



HWLincs Annual Report 2024-2025

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



Annual Report 2024-2025

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

Contents

	Message from our Chair	3
	Message from our CEO	4
	About HWLincs	5
	Our strategy	7
	Our progress	8
	Our highlights	9
Our work	VOICE Conference	11
	Childhood Immunisation	13
	Infant Feeding	15
	Healthwatch Lincolnshire	17
	Tenant Satisfaction Measures	19
	Information Management System	20
	Public Voice Research	21
	Our team	23
	Our finances	25
	Our plans	26
	Legal information	27
	Contact us	28
	Appendix 1: Healthwatch Lincolnshire Annual Report	29
	Appendix 2: HWLincs financial statements 2024-25	41

Welcome

HWLincs Chair's Introduction

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

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

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

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

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




MICHELE DUGGAN
HWLINC'S CHAIR

HWLincs CEO Introduction

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

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

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

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




NAVAZ SUTTON
HWLINC'S CEO

Welcome to



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

Our background

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

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

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.

As a registered charity our approach follows our five values:

- Innovation
- Inclusivity
- Honesty
- Caring
- Diligence

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

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

Our services



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

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

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

Our strategy



FINANCIAL RESILIENCE

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

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



OUR PEOPLE

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

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



COMMUNICATIONS

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

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

Our progress



FINANCIAL RESILIENCE

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



OUR PEOPLE

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



COMMUNICATIONS

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

Our highlights

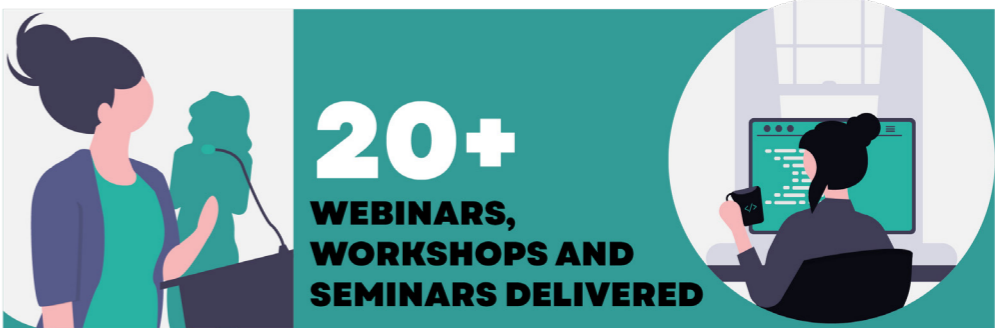


(at least) Five more years
of Healthwatch Lincolnshire

HWLincs selected to deliver Healthwatch in the county

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

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





VOICE Conference

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

Overview

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

Speakers and workshops

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

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

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

Impact

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

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

1 **HWLincs engagement and support**
HWLincs is a key player in public voice.

2 **Raise awareness and promote public voice**
Create and share engagement opportunities with contacts and communities.

3 **Collaboration and partnership working**
Share resources and insights and communicate to avoid duplication.

4 **Amplify under-represented voices**
Develop and use tailored engagement.

5 **Service improvement and research**
Share research findings with key decision-makers, to inform service improvements.

WORKSHOPS

Three workshops took place at the event

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

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

ELEVATING PUBLIC VOICE, HOSTED BY HWLINCS

HWLincs VOICE Conference 2025



- ✓ Child under 5
- ✓ Not fully vaccinated?

**We want to hear
your views**



REACHING OUT

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

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

Our work

Immunisations



**Investigation into vaccine
hesitancy in the county**

Overview

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

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

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

Impact

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

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

Findings

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

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

Have you had a baby in the last 2 years?

We'd like to hear about your experience with breastfeeding



Lincolnshire Maternity
& Neonatal Programme
Better Births



PHASE 1

Digital survey:
850 respondents

PHASE 2

12 interviews
2 focus groups

54% HAD EXCLUSIVELY
BREASTFED

89% PLANNED TO BREASTFEED

34% BREASTFED AND USED
FORMULA (MIXED FEEDING)

12% EXCLUSIVELY FORMULA
FED

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

Our work

Infant feeding



Lincolnshire
Integrated Care Board

Impact for now and future generations

Overview

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

Findings

Antenatal intentions influence breastfeeding outcomes.

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

Respondents called for:

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

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

A lack of in-person support is felt.

Impact

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

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

- Breastfeeding guidance
- Hunger cues
- Partner support

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

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

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

Healthwatch

Five more years of delivering Healthwatch Lincolnshire



healthwatch
Lincolnshire

Overview

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

Activities

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

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

We led four research projects:

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

Impact

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

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



Annual Report 2024-25

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



3,300+
people had their say

1,192
recieved personal help and advice

6,000+
people recieved guidance and signposting

3
Enter and View visits to services

Tenant Satisfaction

Capturing the experiences of tenants for Melton Borough Council

Overview

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

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



Engagement

Following a successful tender, HWLincs is working on behalf of Melton Borough Council in Leicestershire to contact its residents via phone, email and post and be the independent collector of feedback.

This information is collated, analysed and processed in accordance with the Regulator of Social Housing reporting requirements.

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

Impact

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

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

IMP

Custom-made system goes from strength to strength

Overview

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

User-powered progress

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

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

Impact

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

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

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



Public voice



Research projects that get to the heart of our communities

Our research projects

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

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

Research Engagement Network

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

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

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

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



Sharing our learning

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

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

SUICIDE & MENTAL HEALTH TABOO IN GRT COMMUNITIES



Menstrual and Menopausal Health Findings

healthwatch
Lincolnshire



Pharmacy Survey Findings

healthwatch
Lincolnshire



Respiratory Health Findings

healthwatch
Lincolnshire



Neurological Health Research Project Findings Report

healthwatch
Lincolnshire

Examples of recent research projects

Our team



Staff (9)

See organisational structure.

Active volunteers 2024/25 (30)

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

Retired volunteers (19)

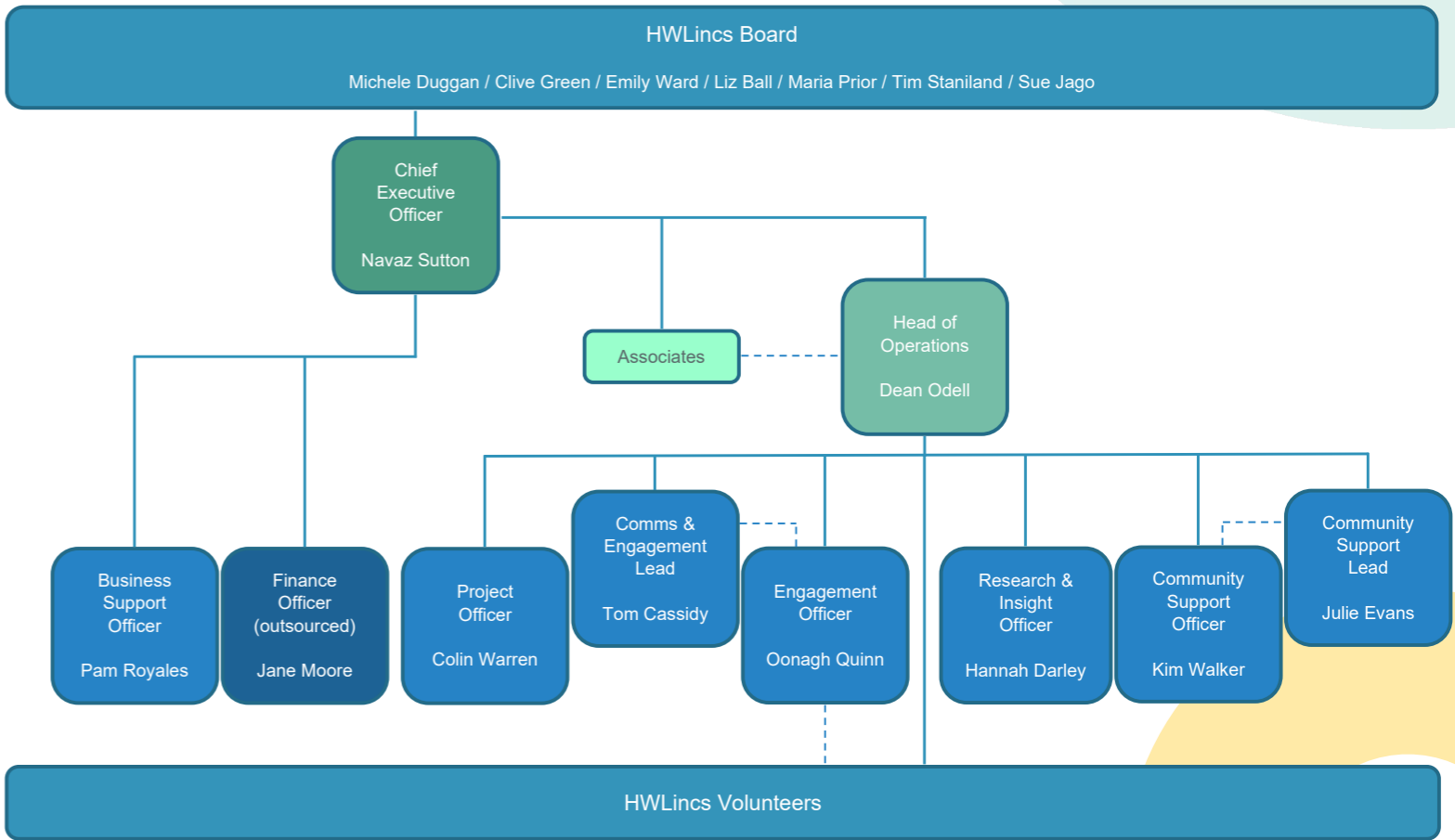
- | | |
|------------------|-------------------|
| Annette Atkinson | Anna Pastuszko |
| James Charters | Paul Rhodes |
| Quanchao Gao | Louise Southgate |
| Steven Gardner | Jacqui Sclanders |
| Yuchen Liang | Rosina Nash-Smith |
| Yorana Mapiki | Robert McIntyre |
| Paul Martin | Maureen Stevens |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

Members (80)

Names available upon request.



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

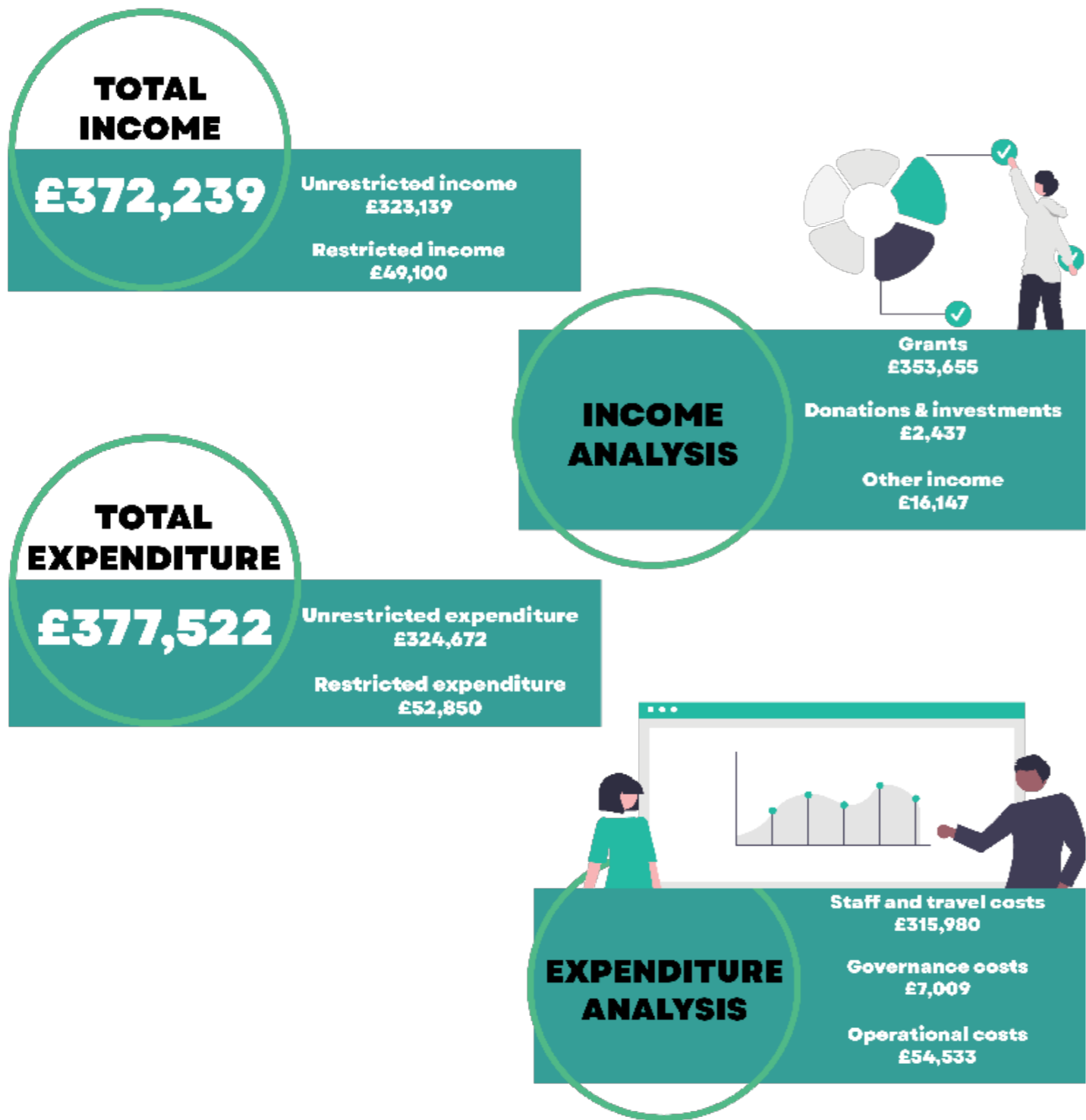


Our finances



Overview

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



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

Our plans

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

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

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

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

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

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

Legal information

Trustees

Mrs Elizabeth Ball
Mrs Michele Duggan (Chair)
Mr Clive Green (Vice Chair)
Mrs Sue Jago

Dr Maria Prior
Mr Tim Staniland
Miss Emily Ward (Treasurer)



Charity number

1154835

Company number

08336116

Principal address

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

Registered office

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

Bankers

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

Solicitors

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

Independent examiner

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

Contact us

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



healthwatch



Appendix 1

Healthwatch Lincolnshire
Annual Report 2024-25



Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch Lincolnshire

Contents

A message from our Chair	3
About us	4
Our year in numbers	5
A year of making a difference	6
Working together for change	7
Making a difference in the community	8
Listening to your experiences	9
Hearing from all communities	14
Information and signposting	16
Showcasing volunteer impact	18
Finance and future priorities	20
Statutory statements	21



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

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

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

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

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

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

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

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

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



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

Liz Ball, Healthwatch Steering Group Chair

About us

Healthwatch Lincolnshire is your local health and social care champion.

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



Healthwatch's vision

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



Healthwatch's mission

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



Our values are:

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

Our year in numbers

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

Reaching out:



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

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

Championing your voice:



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

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

Statutory funding:



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

A year of making a difference

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

Spring

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



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



Summer

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



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



Autumn

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



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



Winter

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



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



Working together for change

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

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

A collaborative network:



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

YourVoice@Healthwatch:



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

A shared agreement:



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

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

Making a difference in the community

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

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

Creating empathy by bringing experiences to life



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

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

Getting services to involve the public



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

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

Improving care over time



A dedication to hearing all voices.

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

Listening to your experiences

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

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

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

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



Listening to your experiences

Research project: menstrual health

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

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

What did we do?

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

Key things we heard about menstrual health:



70%

of women struggled to get medication that worked for them.

63%

of endometriosis sufferers were incorrectly diagnosed with other conditions.

15+

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

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

What difference did this make?

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

Listening to your experiences

Respiratory health research project

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

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

What did we do?

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

Key things we heard:



38%

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

41%

faced medication shortages or other difficulties obtaining specialist prescriptions.



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

A health and care professional

What difference did this make?

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

Listening to your experiences

Neurological conditions research project

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

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

Key things we heard:



71%

had faced challenges getting medications that worked for them.

46%

of respondents were diagnosed after 18 months.



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

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

What difference did this make?

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

Listening to your experiences

Pharmacy services survey

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

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

Key things we heard:



80%

rated the Pharmacy First scheme as good.

85%

reported no difficulty accessing their pharmacy.



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

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

What difference did this make?

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

Tracey Latham-Green, Chief Officer, Community Pharmacy Lincolnshire.

Hearing from all communities

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

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

This year, we have reached different communities by:

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



Hearing from all communities

GP registration and access to medication for asylum seekers

Volunteers working with asylum seekers linked with a vital pilot.

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

What difference did this make?

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

Helping Lincolnshire residents to age better and supporting changes to services

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

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

What difference did this make?

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

Information and signposting

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

This year, we've helped people by:

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



Supporting a stalled ADHD diagnosis

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

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

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



“Without you we wouldn’t have got anywhere.”

Wheelchair services improved by Healthwatch

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

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

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



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

Showcasing volunteer impact

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

This year, our volunteers:

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



Showcasing volunteer impact

At the heart of what we do

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

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

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

Carol



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

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

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

A readers panel volunteer



Be part of the change.

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



healthwatchlincolnshire.co.uk



01205 820 892



info@healthwatchlincolnshire.co.uk

Finance and future priorities

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

Our income and expenditure:

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

Next steps:

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

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

Our top three priorities for the next year are:

1. Do more to tackle inequalities.

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

2. Influencing service providers, commissioners and decisions.

To work with key stakeholders and organisations to support and influence service improvements and their decision making for our health & care services.

3. Increasing our reach and impact.

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

Statutory statements

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

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

The way we work

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

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

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

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

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

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

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

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

Statutory statements

Healthwatch representatives

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

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

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

Taking people's experiences to decision-makers

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

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

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

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

Statutory statements

Enter and view

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

2024 – 2025 Outcomes

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

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



www.healthwatchlincolnshire.co.uk



01205 820 892



info@healthwatchlincolnshire.co.uk



[/Healthwatchlincolnshire](https://www.facebook.com/Healthwatchlincolnshire)



[@healthwatchlinc](https://twitter.com/healthwatchlinc)

HWLINCS
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

Appendix 2

HWLincs Financial statements 2024-25

Charity registration number 1154835

Company registration number 08336116 (England and Wales)

HWLINCS
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

HWLINCS

TRUSTEE REPORT (INCLUDING DIRECTORS REPORT) FOR THE YEAR ENDED 31 MARCH 2025

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

The accounts have been prepared in accordance with the accounting policies set out in note 1 and comply with HWLincs governing documents, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 01 January 2015)".

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

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

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

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

Financial Review

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

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

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

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

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

Risks

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

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

Investment Policy

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

HWLINCS

TRUSTEE REPORT (INCLUDING DIRECTORS REPORT) FOR THE YEAR ENDED 31 MARCH 2025

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

Reserves Policy

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

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

Designated Funds

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

Salary Policy

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

Governance

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

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

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

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

Mr. Clive Green (appointed 2016)
Dr. Maria Prior (appointed 2017)
Mr. Paul Rhodes (appointed 2018)
Mrs. Elizabeth Ball (appointed 2020)
Mrs. Michele Duggan (appointed 2022)
Mr. Tim Staniland (appointed 2022)
Mrs. Sue Jago (appointed 2023)
Miss. Emily Ward (appointed 2023)

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

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

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

HWLINCS

TRUSTEE REPORT (INCLUDING DIRECTORS REPORT) FOR THE YEAR ENDED 31 MARCH 2025

Resignations

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

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

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

Membership

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

Organisational Structure

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

These nine employees held the following roles:

Chief Executive Officer, Head of Operations, Communications & Engagement Lead, Community Support Lead, Business Support Officer, Project Officer, Engagement Officer, Research & Insight Officer and a Community Support Officer.

Public Benefit

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

New Financial Year – 2025/26

Plans for our new financial year will include both new activities and continued successful delivery of contract activities. The work will include:

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

On Behalf of the Board of Trustees



Michele Duggan
Board Chair

Dated: 14 November 2025

HWLINCS

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HWLINCS

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

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

Tracey Richardson BSc (Hons) FCA

Westpoint
Lynch Wood
Peterborough
Cambridgeshire
PE2 6FZ
United Kingdom

Dated: 20 November 2025

HWLINCS

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

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

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

All income and expenditure derive from continuing activities.

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

HWLINCS

BALANCE SHEET

AS AT 31 MARCH 2025

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

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

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

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

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



Mrs Michele Duggan
Trustee



Miss Emily Ward
Trustee

Company registration number 08336116

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

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

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

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

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

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

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

1.4 Incoming resources

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

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

1.5 Resources expended

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

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

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

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

1.6 Tangible fixed assets

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

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

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

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

1.7 Fixed asset investments

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

1.8 Impairment of fixed assets

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

1.9 Cash and cash equivalents

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

1.10 Financial instruments

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

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

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

Basic financial assets

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.11 Employee benefits

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

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

1.12 Retirement benefits

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

1.13 Leases

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

2 Critical accounting estimates and judgements

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

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

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

3 Grants receivable

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

4 Income from investments

	Unrestricted funds general 2025 £	Unrestricted funds general 2024 £
Interest receivable	<u>2,437</u>	<u>2,458</u>

5 Other income

	Unrestricted funds general 2025 £	Total 2024 £
Other income	<u>16,147</u>	<u>7,491</u>

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

6 Expenditure on charitable activities

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

7 Support and governance costs

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

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

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

8 Trustees

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

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

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
	10	12

Employment costs

	2025 £	2024 £
Wages and salaries	275,789	352,104
Social security costs	21,189	28,228
Other pension costs	7,735	9,942
	<u>304,713</u>	<u>390,274</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 £101,972 (2024 - £141,569). The charity considers its key management personnel comprises of the Chief Executive Officer, Senior Managers and Managers.

10 Taxation

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

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

11 Tangible fixed assets

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

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

12 Fixed asset investments

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

	Notes	2025 £	2024 £
Other investments comprise:			
Investments in subsidiaries	19	<u>-</u>	<u>1</u>

13 Financial instruments

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

14 Debtors

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

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

15 Creditors: amounts falling due within one year

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

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1 Restricted funds

6

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

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

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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

18 Analysis of net assets between funds

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

19 Subsidiaries

HWL Services Limited was a wholly owned subsidiary of HWLinCs.

HWL Services Limited was dissolved on 11 February 2025.

20 Control

No one individual has overall control of the charitable company.

HW^o Lincs^o

Engagement to Insight

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

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

HWLincs Ltd
Registered Company Number 08336116
Registered Charity Number 1154835