u>3,437</u>
Analysed between				
Charitable activities	<u>-</u>	<u>4,899</u>	<u>4,899</u>	<u>3,437</u>

\* 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
	<u>12</u>	<u>10</u>
<b>Employment costs</b>	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Wages and salaries	352,104	322,028
Social security costs	28,228	27,704
Other pension costs	9,942	9,055
	<u>390,274</u>	<u>358,787</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 £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 Taxation of 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
	£	£	£
<b>Cost</b>			
At 1 April 2023	34,689	4,365	39,054
Additions	6,298	-	6,298
	<u>          </u>	<u>          </u>	<u>          </u>
At 31 March 2024	40,987	4,365	45,352
	<u>          </u>	<u>          </u>	<u>          </u>
<b>Depreciation and impairment</b>			
At 1 April 2023	33,338	3,908	37,246
Depreciation charged in the year	3,392	84	3,476
	<u>          </u>	<u>          </u>	<u>          </u>
At 31 March 2024	36,730	3,992	40,722
	<u>          </u>	<u>          </u>	<u>          </u>
<b>Carrying amount</b>			
At 31 March 2024	4,257	373	4,630
	<u>          </u>	<u>          </u>	<u>          </u>
At 31 March 2023	1,351	457	1,808
	<u>          </u>	<u>          </u>	<u>          </u>

## 12 Fixed asset investments

			Other investments
<b>Cost or valuation</b>			
At 1 April 2023 & 31 March 2024			1
<b>Carrying amount</b>			
At 31 March 2024			1
At 31 March 2023			1

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

## 13 Financial instruments

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

## 14 Debtors

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

## 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
	<u>6,658</u>	<u>14,543</u>

## 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 31 March 2024
	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 1 April 2023	Incoming resources	Resources expended	
	£	£	£	£	£	£	£
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
	<u>64,117</u>	<u>77,984</u>	<u>(142,101)</u>	<u>-</u>	<u>66,492</u>	<u>(57,492)</u>	<u>9,000</u>

## 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 31 March 2024
	Balance at 1 April 2023	Incoming resources	Resources expended	New designations/ (released)	
	£	£	£	£	£
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
Marketing fund	-	-	-	5,840	5,840
	<u>152,080</u>	<u>-</u>	<u>-</u>	<u>(108,240)</u>	<u>43,840</u>

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
	<u>170,500</u>	<u>43,840</u>	<u>9,000</u>	<u>223,340</u>

**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	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

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Trustees	<p>             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           </p>
Charity number	1154835
Company number	08336116
Principal address	<p>             Rooms 33-35              The Len Medlock Centre              St George's Road              Boston              Lincolnshire              PE21 8YB           </p>
Registered office	<p>             Rooms 33-35              The Len Medlock Centre              St George's Road              Boston              Lincolnshire              PE21 8YB           </p>
Independent examiner	<p>             Tracey Richardson BSc (Hons) FCA Azets              Ruthlyn House              90 Lincoln Road              Peterborough              Cambridgeshire              PE1 2SP           </p>
Bankers	<p>             Yorkshire Bank/Virgin Money              1<sup>st</sup> Floor              40 St Vincent Place              Glasgow              G1 2HL           </p>
Solicitors	<p>             Wilkin Chapman LLP              The Maltings              11-15 Brayford Wharf East              Lincoln              LN5 7AY           </p>

## CONTACT US

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Rooms 33-35  
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Lincolnshire  
PE21 8YB

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Phone number: 01205 820892

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Website: [www.hwlincs.co.uk](http://www.hwlincs.co.uk)

Facebook: [facebook.com/hwlincs](https://facebook.com/hwlincs)

LinkedIn: [linkedin.com/company/hwlincs](https://linkedin.com/company/hwlincs)

X: [x.com/HWLincs](https://x.com/HWLincs)

