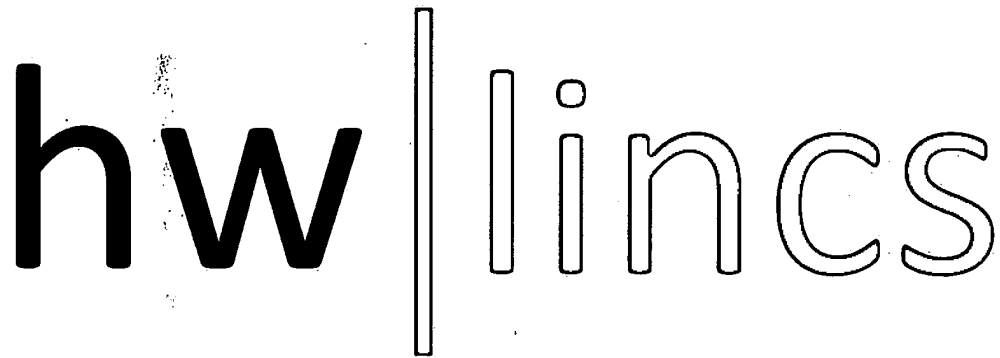


hw|lincs



HWLINCS
ANNUAL REPORT AND UNAUDITED
FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31 MARCH 2021



HWLINCS

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mrs Elizabeth Ball
Mr David Gaskell
Mr Clive Green (Vice Chairman)
Mr Paul Martin
Mrs Lyndia Moulder
Mrs Pauline Mountain MBE
Dr Maria Prior (Chairman)
Mr Paul Rhodes
Mr Navaz Sutton
Dr Brian Wookey

Charity number

1154835

Company number

08336116

Principal address

The Len Medlock Centre
St George's Road
Boston
Lincolnshire
PE21 8YB

Registered office

The Len Medlock Centre
St George's Road
Boston
Lincolnshire
PE21 8YB

Independent examiner

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

Bankers

Yorkshire Bank (Virgin Money)
10 High Street
Grantham
Lincolnshire
NG31 6PU

Solicitors

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

HWLINCS

CONTENTS

	Page
Trustees' report	4 - 10
Independent examiner's report	11
Statement of financial activities	12
Balance sheet	13 - 14
Notes to the financial statements	15 - 24
Background to HWLincs	25
Vision and Priorities	26
Values and objects	27
Achievements and Performance	28 – 30
Emerging activities 2021/2022	30 - 31
Valuing Volunteers	32
Contact details	33

HWLincs

Trustees' report (including Directors' Report)

FOR THE YEAR ENDED 31 MARCH 2021

HWLincs Trustees present their report and financial statements for the year ended 31 March 2021.

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

To protect the financial stability of our organisation there are planned unrestricted reserves at year end of £145,670 and an additional £153,100 designated funds for promotional developments, structure, and support.

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities we should undertake. As part of our due diligence work during the year, a new strategic overview of contract performance process has been introduced. It provides assurance that our business activities are in line with our objects and comply with conflicts and risk policies.

Covid-19 has impacted on our organisation both in positive and negative ways. Positive impacts include for example financial savings in areas such as travel, stationery, events and printing. Additionally, we have successfully introduced and completed new contracts, with performance being achieved mainly through digital engagement. Negative impacts on us due to legislative changes in people meeting in public have focused mainly on our ability to reach out to communities who do not use digital means of engagement and how our volunteering offer has changed both in terms of us supporting them and them working with us.

Financial review

The annual budget was recommended for Board approval in July 2020, a delay from March 2020 due to Covid-19. The Finance and Performance Committee monitored financial performance against the budget during the year. The Finance and Performance Committee oversees all financial performance and its chairman who is also our Treasurer, provides a financial report at each Board meeting.

Careful financial management has ensured that budget levels have been met during the year and in several areas cost savings against individual budgets have been achieved. The most significant area of expenditure is staffing which is essential to enable us to deliver our core functions and objectives.

At the year-end, our reserves were £298,770. The Trustees agreed £153,100 as designated funds (see note 16 of these annual accounts). We have prepared a working budget for 2021/2022, with one of the main assumptions being that the

Healthwatch Lincolnshire grant remains at its current level, which was approved by the Board in March 2021.

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

During the year monitoring of our business plan by our CEO to assess performance against action plans was completed, with outcomes, including that fact that our planned targets have been met was reported to the Board in March 2021.

Risks

We have in place a risk policy and risk register which are kept under regular review by our 3 Permanent Committees, Governance, Finance & Performance, HR, ensuring we identify the risks to which we may be exposed. Governance Committee is tasked with managing the risk register. The Board ensures that proper control is exercised over risk and any necessary mitigating work to reduce such risks is undertaken. The Board annually approves the risk register. In September 2020, an additional section to the risk register was drafted to accommodate the risk related to the impact of Covid-19 pandemic. The risk register, along with a risk statement, was in September 2020 approved by the Board.

Investment policy

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

Reserve's policy

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

We strive to ensure unrestricted funds are maintained at a level of no less than 6 months expenditure. The Trustees consider that reserves at this level will ensure that

in the event of a loss of or significant drop in funding we will be able to continue with our activities while the Trustees implement ways to provide additional funds.

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

Designated funds

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

Salary policy

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

Quality by assured independent review

We are pleased to confirm our successful applications (which included rigorous independent review by NCVO) NCVO quality marks as follows:

- October 2020 – re-awarded Investors in Volunteers
- December 2020 – awarded Trusted Charity Mark

And our application to Every-one, Lincolnshire

- October 2020 – re-awarded Carers Quality Award

Plans for our financial year – 2021/22

Our plans for 2021/22 include:

Organisational

- Marketing HWLincs – we have identified a need for clearer brand recognition and as a result have set up a Task and Finish Strategic Marketing Group. In the early part of our new financial year, we had a successful application to the National Emergencies Trust which will enable us to carry out work to support better brand recognition with both internal and external stakeholders.
- Relocation – during 2020/21, our offices in Swineshead were largely not utilised. The Board decided after careful research and consideration following employee consultation, to relocate to smaller premises. This decision is based on several factors, including recognition that we need to offer employees more flexible working conditions; provide opportunity to extend our reach and access to our services by being 'town based' and be located with other similar minded organisations (voluntary managed centre) to open more

partnership and business opportunities. The Len Medlock Centre in Boston was selected with a licence agreed to commence from 1 May 2021. This move significantly reduces our rent costs, providing funds to further support delivery of our services.

- Business Plan – monitoring performance of the Business Plan including reporting on its performance and implementing work against KPI's as required.
- Risk Register – regularly review risks and make changes where required to our Risk Register.
- Policies - review and refresh Policies in line with our agreed scheduled dates.
- Training - refresh our in-house training and review new training opportunities for employees, trustees and volunteers.
- Quality – regular review of quality standard and internal working practices.

Contracts and Projects

- Healthwatch - deliver Healthwatch Lincolnshire which includes implementation of our Healthwatch Annual Plan.
 - Additional Healthwatch activities will include the delivery of THIS Institute's work on Operational Failures in General Practice, 'One Year On' Covid-19 survey (March to June 2021) and working closely with Lincolnshire CCG through our ICS (Integrated Care System) Working Group.
- Suicide Prevention project - this project addresses the issue of raising early prevention and suicide awareness. The awareness raising campaign is male focussed and co-produced with men with lived experience of male self-harm and suicide.
- CQC - complete the delivery of the Care Quality Commission contract. This contract work supports CQC's own consultation on proposed changes to a more flexible and responsive inspection process.
- Citizen Panel – our work to recruit people to the NHS Citizen Panel finishes in July 2021.

Funding and new environments

- Introduce new funding - proactive review of funding opportunities for 2021/22 including horizon scanning and development of new project ideas
- Partnerships and communities – strive to work in new environments and with new audiences

Structure, governance, and management

HWLincs is a registered charity, company limited by guarantee and is governed by our Articles of Association. During the year, HWLincs Board formally met 5 times. We have 3 Permanent Committees that have been given devolved responsibilities (by the Board), these committees are Governance, Finance & Performance and HR, each of these committees has a Terms of Reference that set out its devolved responsibilities. In 2020/21 our Committees met 4 times during the year.

In accordance with the requirement to have a register of persons or entities with significant control over the charity, our Trustees have examined the membership and considered whether any member, trustee, employee, or other body has such control. Our register has recorded no such party presently existing. Trustees monitor persons with significant control on an on-going basis.

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

Mrs Elizabeth Ball	Date of appointment: 15 September 2020
Mr David Gaskell	
Mr Clive Green (Vice Chairman)	
Mr Michael Hill	Date of resignation: 5 June 2021
Mr Paul Martin	
Mrs Lyndia Moulder	
Mrs Pauline Mountain MBE	
Dr Maria Prior (Chairman)	
Mr Paul Rhodes	
Mr Navaz Sutton	Date of appointment: 31 July 2020
Dr Brian Wookey	

At our Annual General Meeting (AGM) held virtually on 9 September 2020, in accordance with our governing documents (see below for more information), 4 of our Trustees stood down for election, all agreed to re-stand for election. David Gaskell, Paul Martin, Pauline Mountain MBE and Dr Brian Wookey were all duly elected by our members as HWLincs Trustees.

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

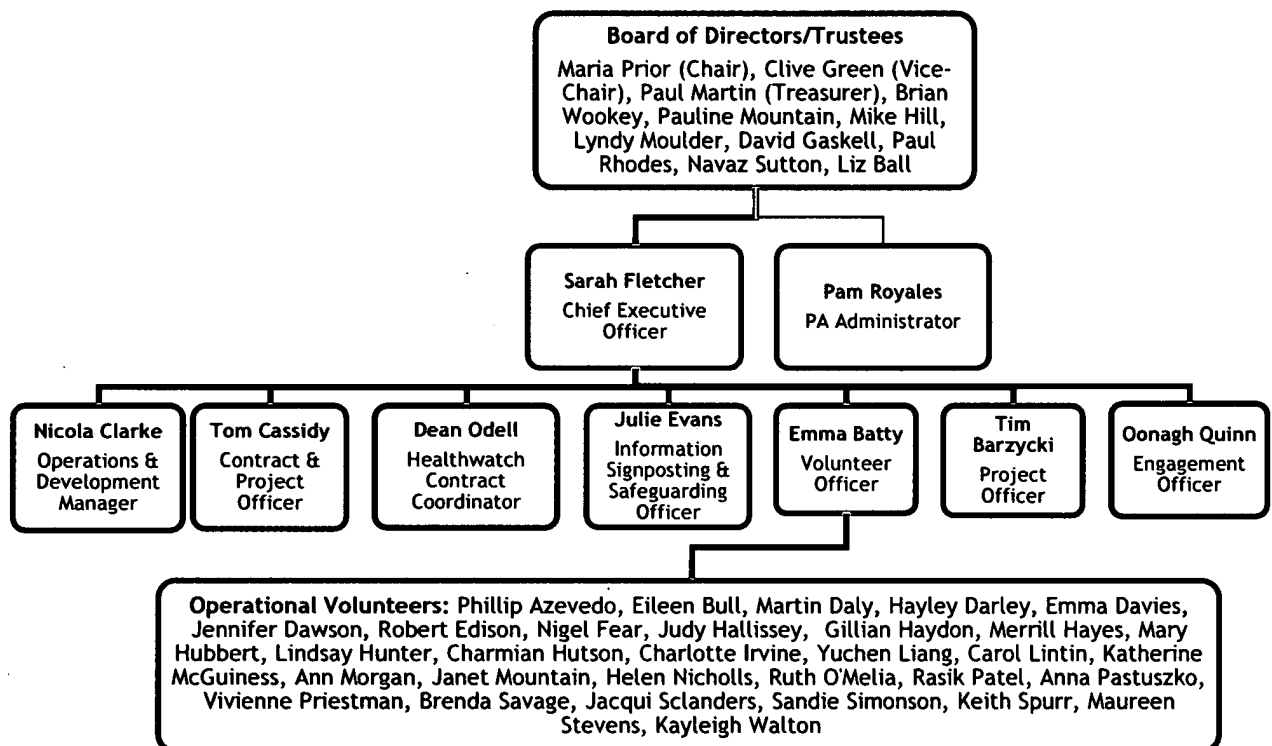
The process for the selection and election of Trustees is set down in our Articles and Byelaws. Trustees serve for a period not exceeding 3 years but may, if they wish, stand for re-election or re-appointment by the members. Trustees have equal status and authority within the Board and no Permanent Committee has any additional

powers that would result in the participants having any additional controls over the charity. All final decisions which have either a significant financial or legal requirement are approved by the Board.

Details of organisational structure

HWLincs Board together with the Chief Executive Officer have set clear lines of decision making, responsibilities and accountability. The employee team includes Chief Executive Officer, Operational and Development Manager, Engagement Officer, two Contract & Project Officers, Volunteer Officer, PA to the Board, Healthwatch Information, Signposting & Safeguarding Officer and a Healthwatch Contract Co-ordinator. Day to day operational activities is delivered by our employee team.

HWLincs Organisational Structure



Details of related parties


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

Due to Covid-19 pandemic out of pocket expenses for our volunteers which includes Trustees for 2020/21 were at a minimum.

How our activities deliver Public Benefit

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

On behalf of the board of trustees



Dr Maria Prior (Chairman)

Trustee

Dated: 28/6/21

HWLINCS

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HWLINCS

I report to the trustees on my examination of the financial statements of HWLinCs (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

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

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

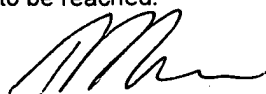
Independent examiner's statement

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

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

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

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



Tracey Richardson BSc (Hons) FCA

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

Dated: 7/7/21

HWLINCS

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds 2021 £	Unrestricted funds 2020 £
<u>Income and endowments from:</u>			
Grants receivable	3	352,559	299,600
Income from investments	4	110	517
Other income	5	1,268	11,061
Total income		353,937	311,178
<u>Expenditure on:</u>			
Expenditure on charitable activities	6	349,052	332,127
Net income/(expenditure) for the year/ Net movement in funds		4,885	(20,949)
Fund balances at 1 April 2020		293,885	314,834
Fund balances at 31 March 2021		298,770	293,885

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

All income and expenditure derive from continuing activities.

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

HWLINCS

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	10		9,923		2,097
Investments	11		1		1
			<u>9,924</u>		<u>2,098</u>
Current assets					
Debtors	13	20,105		17,074	
Cash at bank and in hand		276,081		278,161	
		<u>296,186</u>		<u>295,235</u>	
Creditors: amounts falling due within one year	14	(7,340)		(3,448)	
Net current assets			288,846		291,787
Total assets less current liabilities			<u>298,770</u>		<u>293,885</u>
Income funds					
<u>Unrestricted funds - general</u>					
Designated funds	16	153,100		158,100	
General unrestricted funds		145,670		135,785	
			<u>298,770</u>		<u>293,885</u>
			<u>298,770</u>		<u>293,885</u>

HWLINCS

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2021

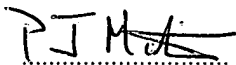
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

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

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

The financial statements were approved by the Trustees on



Mr Paul Martin
Trustee



Dr Maria Prior (Chairman)
Trustee

Company Registration No. 08336116

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

HWLinCS is a private company limited by guarantee incorporated in England and Wales. The registered office is Unit 12, 1 - 2 North End, Swineshead, Boston, Lincolnshire, PE20 3LR, United Kingdom.

1.1 Accounting convention

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

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

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

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

1.4 Incoming resources

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

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

1.5 Resources expended

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

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

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

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

1.6 Tangible fixed assets

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

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

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

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

1.7 Fixed asset investments

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

1.8 Impairment of fixed assets

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

1.9 Cash and cash equivalents

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

1.10 Financial instruments

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

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

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

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

Basic financial assets

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

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.11 Employee benefits

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

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

1.12 Retirement benefits

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

1.13 Leases

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

2 Critical accounting estimates and judgements

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

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

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

3 Grants receivable

	Unrestricted funds general 2021 £	Unrestricted funds general 2020 £
Donations and gifts	1,240	-
Grants receivable	351,319	299,600
	<u>352,559</u>	<u>299,600</u>
Grants receivable for core activities		
Lincolnshire County Council	299,600	299,600
NHS Lincolnshire CCG	26,898	-
Lincolnshire VET	10,750	-
NHS Care Quality Commission	9,071	-
Involving Lincs	5,000	-
	<u>351,319</u>	<u>299,600</u>

4 Income from investments

	Unrestricted funds general 2021 £	Unrestricted funds general 2020 £
Interest receivable	110	517
	<u>110</u>	<u>517</u>

5 Other income

	Unrestricted funds general 2021 £	Total 2020 £
Other income	1,268	11,061
	<u>1,268</u>	<u>11,061</u>

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

6 Expenditure on charitable activities

	2021 £	2020 £
Staff costs	294,734	260,783
Depreciation and impairment	5,132	916
Locality groups and hubs	-	2,722
Project costs	1,334	-
Travel expenses	163	14,014
Premises costs	19,892	20,822
Advertising and promotion	1,765	1,589
Telephone	4,361	5,374
Printing, postage and stationery	2,010	6,240
Computer costs	6,851	6,628
Training costs	927	361
Professional fees	2,883	2,440
Bank charges	202	231
Other costs	6,020	3,095
	<u>346,274</u>	<u>325,215</u>
Share of governance costs (see note 7)	2,778	6,912
	<u>349,052</u>	<u>332,127</u>

7 Support and governance costs

	Support costs £	Governance costs £	2021 £	2020 £
Board travel costs *	-	-	-	140
Board meeting costs	-	-	-	3,783
Board training costs	-	-	-	176
Independent examiner fees	-	2,778	2,778	2,813
	<u>-</u>	<u>2,778</u>	<u>2,778</u>	<u>6,912</u>
Analysed between				
Charitable activities	-	2,778	2,778	6,912
	<u>-</u>	<u>2,778</u>	<u>2,778</u>	<u>6,912</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 2021

8 Trustees

No trustees were reimbursed for travelling expenses during the year (2020 - Eight trustees reimbursed a total of £3,783).

One of the Trustees received remuneration of £60 during the year. This was not in respect of their role as a Trustee.

9 Employees

Number of employees

The average monthly number of employees during the year was:

2021 Number	2020 Number
9	8
<u>9</u>	<u>8</u>

Employment costs

	2021 £	2020 £
Wages and salaries	265,758	234,058
Social security costs	21,299	19,715
Other pension costs	7,677	7,010
	<u>294,734</u>	<u>260,783</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 £56,632 (2020 - £53,429). The charity considers its key management personnel comprises of the Chief Executive Officer.

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

10 Tangible fixed assets

	Office equipment £	Furniture and fixtures £	Total £
Cost			
At 1 April 2020	21,284	4,210	25,494
Additions	12,958	-	12,958
Disposals	(3,142)	-	(3,142)
At 31 March 2021	31,100	4,210	35,310
Depreciation and impairment			
At 1 April 2020	19,917	3,480	23,397
Depreciation charged in the year	4,949	183	5,132
Eliminated in respect of disposals	(3,142)	-	(3,142)
At 31 March 2021	21,724	3,663	25,387
Carrying amount			
At 31 March 2021	9,376	547	9,923
At 31 March 2020	1,367	730	2,097

11 Fixed asset investments

		Other investments
Cost or valuation		
At 1 April 2020 & 31 March 2021		1
Carrying amount		
At 31 March 2021		1
At 31 March 2020		1
Other investments comprise:	Notes	2021 £
Investments in subsidiaries	20	1
		2020 £
		1

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

12 Financial instruments

	2021 £	2020 £
Carrying amount of financial assets		
Other debtors	13,314	17,074
Bank and cash	276,081	278,161
	<u>289,395</u>	<u>295,235</u>
Measured at cost		
Carrying amount of financial liabilities		
Trade creditors	162	670
Accruals and deferred income	2,778	2,778
	<u>2,940</u>	<u>3,448</u>

13 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Trade debtors	5,909	-
Other debtors	13,314	17,074
Prepayments and accrued income	882	-
	<u>20,105</u>	<u>17,074</u>

14 Creditors: amounts falling due within one year

	Notes	2021 £	2020 £
Deferred income	15	4,400	-
Trade creditors		162	670
Accruals and deferred income		2,778	2,778
		<u>7,340</u>	<u>3,448</u>

15 Deferred income

	2021 £	2020 £
Other deferred income	4,400	-

Deferred income consists of a grant received in the year relating to work that is to be delivered after the year end.

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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:

	Movement in funds				
	Balance at 1 April 2020	Incoming resources	Resources expended	New designations/ (released)	Balance at 31 March 2021
	£	£	£	£	£
Promotional developments	3,500	5,000	-	-	8,500
Structure and support fund	134,600	-	-	-	134,600
IT replacement	20,000	-	(20,000)	10,000	10,000
	<u>158,100</u>	<u>5,000</u>	<u>(20,000)</u>	<u>10,000</u>	<u>153,100</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	Total
	£	£	£
Fund balances at 31 March 2021 are represented by:			
Tangible assets	9,923	-	9,923
Investments	1	-	1
Current assets/(liabilities)	135,746	153,100	288,846
	<u>145,670</u>	<u>153,100</u>	<u>298,770</u>

18 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021 £	2020 £
Within one year	<u>538</u>	<u>-</u>

HWLINCS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

19 Related party transactions

Included in other debtors is £13,314 (2020 - £17,074) due from HWL Services Limited

20 Subsidiaries

These financial statements are separate company financial statements for HWLincs

Details of the charity's subsidiaries at 31 March 2021 are as follows:

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

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

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
HWL Services Limited	3,831	(1,921)

21 Control

No one individual has overall control of the charitable company.

Overview of our year

We entered this new financial year at almost the same time as the commencement of Coronavirus lockdown which has been one of the greatest challenges any charity could ever face. All the activities and plans we had made for the year had to be reconsidered overnight. Our employees had to be supported to work from home with immediate effect and our trustees and volunteers were faced with major changes to the way they would engage and be involved with HWLincs. Our whole team embraced this challenge in a way that has been nothing but outstanding. Employees went from being productive in our Swineshead office, to being even more productive working from home. Trustees embraced virtual meetings and volunteers have adapted and changed to meet our new ways of working. We would like to take this opportunity to thank and praise the resilience of everyone involved, we are so proud of our very dedicated hardworking team.

The impact of Coronavirus enabled us to test the robustness of our Business Continuity Plan, which clearly came into its own by helping to guide us to a smooth transition of our service during the early part of 2020. Reassuringly, we were able to mobilise our team to deliver our contracts to such an extent that our performance levels not only constantly met KPI (Key Performance Indicator) requirements, but in most cases surpassed them. During the year we had no contracts, grants or projects that caused us any undue concerns.

Digital engagement has demonstrated to us that our reach out across Lincolnshire and beyond is one of our most effective new methods of sharing information. From facilitating the NHS Lincolnshire CCG Covid Vaccination Webinar, through to recruitment of people to the Citizen Panel, Covid-19 surveys, through to the Healthwatch Lincolnshire engagement activities such as yourvoice@healthwatch, we have reached well over 50,000 people during the year.

Financially, at the start of the year, our management team were given a new income target of introducing an additional £50,000 during the year. All newly introduced contracts have supported health, care and wellbeing services, with three contracts being awarded by the Care Quality Commission, two from within the voluntary and community sector and two supporting cancer services, we are pleased to report that our target for the year was met.

We are proud that HWLincs ends the financial year with a small surplus, due in part to the reduction in some costs such as travel and events. However, we also experienced a significant rise in other costs such as IT and digital to meet our new ways of working.

HWLincs Vision, Priorities and Values

Our HWLincs vision, priorities and values are:

Our vision

Supporting positive change to improve people's wellbeing

Our priorities

Supporting positive change

- Proud to deliver Healthwatch Lincolnshire
- Work in partnership with all sectors to influence
- Capitalise and showcase our skills and experiences

Sustainability; today, tomorrow, and beyond

- Income generation through horizon scanning
- Using resources efficiently
- Building infrastructure, talent, and skills

Getting our messages across

- Creating a recognisable brand
- Marketing and promoting HWLincs
- Effective elevator pitches; promoting success

Our values

Passionate About driving positive change with people and communities

Innovative Improving and changing in a dynamic way

Diligent We care about getting it right

Inclusive Here to help everyone

Honest Trustworthy and fair

Our objects

Our plans to extend HWLincs objects approved by Charity Commission are specifically restricted to the following:

The advancement of health and social care and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care services;
- (b) making the views and experiences of members of the general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities; and
- (d) providing training and the development of skills for volunteers and the wider community in understanding, scrutinising, reviewing and monitoring local health and care services and facilities;

The preservation and protection of good health for the public benefit by supporting activities provided by:

- (a) local authorities' adult and children's social services; and/or
- (b) charities registered in England & Wales which carry out activities which supplement, complement, or have replaced local authorities' adult and children's social services.

We have a comprehensive range of policies and procedures in place adopted in furtherance of these objects.

HWLincs contracts delivery, in line with HWLincs objects

The table below provides an overview of the grants and contracts HWLincs has been awarded and successfully delivered during 2020/21

No	Contract name	Objects covered	Funder	Status
C1	Healthwatch Lincolnshire	1a, 1b, 1c, 1d	Lincolnshire County Council	Live
C2	Living with and beyond cancer	1b, 1c	NHS Lincs Clinical Commissioning Group	Completed
C3	Voluntary Engagement Team (VET) Strategy for the Voluntary and Community Sector	1a, 1c, 1d, 2a	Lincolnshire Voluntary Engagement Team VET	Completed
C5	Citizens Panel	1b, 1c	NHS Lincs Clinical Commissioning Group	Live
C6	Palliative and End of Life Care	1b, 1c	NHS Lincs Clinical Commissioning Group	Completed
C7	Because we Care – Long Term Conditions	1a, 1b, 1c, 1d	Care Quality Commission	Completed
C8	Involving Lincs – Lincolnshire Communities Resilience and Recovery	1a, 1c, 1d, 2a	Involving Lincs	Completed
C9	CQC DNACPR	1c	Care Quality Commission	Completed
C11	Covid-19 Vaccination Webinars	1a	NHS Lincs Clinical Commissioning Group	Completed
C12	Suicide Prevention	1a	Lincolnshire County Council	Live
C13	Marketing of HWLincs	Charity Development support	Lincs Community Foundation – National Emergencies Fund	Live
C14	Consultation on CQC changes (April 2021)	1a, c, d	Care Quality Commission	Live

Contracts, Projects, Achievements and Performance

healthwatch Lincolnshire

Healthwatch Lincolnshire is our largest contract that we are proud to deliver. During the year we have successfully met our contract performance requirements.

We have a statutory requirement to produce a separate Healthwatch Lincolnshire Annual Report. This report provides more information from the brief highlights below, including impact of our Healthwatch work. A copy of this can be accessed via our Healthwatch Lincolnshire website www.healthwatchlincolnshire.co.uk

Below are a few highlights from our Healthwatch year:

- **Information and Signposting** – remains one of the most important aspects of our service, providing a vital lifeline for many patients, families and carers by signposting them where to go for more help, advice and support. Our Information Signposting Officer is one of the most caring people you could meet, regularly spending time with people for as long as they need to share their difficult and at times harrowing experiences.
- **Covid-19** – our public survey work lasted from April to July 2020. During this time, we received over 3,000 responses and produced 10 insight reports which were shared locally and nationally with organisations such as the NHS, Lincolnshire County Council, Healthwatch England, House of Commons Health Select Committee and Care Quality Commission. We were very proud to be one of the few local Healthwatch's to consult with the public about their Covid-19 experiences.
- **Urgent & Emergency Care - NHS 111** - With recent emphasis on the public to call NHS 111 as a first port of call for non-emergency care, Healthwatch Lincolnshire carried out an online survey to feedback what Lincolnshire people had to say about the NHS111 service. Findings from this survey were shared with and acknowledged by NHS111, the Clinical Assessment Service and the Urgent Care Board in Lincolnshire.
- **Suicide and Suicide Prevention** - Findings given to Healthwatch Lincolnshire by 114 people who have either had thoughts of suicide, with the aim of ending their life, their family and friends who have been directly impacted by someone ending their life by suicide, or professionals who have worked with suicidal people. The final report was shared with NHS Lincolnshire and Lincolnshire Public Health, we have since agreed to focus on a self-harm project.
- **GP Access** - Telephones and internet services need to be much better if GP Surgeries are now relying on these as the main route to access (and only choice for patients). At the Lincolnshire CCG there was agreement that there is a problem and certainly no consistency across GP Practices in Lincolnshire. Healthwatch was asked to support an evaluation with the public as to what they do and do not like about access to GP services, this compliments all previous activity focused on the voice of the public around access to primary care. We were asked if we could help broadcast the message that other support facilities such as the mental health 24-hour support line where people do not have to go

through their GP. We are working closely with a team from NHS Lincolnshire CCG to support them with this.

- **Watchdog** – one of our 3 core Healthwatch functions, is our watchdog role. This requires us to focus on revisiting undertakings from health and care services, with regards to changes and improvements in their services, as well as meeting annual priority areas through NHS quality accounts. During the year we have revisited our Stroke and Learning Disability work along with checking in with the progress of United Lincolnshire Hospital Trust, Lincolnshire Community Health Service and Lincolnshire Mental Health Foundation Trust Quality Account priorities.
- **Engaging with the public** – has been through many channels including surveys and online consultations, yourvoice@healthwatch events, more informal 'cuppa's with', alongside social media and website feedback. Our engagement this year has focused on digital methods which has proved very successful, our reach has extended to over 50,000 people
- **Representation work** – is our opportunity to present the public voices we are hearing, raise concerns about health and care services and agree ways in which Healthwatch can share information from the NHS, Adult and Children Social Care, Public Health and other relevant bodies with the public. Representation requests come from a wide range of organisations and can be very challenging and demanding on our small charity. We thank our Trustees, Employees and Volunteers for their continued support as Healthwatch representatives.
- **Adult Care Services** – this work is due to commence summer 2021 and will focus on exploring what 'involvement in care and support looks like' for people engaged with, or needing, social care services.

Our Healthwatch Steering Group will be resetting the Healthwatch Lincolnshire priority areas for 2021/22 over the coming weeks. A copy of our annual plan will be available on request

hw|lincs healthwatch
Lincolnshire

Post Cancer Diagnosis of Patient
Experience to the Community
April 2020



For and on behalf of NHS Lincolnshire Clinical
Commissioning Group and Lincolnshire

MACWILLAN
CANCER SUPPORT

NHS

Post Cancer Diagnosis of Patient Experience in the Community

This work was commissioned by a local NHS Clinical Commissioning Group who wanted to understand how people who had received a cancer diagnosis experienced life and care in the community. This work engaged with over 207 local people which enabled us to provide a consistent and reflective view of collective experiences of people who had been, or who were in this situation. Our final report was used by the CCG to inform their longer-term plan and strategy, and to add further real time data and insight to what was historically known.



Voluntary Engagement Team (VET) Health, Care and Wellbeing Strategy for the Voluntary and Community Sector 2020-2023

**Voluntary
Engagement Team**
Linking Differently to
Health and Care

This work was based on the drive from numerous organisations within the voluntary community sector to ultimately provide a level playing field for supporting the provision of health and care in Lincolnshire, making opportunities and procurement open to all. The Strategy was presented at the VET conference in October 2020. The final report can be viewed here [200908 Lincolnshire Voluntary and Community Sector Strategy Draft 2.pdf \(lincsvoluntarysectorportal.org.uk\)](#)

NHS Lincolnshire Citizen Panel



This contract was awarded to us by NHS Lincolnshire Clinical Commissioning Group to help them with the recruitment of people during the year to their new Citizens Panel. Initial start date was slightly delayed due to Covid-19. From August 2020 to 31 March 2021, we introduced 746 people to the NHS Lincolnshire team involved in delivering Citizen Panel. All recruitments have been through digital/online engagements.

Palliative and End of Life Care



This contract was awarded to us by NHS Lincolnshire Clinical Commissioning Group. The aim of the work was to engage with as many people as possible that are affected by either palliative or end of life care needs. The work provided commissioners with independent and robust information which supported their review of current and future strategic and operational plans, as well as the practical delivery of palliative and end of life care for Lincolnshire residents and their families. We are pleased to report that the work was completed on time and met all KPI's. Operations & Development Manager was asked to present the findings of the report to 70 key staff involved in the commissioning and delivery of cancer services, the feedback from the audience, funder and partner organisations, was positive and many of our presented findings were acknowledged and actioned.



Care Quality Commission (CQC)

Our contract work with CQC has been to support their own larger consultation work with our results feeding into CQC's own national reports which can be accessed on their website [Publications | Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/publications).

- **Because we Care (long term conditions)** – this work was to support the CQC Because we Care campaign by providing 4 human interest case studies where the patients have long term conditions and they have had positive impact on their health needs because of raising their concerns. Our work was completed on time and exceeded KPI requirements. We received 37 human interest cases on which to draw. Required engagement in this case was through short, filmed stories. This was a new medium for us to get involved with and we were very pleased that our final submissions were well received.
- **DNACPR (Do Not Attempt Cardiopulmonary Resuscitation)** – Supported CQC with their national survey to gather experiences of people and families where a DNACPR order has been reviewed or issued during Covid19 pandemic. Our target number of individual experiences was 18, we received 61 responses with 48 of them being eligible for inclusion within our agreed criteria range which was:
 - Min. 6 surveys - People with a learning disability and/or autism
 - Min. 6 surveys - People with low literacy skills
 - Min. 6 surveys - People with a sensory impairment
- **Consultation for Change** – This contract was awarded at the very end of our financial year, but delivery commenced in our new financial year. The work supports CQC consultation with regards to changes to their inspection processes and focuses on views from people with disabilities, children and young people with healthcare needs and people from the LGBT community.

Promotional Activities

Promotion of HWLincs and its contracts has been through:

- Social media accounts – Facebook and Twitter, we are now linked with 450 community groups through Facebook
- Making a Difference Report – produced every six months to showcase current work, an example of this can be viewed here [Making a Difference 2020: read the HWLincs six-month report](#)
- HWLincs website – has been revamped to include easier navigation, more information and links to events and helpful guides.

Valuing Volunteers

Without the involvement of volunteers HWLincs would not be able to achieve everything it does. From our 11 very hardworking trustees through to our dedicated team of operational volunteers who support us with so many areas from document checking, online engagement, representation through to more specialist IT and HR support. We thank every one of them for sticking with us throughout this most difficult year and look forward to working with them all in 2021 and 2022.

Contact us

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

Phone number: 01205 820892

Email: enquiries@hwlincs.co.uk

Website: www.hwlincs.co.uk

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

Facebook: www.facebook.com/hwlincs

LinkedIn: <https://www.linkedin.com/in/hwlincs-hwl-services-8b8195206/>