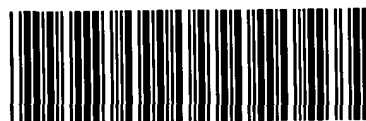


# **HW Lincs**

**The Engagement  
to Insight People**  
**2013-Today**  
**Celebrating 10 years of positive change**

## **Annual Report 2022 - 2023**

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COMPANIES HOUSE

**HWLincs**

Email: [enquiries@hwlincs.co.uk](mailto:enquiries@hwlincs.co.uk)

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

Tel: 01205 820892

Len Medlock Centre, Boston, PE21 8YB

**HW  
Lincs**

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## LEGAL & ADMINISTRATIVE INFORMATION

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

# TRUSTEES REPORT (INC DIRECTORS REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

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

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

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

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

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

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

## Financial review

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

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

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

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

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

### **Risks**

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

### **Investment policy**

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

### **Reserves policy**

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

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

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

### **Designated funds**

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

### **Salary policy**

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

### **New financial year – 2023/24**

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

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

### **Structure, governance, and management**

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

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

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

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

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

### **Resignations**

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

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

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

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

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

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

### **Membership**

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

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

### **Details of organisational structure**

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

Our employee team includes the following roles:

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

### **Details of related parties**

Any payments made to the Trustees during the year are set out in note 8.

### **How our activities delivery Public Benefit**

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

On Behalf of the Board of Trustees



**Clive Green**

Trustee

Dated: 26/7/23



# FINANCIAL STATEMENTS

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

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

### **Responsibilities and basis of report**

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

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

### **Independent examiner's statement**

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

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

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

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



Tracey Richardson BSc (Hons) FCA

Dated: 8/8/23

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

**HWLincs****Statement of Financial Activities (Including Income and Expenditure Account)****For the year ended 31 March 2023**

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

**HWLincs****Balance Sheet****As at 31 March 2023**

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

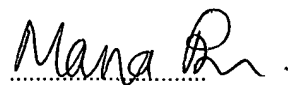
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

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

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

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

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



Dr Maria Prior (Chairman)  
Trustee



Mr Paul Rhodes  
Trustee

# NOTES TO FINANCIAL STATEMENTS

## 1 Accounting policies

### Charity information

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

### 1.1 Accounting convention

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

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

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

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

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

### 1.2 Going concern

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

### 1.3 Charitable funds

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

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

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

### 1.4 Incoming resources

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

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

## 1 Accounting policies

### 1.5 Resources expended

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

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

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

### 1.6 Tangible fixed assets

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

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

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

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

### 1.7 Fixed asset investments

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

### 1.8 Impairment of fixed assets

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

### 1.9 Cash and cash equivalents

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

### 1.10 Financial instruments

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

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

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

## 1 Accounting policies

### ***Basic financial assets***

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

### ***Basic financial liabilities***

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

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

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

### ***Derecognition of financial liabilities***

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

#### **1.11 Employee benefits**

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

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

#### **1.12 Retirement benefits**

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

#### **1.13 Leases**

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

## 2 Critical accounting estimates and judgements

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

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

## 3 Grants receivable

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

## 4 Income from investments

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £
Interest receivable	<u>812</u>	<u>29</u>

## 5 Other income

	Unrestricted funds general 2023 £	Total 2022 £
Other income	<u>667</u>	<u>219</u>

## 6 Expenditure on charitable activities

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

## 7 Support and governance costs

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

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

## 8 Trustees

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

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



## 9 Employees

### Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	10	11
<b>Employment costs</b>	<b>2023</b>	<b>2022</b>
	£	£
Wages and salaries	322,028	294,145
Social security costs	27,704	24,229
Other pension costs	9,055	8,670
	<u>358,787</u>	<u>327,044</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 £59,829 (2022 - £57,195).  
The charity considers its key management personnel comprises of the Chief Executive Officer.

## 10 Tangible fixed assets

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

# 11 Fixed asset investments

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

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

# 12 Financial instruments

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

# 13 Debtors

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

#### 14 Creditors: amounts falling due within one year

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

#### 15 Restricted funds

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

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

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

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

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

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

## 16 Designated funds

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

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

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

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

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

## 17 Analysis of net assets between funds

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

## 18 Subsidiaries

These financial statements are separate company financial statements for HWLincs

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

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

**18 Subsidiaries****(Continued)**

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

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

**19 Related party transactions**

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

**20 Control**

No one individual has overall control of the charitable company.

# HWLINCS ANNUAL REPORT

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

## **Our Vision:**

To influence positive change and improve people's wellbeing.

## **Our Mission:**

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

### **Message from our Chief Executive Officer, Sarah Fletcher**

*Since starting in 2013, I cannot remember a year where our charity hasn't grown or developed, and once again this last year has been no exception.*

*Recognising early completion of actions to ensure our strategic priorities were met led to us starting work early on writing a new 2023-2026 Strategy, with finances, people, and communication at its heart. I am especially pleased people are one of our main focus as they truly are at the heart of our charity. Without our excellent team, HWLincs would not be the successful charity it is, and I would personally like to thank them all for their support.*

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

CEO, Sarah Fletcher



## ABOUT HWLINCS

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

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

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

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

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

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

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

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



- ✓ Our aspirations and goals will be aligned with our charitable objects.
- ✓ We have a framework that will enable, support, guide, and promote the effective delivery of projects and contracts, to achieve our aspirations and goals.
- ✓ We will continue to offer value for money against sound KPI performance.
- ✓ We continue to operate with a charity's heart and a business head, always striving to grow but in a sustainable way.
- ✓ We will put the needs of 'our people' first by supporting wellbeing, nurturing workforce development, and focusing on equality, diversity and inclusion.

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



## OUR PEOPLE

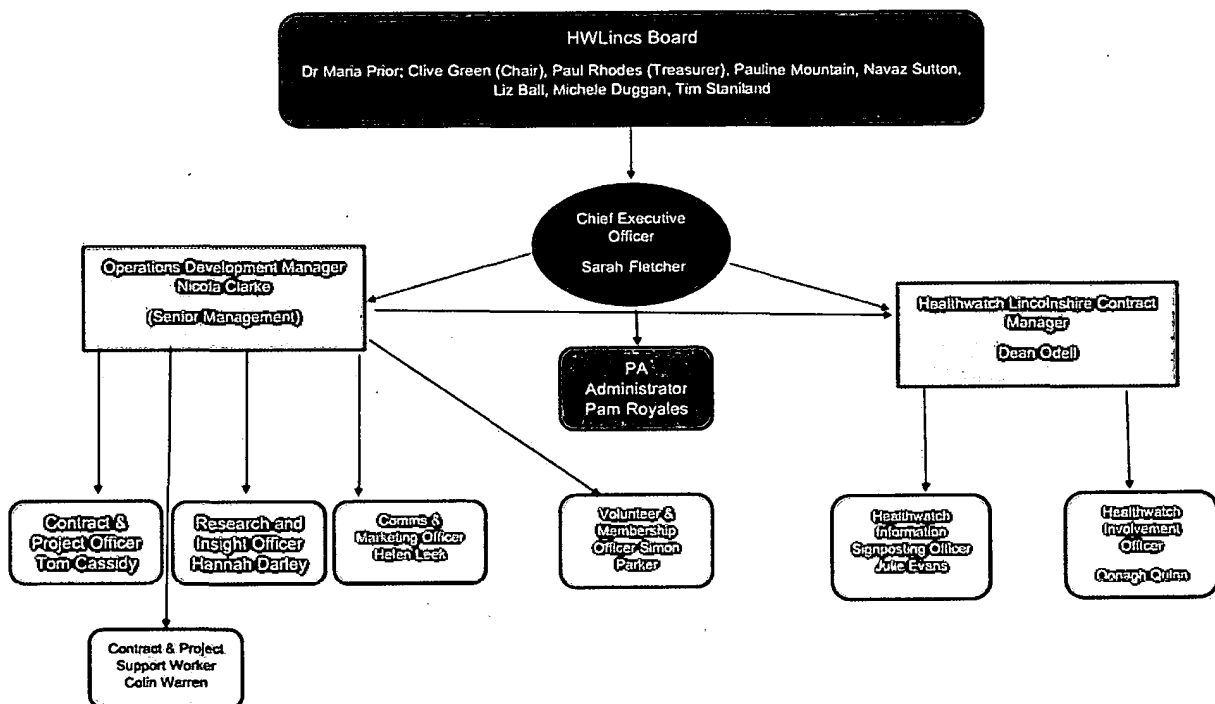
At the heart of any charity are people, whether they are Members, Trustees, Volunteers, Employees or the General Public we serve, it's why we exist, and HWLincs is no exception.

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

At the end of March 2023, we had:

8 Trustees; 11 Employees

31 Volunteers and 68 Members



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



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

**Healthwatch Steering Group** – Lawrence Abrams

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



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

# HIGHLIGHTS 2022/23

## Strategic Highlights

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

## Financial Highlights

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

## Operating Highlights

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

# CONTRACT PERFORMANCE

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

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

## Healthwatch Lincolnshire

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

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

Involvement, Information and Watchdog remain as core services.

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

**healthwatch**  
Lincolnshire

## Year in review

### Reaching out



**3,689 people**

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

We have seen **35,050** page views on our website and have reached an incredible **543,557** people through Facebook.

### Making a difference to care

**3627 people**

came to us for clear 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 care that works for you



We're lucky to have

**36 volunteers**

outstanding volunteers who gave up **1657 hours** to make care better for our community.

We're funded by Lincolnshire County Council in 2021 -22 we received: **£299,600** which is in line with grant funding from previous year.

We also currently employ 3 full-time and 5 part-time staff (5.6 FTE) who help us carry out this work.

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

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


### NHS Lincolnshire, Digi-Health

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

Factsheet 1:
Digi-health

## GP Online Services

Quick, Easy and Secure



### GETTING STARTED WITH GP ONLINE SERVICES


Just like online banking, you can:

- access your medical records,
- make or cancel appointments,
- order repeat prescriptions

and benefit from a number of other services all from the touch of a button.

### EASY ACCESS

GP online services can be accessed anywhere at any time from a computer, tablet or smartphone either via their website or using an app, making your healthcare support readily accessible when you need it most.



### NO COST and YOU SAVE TIME

You can still use your GP services by telephoning them or visiting the surgery but by using online services you will save time and even money without needing to wait on the phone or travel unless you really need to.

All GP online services are free and easy to use 24/7. They are particularly helpful when you lead a busy life or are commuting or away on holiday giving you access at any time to suit with your lifestyle. They are also safe and secure.

### NHS Lincolnshire, Palliative and End of Life Discharge from Hospital

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

## NHS Lincolnshire, Palliative and End of Life Voices

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

## NHS Lincolnshire, Anticipatory Care Planning

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

## Care Quality Commission (CQC), Integrated Care Brief

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

To read more about our successful work please use the following link:

[Care Quality Commission Integrated Care System Brief Report | Healthwatch Lincolnshire](#)



## NHS Lincolnshire, Musculo Skeletal Knee and Hip Review

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

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



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

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



## Healthwatch Cambridgeshire and Peterborough, Stakeholder Survey

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

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

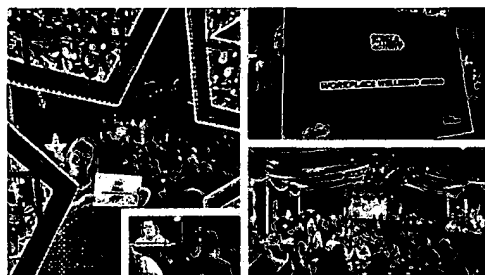


This was a one-off activity for people in the Fenside area of Boston, to support them with confidence building, to have more involvement in their local area and a better understanding of services available to them.

## AWARDS

### Active Lincolnshire Award

We were proud to be shortlisted finalists in the Active Lincolnshire Annual Sport and Physical Activity Workplace Wellbeing Awards. As a way of bringing people together and challenging our workforce to step out more we introduced Mindfulness Walks and Step Challenges, with our most ambitious being the Commonwealth (following the Commonwealth Batton).



You can read more about the award on our website or use this link [HWLincs proud finalists at the inspirational Active Lincolnshire Awards 2022 - HWLincs](#)

## FUTURE PLANS

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

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

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



## CONTACT US

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

LinkedIn: <https://www.linkedin.com/company/hwlincs>

Twitter: <https://twitter.com/HWLincs>



The Engagement  
to Insight People