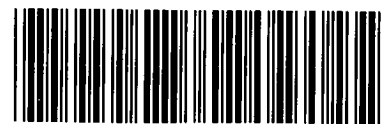


Compass Wellbeing CIC
Registration number: 08451249

Annual Report and Unaudited Financial Statements
for the year ended 31 March 2022

McParland Williams Limited
Accountants and Tax Practitioners
13 Liverpool Road North
Maghull
Merseyside
L31 2HB

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Compass Wellbeing CIC

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Compass Wellbeing CIC

Company Information

Directors	Dr Mohit Venkataram Ms Urmila Banerjee Mr Steven Jeffrey Coles
Registered office	East London Works Unit 3.25 75 Whitechapel Road London E1 1DU
Accountants	McParland Williams Limited Accountants and Tax Practitioners 13 Liverpool Road North Maghull Merseyside L31 2HB

Compass Wellbeing CIC

(Registration number: 08451249)
Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	4	5,748	1,234
Current assets			
Debtors	5	1,598,928	243,797
Cash at bank and in hand		<u>2,125,040</u>	<u>552,663</u>
		3,723,968	796,460
Creditors: Amounts falling due within one year	6	<u>(2,883,607)</u>	<u>(581,159)</u>
Net current assets		<u>840,361</u>	<u>215,301</u>
Total assets less current liabilities		846,109	216,535
Provisions for liabilities		<u>(1,092)</u>	<u>(234)</u>
Net assets		<u><u>845,017</u></u>	<u><u>216,301</u></u>
Capital and reserves			
Called up share capital	7	3	3
Profit and loss account		<u>845,014</u>	<u>216,298</u>
Total equity		<u><u>845,017</u></u>	<u><u>216,301</u></u>

For the financial year ending 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

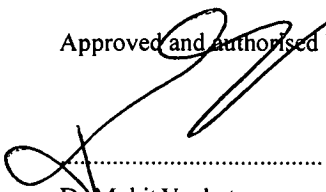
Directors' responsibilities:

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

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

These financial statements have been delivered in accordance with the provisions applicable to companies subject to the small companies regime and the option not to file the Profit and Loss Account has been taken.

Approved and authorised by the Board on 01/11/22 and signed on its behalf by:


.....
Dr Mohit Venkataram
Director

Compass Wellbeing CIC

Notes to the Unaudited Financial Statements for the year ended 31 March 2022

1 General information

The company is a private company limited by share capital, incorporated in England & Wales.

The address of its registered office is:

East London Works
Unit 3.25
75 Whitechapel Road
London
E1 1DU

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A - 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

Basis of preparation

These financial statements have been prepared in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' ('FRS 102') and the requirements of the Companies Act 2006 as applicable to companies subject to the small companies regime. The disclosure requirements of section 1A of FRS 102 have been applied other than where additional disclosure is required to show a true and fair view.

The financial statements have been prepared using the historical cost convention.

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are prepared to the nearest £1.

Going concern

At the time of approving the financial statements and in consideration of the events surrounding COVID-19, the directors have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. In reaching this conclusion the directors have considered the working capital position and the current and expected trading results of the company on the basis of secured contracts, covering the period for at least 12 months from the anticipated date of signing the financial statements, as well as preparing a profit and loss, balance sheet and cashflow forecast to the end of March 2023. At the year end, the company had total assets less current liabilities of £846,109 (2021: £216,535), including a strong cash balance. Thus the directors continue to adopt the going concern basis of accounting in preparing the financial statements.

Revenue recognition

Revenue comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

- The amount of revenue can be reliably measured;
- it is probable that future economic benefits will flow to the entity;
- and specific criteria have been met for each of the company's activities.

Compass Wellbeing CIC

Notes to the Unaudited Financial Statements for the year ended 31 March 2022

Tax

The tax expense for the period comprises tax. Tax is recognised in profit or loss, except that a change attributable to an item of income or expense recognised as other comprehensive income is also recognised directly in other comprehensive income.

Deferred tax is recognised in respect of all timing differences between taxable profits and profits reported in the financial statements.

Unrelieved tax losses and other deferred tax assets are recognised when it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits.

Deferred tax is measured using the tax rates and laws that have been enacted or substantively enacted by the reporting date and that are expected to apply to the reversal of the timing difference.

Tangible assets

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

Depreciation

Depreciation is charged so as to write off the cost of assets, other than land and properties under construction over their estimated useful lives, as follows:

Asset class	Depreciation method and rate
Office equipment	33% straight line
Furniture, fixtures & fittings	15% straight line

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Other debtors

Other debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Other debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of other debtors is established when there is objective evidence that the company will not be able to collect all amounts due according to the original terms of the receivables.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Compass Wellbeing CIC

Notes to the Unaudited Financial Statements for the year ended 31 March 2022

Leases

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

Share capital

Ordinary shares are classified as equity. Equity instruments are measured at the fair value of the cash or other resources received or receivable, net of the direct costs of issuing the equity instruments. If payment is deferred and the time value of money is material, the initial measurement is on a present value basis.

Dividends

Dividend distribution to the company's shareholders is recognised as a liability in the financial statements in the reporting period in which the dividends are declared.

Defined contribution pension obligation

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Short term employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets. Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

3 Staff numbers

The average number of persons employed by the company (including directors) during the year, was 8 (2021 - 6).

Compass Wellbeing CIC

Notes to the Unaudited Financial Statements for the year ended 31 March 2022

4 Tangible assets

	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation			
At 1 April 2021	6,185	22,400	28,585
Additions	<u>-</u>	<u>6,146</u>	<u>6,146</u>
At 31 March 2022	6,185	28,546	34,731
Depreciation			
At 1 April 2021	4,951	22,400	27,351
Charge for the year	<u>741</u>	<u>891</u>	<u>1,632</u>
At 31 March 2022	5,692	23,291	28,983
Carrying amount			
At 31 March 2022	<u>493</u>	<u>5,255</u>	<u>5,748</u>
At 31 March 2021	<u>1,234</u>	<u>-</u>	<u>1,234</u>

5 Debtors

	Note	2022 £	2021 £
Amounts owed by group undertakings and undertakings in which the company has a participating interest	9	1,333,083	205,646
Other debtors		164,730	38,151
Prepayments and accrued income		<u>101,115</u>	<u>-</u>
		<u>1,598,928</u>	<u>243,797</u>

6 Creditors

	Note	2022 £	2021 £
Trade creditors		471,961	257,788
Taxation and social security		365,531	32,370
Accruals and deferred income		2,043,942	290,517
Other creditors		<u>2,173</u>	<u>484</u>
		<u>2,883,607</u>	<u>581,159</u>

Compass Wellbeing CIC

Notes to the Unaudited Financial Statements for the year ended 31

7 Share capital

Allotted, called up and fully paid shares

	2022		2021	
	No.	£	No.	£
Ordinary shares of £1 each	<u>3</u>	<u>3</u>	<u>3</u>	<u>3</u>

8 Commitments under operating leases

At 31 March 2022 the Company had future minimum lease payments due under non-cancellable operating leases for each of the following periods:

	2022 £	2021 £
Property		
Not later than 1 year	30,000	20,674
Later than 1 year and not later than 5 years	<u>16,866</u>	<u>46,865</u>
Total	<u>46,865</u>	<u>67,539</u>

9 Related party transactions

The controlling party during the period was East London NHS Foundation Trust.

The company has taken advantage of the exemption provided by Section 33 of FRS 102 'Related Party Disclosures' and has not disclosed transactions entered into between two or more members of a group, provided that any subsidiary undertaking which is party to the transaction is wholly owned by a member of that group.

Registered office:
Robert Dolan House
9 Alie Street
London
E1 8DE

400018/15

CIC 34

Community Interest Company Report

For official use
(Please leave blank)

Please
complete in
typescript, or
in bold black
capitals.

Company Name in
full

COMPASS WELLBEING CIC

Company Number

08451249

Year Ending

31/03/22

(The date format is required in full)

Please ensure the company name is consistent with the company name entered on the accounts.

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a simplified community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's guidance notes and the alternate example provided for a more complex company with more detailed notes.

(N.B. A Filing Fee of £15 is payable on this document. Please enclose a cheque or postal order payable to Companies House)

PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT

In the space provided below, please insert a general account of the company's activities in the financial year to which the report relates, including a description of how they have benefited the community.

A social audit report covering these points is attached (separate sheet).

(If applicable, please just state "A social audit report covering these points is attached").

(Please continue on separate continuation sheet if necessary.)

PART 2 – CONSULTATION WITH STAKEHOLDERS – Please indicate who the company's stakeholders are; how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear.

Compass Wellbeing is a wholly owned subsidiary of East London Foundation NHS Trust (ELFT) and, as such, a number of projects in 2021-22 related to contract delivery for the Trust. Compass Wellbeing has, therefore, engaged with Trust staff, service users and their representatives on the delivery and outcomes of the projects for which it has been contracted. This has included work with stakeholder groups on, for example:

- their views of how an ELFT charitable foundation should operate and better benefit the service users and staff of the Trust after its transfer from another holding organisation
- their views of the content, tenets and specifications for individual contracts (i.e. small grants programmes and community-based posts embedded in the neighbourhood mental health teams) and the processes employed to let them to organisations in the Third Sector. This was particularly aimed at supporting small/ very small organisations to access NHS funds while not having to navigate complex procurement processes

Compass Wellbeing repeated consultation work to seek the views of those on behalf of whom it operated on continuing projects, for example:

- their views of the interpreting service and how the new system of delivery would best meet their needs and translate to an improved system for both them and service users
- their views on how medical device management could be managed to better service the needs of patients and service users

Compass Wellbeing conducted a formal stakeholder survey in November 2021 with representatives of a range of organisations operating in the Third Sector who were linked by virtue of being, for example, applicants (successful or unsuccessful) for small grants or post/ service-related transformation funding. The aim of the survey, which was conducted anonymously and comprehensively reported to the board by an independent reviewer, was to better identify how the no-cost service to VCSEs could be improved and meet their needs. An action plan is regularly monitored by the senior management team and the stakeholder survey will be repeated for the board in November 2022.

All comments, views and feedback to the various workstreams within the Compass Wellbeing structure are reported back to the board as part of quarterly performance scorecards. This process is a formal part of the documented board assurance framework to ensure the direction of the organisation.

Compass Wellbeing publishes a monthly newsletter which is circulated via direct e-mail, its website and through social media platforms to all VCSEs across Newham, Hackney, Tower Hamlets, Luton, Bedford and Central Bedfordshire. Regular requests for feedback on every aspect of the company's work related to, for example, procurement, training provision and ease of access to information are made and responses logged. Similarly, at regular open discussion/ training meetings participants are encouraged to make comments and feedback on the service that Compass Wellbeing provides and how it can be updated to meet VCSE needs and expectations.

An on-line survey of voluntary and commentary organisations across the six geographical areas was carried out to identify areas of interest for the free training programme that Compass Wellbeing delivered in 2021-22. A similar, continuing, consultation informed the planning of the cycle of open information/ discussion sessions that aimed to raise awareness, knowledge and resilience among VCSEs operating in the sector.

(If applicable, please just state "A social audit report covering these points is attached").

PART 3 – DIRECTORS' REMUNERATION – if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, "There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director's loss of office, which require to be disclosed" (See example with full notes). If no remuneration was received you must state that "no remuneration was received" below.

The aggregate amount of emoluments paid to or receivable by Directors in respect of the qualifying services was £23,600.

There were no other transactions or arrangements in connection with remuneration of directors, or compensation for director's loss of office, which require to be disclosed.

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION – Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that "no transfer of assets other than for full consideration has been made" below.

No transfer of assets other than for full consideration has been made.


(Please continue on separate continuation sheet if necessary.)

PART 5 – SIGNATORY (Please note this must be a live signature)

(DD/MM/YY)

The original report must be signed by a director or secretary of the company

Signed



Date

09/11/22

Please note that it is a legal requirement for the date format to be provided in full throughout the CIC34 report.

Applications will be rejected if this information is incorrect.

Office held (delete as appropriate) Director

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

East London Works - Unit 3.25	
75 Whitechapel Road	
London	
E1 1DU	Tel: 020 3827 7580
DX Number	DX Exchange

When you have completed and signed the form, please attach it to the accounts and send both forms by post to the Registrar of Companies at:

For companies registered in England and Wales: Companies House, Crown Way, Cardiff, CF14 3UZ
DX 33050 Cardiff

For companies registered in Scotland: Companies House, 4th Floor, Edinburgh Quay 2, 139
Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

For companies registered in Northern Ireland: Companies House, 2nd Floor, The Linenhall, 32-38
Linenhall Street, Belfast, BT2 8BG

(N.B. Please enclose a cheque for £15 payable to Companies House)

Part 1 – General Description of the Company's Activities and Impact

The company's mission is to improve quality of life, tackle social inequalities and make a difference to life opportunities in our communities.

We are concerned with social justice and strive to bring equality to society. Those with whom we work include marginalised groups, those from diverse backgrounds and religions, women, people with mental health conditions and those who are deprived and lack the same opportunities as others.

We work with statutory bodies and organisations such as the NHS, social care, local authorities, Job Centre Plus, criminal justice, the Home Office, police and other partners.

In 2021-22, Compass Wellbeing continued to focus on ensuring financial viability and embedding its 3-5 year strategy to ultimately deliver a range of projects related to:

- engaging with Third Sector organisations to support their development and resilience
- meeting its social mission by sharing expertise, actively generating employment and opportunity and contributing to population health objectives
- informing partnership working by engaging local organisations
- forging training and education links by sharing skills, knowledge and materials

Compass Wellbeing continued to develop its forward strategy to support voluntary and community organisations across the London Boroughs of Tower Hamlets, Newham and Hackney and in Luton, Bedford and Central Bedfordshire. The company continued with its substantive chair and chief executive officer and appointed a non-executive director to join in leading the management team in delivering direction to the strategy. The impact to date is summarised in the diagram below:

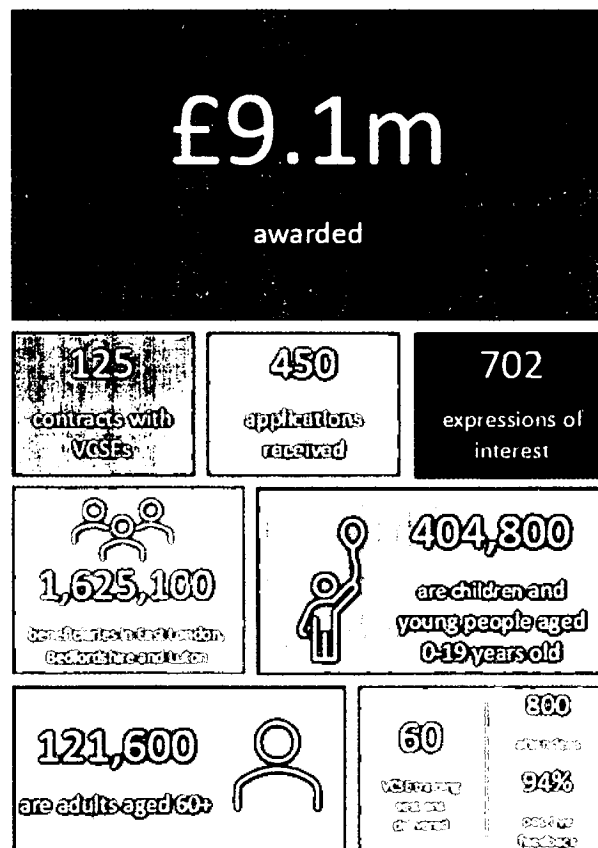


Figure 1: Total impact of contracts awarded to date (October 2020 to October 2022)

The projects delivered in 2021-22 were as follows:

a) Voluntary and community sector support, resilience building and contracting

Achievement: The overall number of projects and contracts CWB is supporting in the sector is 78 with a further contracts planned for 22/23. At the end of the 2021-22 period the sum contracted out to the Third Sector through CWB totalled >£6.4m.

Compass Wellbeing continued to build on the strategy devised by the board to support resilience building in the Third Sector. Compass Wellbeing engaged with local community and voluntary services directly, and through developing complementary relationships with other umbrella organisations such as local CVS, to offer support to them in whatever way they required. The published offer included working with them and supporting them on a no-cost basis to develop bids for funding and improving their access to NHS funded opportunities. Compass Wellbeing promotes the recognition of voluntary and community organisations (VCSEs) as important elements of transformed models of care rather than separate from them.

In its role working across the east London boroughs and Luton, Bedford and Central Bedfordshire, CWB was able to share learning and experience and was involved, for example, in groups in both areas focused on BAME community development.

The offer of skills sharing secures Compass Wellbeing's position in the Third Sector and makes a genuine contribution to population health outcomes.

In fulfilling its important contractual role on behalf of ELFT in the procurement of transformation funds to the sector, Compass Wellbeing was able to act independently of more complex NHS processes and in support of, in particular small/ very small organisations in the sector to engage in a simplified process.

Compass Wellbeing developed a simple criteria for procurement (including an 'expression of interest' phase which allows CWB to stay in active touch to provide support and encouragement and reduce drop out) and a simple application form/ process. Coupled with active promotion of the opportunities available for funding and a system through which small and very small VCSEs with low capacity to complete applications are actively supported to do so, CWB's achieved objective has been to increase engagement and the number of successful tenders for inequalities grants, resilience and sustainability funds and funding for VCSE posts embedded in the neighbourhood mental health teams.

CWB promoted and procured a winter pressures funding programme for the sector across the ELFT footprint. 204 expressions of interest were received. Applications totalling £11.5m were received through CWB for the £1.8m fund.

The overall number of projects and contracts CWB is supporting in the sector is 78 with a further contracts planned for 22/23. At the end of the 2021-22 period the sum contracted out to the Third Sector through CWB totalled >£6.4m

Regular 1-2-1s continue to be scheduled with programme leads to ensure connection to both the transformation programme requirements and the operational needs of the projects. The simple procurement/ contracting process is continually reviewed at every stage to ensure it always meets the needs of the VCSE sector. An independent advisor provided by CWB supported applicants throughout the application process. CWB continues to support organisations to complete documentation that enables recruited VCSE staff to have NHS smart cards where required.

A monthly newsletter is published to VCSE organisations across Tower Hamlets, Newham, Hackney, Luton, Central Bedfordshire and Bedford. Circulation and readership statistics analyses are reviewed and refined to improve CWB's understanding of the sector and its needs. A training needs analysis survey was carried out and a training plan drafted to inform forward sessions. A further piece of work is underway to provide free statutory/ mandatory training and other subject areas requested by VCSEs.

A VCSE organisation database (covering east London boroughs and Luton and Bedfordshire) is in continuous revision to maintain its robustness and accuracy.

The database is used to support:

- market intelligence
- distribute a monthly newsletter that includes funding opportunities, free training opportunities, a service 'spotlight' to support networking
- promote geographical/ interest specific opportunities
- support to make/ write bids (A recent example of a success of CWB's offer to support bid writing/ editing was the £50k fund for a project run by the African Community School in Hackney)

The Compass Wellbeing team leading on the workstream for the Third Sector programme was expanded to better deliver the service and develop relationships with organisations in the sector.

The team promotes the support it can provide through a range of media that includes, not only direct e-mails and the monthly newsletter but also through other social media platforms.

An offer to share the Whitechapel facilities on a no-cost basis continues to be promoted to small VCSE organisations.

There were more than 530 individual attendances at more than 40 training sessions provided by Compass Wellbeing during the period.

Testimonials

Examples of testimonials are as follows:

- "Brilliant organisation with fantastic aims and objectives. Particularly impressed with their support to smaller community organisations. Training and follow up support were both great. Thank you."
- "A brilliant and charitable funder- Thank you for enabling and providing WIT with the tools to improve the quality of life of local Black, Asian and Ethnic Minority women and their families. The community appreciates your services."
- "NOAH Enterprise have recently partnered with Compass to fund a new Therapy Service in Luton. The relationship with Compass is excellent, they have been understanding, innovative and showed pioneering leadership to bring new services to under represented members of the community. We look forward to a fruitful relationship harnessing our combined learning and embracing new and effective ways of working."
- "I didn't realise how much Compass Wellbeing do until a team member made an appointment to talk to me after a failed bid. He was super helpful and has arranged a call with feedback, but has also explained how much more they do as a CIC that can help a smaller charity such as ourselves. This includes accredited training and support in areas where we just don't have the staff to manage it – and even training for volunteers. There are also videos and info on their site. Thanks for the clarification all at Compass!"
- "An incredibly forward thinking organisation that is extremely community focused. The staff are really proactive in providing support and guidance, and offer training that really benefits the voluntary sector. Our organisation Boxing Saves Lives has taken every opportunity to seek advice from Compass Wellbeing CIC, and cannot thank them enough for helping us grow."
- "Thank you for helping to edit the proposal – much appreciated...the application was successful."

b) Mental health service user programme

Achievement: Compass Wellbeing continued to work throughout 2021-22 in progressing its programme of support for mental health service users to encourage and assist integration back in to the community. The programme included building a supportive infrastructure to sustain and encourage service users through to achieving substantive employment. Service users joined the team on a work skills programme and as an intern and 11 other service users completed level 2 accreditation on their pathway to work as interpreters.

Compass Wellbeing continued to engage service users to work with the management team in a role that was both productive and learning-based. The programme provided individuals with opportunities for learning enhancement and development that were intended to impact positively on their well-being, quality of life and role in the future job market.

New service users to the programme self-reported improvements to their literacy and computer skills and welcomed the opportunity to be a part of team meetings where their views on company matters and operations were sought and they were actively encouraged to express them. Service user team members were enabled to complete certificated statutory/ mandatory training modules that proved to be positive additions to CVs when applying for future work roles. Service users on the work skills programme also received interview practice and were able to access the management team for continuing support after they had left the organisation.

The offer of skills sharing and development secures Compass Wellbeing's position in the Third Sector and makes a genuine contribution to population health outcomes.

In addition to the office-based work skills programme for service users, Compass Wellbeing forged a connection with the Interpreting Services delivery programme such that mental health service users could apply to receive formal and accredited training to be interpreters. The training programme began in September 2021 and the first intake of 11 service users received level 2 accreditation in February 2022. Those who completed the level 2 course moved on to the level 3 accreditation programme in March 2022 as part of their further development in the profession.

c) Translation and interpreting service

Achievement: The translating and interpreting service continued to evolve and develop. The service provided care for 31,657 interactions with service users in Newham, Hackney, Tower Hamlets, Bedford, Central Bedfordshire and Luton.

A two year contract extension was agreed with ELFT to run from April 2022. Contract negotiation around the direct provision of services supported reduced interpreting costs and the integration of the service user interpreter training programme (as in section a above). The period saw a move, driven by the pandemic, to changes that better supported and enabled an increase in remote (telephone and video) services. The service provided care for 31,657 interactions with service users in Newham, Hackney, Tower Hamlets, Bedford, Central Bedfordshire and Luton.

d) Charitable fund

Achievement: A charitable fund for East London Foundation NHS Trust; The ELFT Charity was launched.

The piece of work that started in 2019-20 with the development of a governance framework for managing charitable funds and continued with the process in 2020-21 to consolidate all charitable funds into one in advance of establishing a new ELFT Charity saw the launch of *The ELFT Charity* in January/ February 2022.

Compass Wellbeing led the process to support the selection of the model that would eventually become *The ELFT Charity*. The design and development work included formulating a process for grant making from initial application through to award. Procurement also included all the appropriate operational and financial requirements to manage the new charity.

A communications plan announced applications to the fund in January/ February 2022 and Compass Wellbeing continued to support the operational committee that manages the new charity.

At the end of the period, a tranche of £50,000 was made available to support initial bids to The ELFT Charity.

e) Medical devices management

Achievement: Throughout 2021-22, Compass Wellbeing continued to support ELFT in developing the process and maintenance specification to manage 7,756 medical devices across the trust in the most effective way. Compass Wellbeing delivered 63 training sessions attended by 580 staff across the ELFT. 66 clinical alerts related to equipment were communicated and 3 capital bids for replacement equipment drafted.

During 2021-22, Compass Wellbeing supported medical devices management and aimed to have a direct impact on the service to patients/ service users by drafting and delivering a medical devices work plan and the work of the ELFT Medical Devices Group.

Compass Wellbeing completed the procurement of a servicing, maintenance and repairs contract for ELFT (in advance of a start date for the new contract in June 2022).

f) COVID testing service

Achievement: A COVID testing service was set up to deliver testing and training to key workers and vulnerable people across Luton, Bedford and Central Bedfordshire. Between June 2020 and July 2021 the service tested and notified 14,068 people.

The COVID testing service for key workers and vulnerable people across Luton, Bedford and Central Bedfordshire that Compass Wellbeing was contracted to deliver from June 2020 continued to operate to the end of the first quarter of 2021-22. The service supported, for example, nursing home residents, health and social care professionals, homeless unit, schools and a community drop-in in an affected community among others. The service actively promoted a 7 day a week offer and where necessary carried out on-site testing and training; it accepted self and organisation-led referrals particularly where vulnerable residents were not able to easily access services for themselves. The service refined data collection to ensure that it included an analysis of gender, ethnicity, age and source of referral so that a targeted approach to encouraging testing could be provided.

Compass Wellbeing actively advertised and recruited testing staff from the VCSO sector where it was possible. Staff who had been laid off from the sector during the pandemic were supported to register with ELFT as staff members and given training as swab testers, phlebotomists, administrators and vaccinators. The experience saw them successfully secure permanent employment in the NHS at the contract's end and, for 3 people, inspired successful applications for professional training as nurses and an allied health professional. Generating employment is an important element of Compass Wellbeing's social mission.

At its peak, the service processed >1,500 tests a month and texted results in 24-48 hours. A survey of users showed that:

- 96% of those who responded were satisfied/very satisfied with their experience
- 90% found it easy to book a convenient testing slot
- 99% reported receiving results promptly
- 95% reported a 5*/4* service