

Company registration number: 08430436

Charity registration number: 1153444

## Healthwatch Lambeth

(A company limited by share capital)

Annual Report and Financial Statements

for the Year Ended 31 March 2022

## **Healthwatch Lambeth**

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## **Healthwatch Lambeth**

### **Reference and Administrative Details**

<b>Chair</b>	Dr Sarah Katharine Corlett
<b>Trustees</b>	Dr Sarah Katharine Corlett Ella Ify Rose Nwaokolo (resigned 28 April 2021) Jerome Pupe Heather Rogers Una Dalton Eileen Meredith Pembridge Andre Blackman Henry Hunt (appointed 27 October 2021) Rajan Lakhani
<b>Secretary</b>	Catherine Pearson
<b>Senior Management Team</b>	Catherine Pearson, Chief Executive Officer
<b>Principal Office</b>	336 Brixton Road London SW9 7AA The charity is incorporated in England.

**Healthwatch Lambeth**

**Reference and Administrative Details**

**Company Registration Number** 08430436

**Charity Registration Number** 1153444

**Bankers** CAF Bank Ltd  
25 Kings Hill Avenue  
West Malling  
Kent  
ME19 4JQ

Metro Bank  
1 Southampton Row  
London  
WC1B 5HA

The Co-operative Bank  
P O Box 101  
1 Balloon Street  
Manchester  
M60 4EP

Triodos Bank  
Deanery Road,  
Bristol  
BS1 5AS

**Independent Examiner** Alistair I Wem BSc FCA  
Wem & Co Chartered Accountants  
Savoy House  
Savoy Circus  
London  
W3 7DA

## **Healthwatch Lambeth**

### **Trustees' Report**

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2022.

#### **Objectives and activities**

#### **Objects and aims**

Healthwatch is the independent champion for local people's voices in Health and Social Care in Lambeth. We work to ensure people's experiences of care count when it comes to shaping and improving services. We seek to challenge inequalities in health and care, to help ensure everyone gets the services they need.

Our charitable objects are to advance the health and the relief of those in need by reasons of youth, age, ill health, disability or financial hardship in the London Borough of Lambeth by:

1. Making the views and experiences of the citizens of Lambeth known to health and social care providers and drawing on citizens' needs, involvement and aspiration whether users or not of health and social care services.
2. Enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities.
3. 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.
4. Providing information and signposting to the public about local health and social care services.

## **Public Benefit**

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

During 2021-22, Healthwatch continued to focus on four priorities:

1. Older people, including people using social care and, or health services for long term conditions.
2. People affected by mental ill-health, particularly people from Lambeth's Black Communities.
3. Children and young people.
4. People with learning disabilities.

The programmes worked to deliver against these priorities by:

1. Gathering and analysing the care experiences of local people to provide a valid evidence base of health and social care practice.
2. Using this evidence to influence health and social care planning, commissioning, and provision
3. Building a culture of partnership and collaboration with local people, communities and other stakeholders.
4. Developing new ways to provide high quality, trusted intelligence on people's experiences of services to influence care.

Information on our work is also available in our Annual Report, which can be accessed here:  
<https://www.healthwatchlambeth.org.uk/report/2022-06-27/annual-report-20212022>

## **Review of activities 2021-2022**

HWL's activities in 2021-2022 included:

- Improved mental health support for young people as they move from child and adolescent mental health services to adult mental health services as a result of our involvement.
- Improved emotional and psychological support for young people attending hospital through our work.
- Supported the borough's efforts to increase uptake of annual health checks and the COVID-19 vaccine amongst people with learning disabilities, autism, and severe mental illness.
- Promoted and supported maternity services at King's College Hospital NHS Foundation Trust to directly involve women and families in developing a new maternity strategy
- Started a new programme with health service colleagues at South East London CCG and Lambeth Together to make sure decisions taken by Primary Care Networks take full account of patients' perspectives and experiences.

Through HWL's signposting service and information events HWL have:

- Helped people to get services such as advocacy and community mental health services
- Helped people resolve issues such as concern about Covid-19 vaccination and housing difficulties
- Improved people's knowledge and understanding of the different ways to improve their physical and mental wellbeing.

## **Healthwatch Lambeth**

### **Trustees' Report**

- Helped people to get services such as advocacy and community mental health services
- Helped people resolve issues such as concern about Covid-19 vaccination and housing difficulties
- Improved people's knowledge and understanding of the different ways to improve their physical and mental wellbeing.

During the year, despite the difficulties of the pandemic more than 700 people shared their experiences of health and social care services with HWL helping to raise awareness of issues and improve care. Over 160 people came to HWL for clear advice and information about topics such as mental health and COVID-19.

HWL undertook three projects aimed at improving people's experience of health and social care services:

- Worked with Lambeth Together to improve the experience of people moving from child to adult mental health services
- Created a new local partnership to improve access to information about annual health checks for people with disabilities
- Supported the Adult Safeguarding Board to make improvements to the way that they consider the views of service users

#### **Key projects in 2021-2022:**

##### **Improving mental health support for CYP**

As a result of feedback HWL received from young people about the challenges they face moving between children and adult mental health services, the Living Well Network Alliance of Lambeth Together recruited transition workers to ensure that support is better coordinated and that services are responsive to their needs.

Young people often find the move from child to adult mental health services difficult and some disengage from services completely. Not all young people struggling with their mental health will need specialist services at the time of transition, but they all need some support to prepare them for independence and adulthood.

HWL spoke to 19 young people with mental health conditions and learning disabilities along with their parents or carers about their support needs as they move to adult services. Young people reported a poor experience of health and social care including:

- Difficulties talking to someone within the system
- Uncoordinated support
- Lack of training to build their resilience.

HWL also found that some young people disengaged from services due to unclear referral processes. Young people told us that they needed:

- Proper planning and transition support
- Access to better information on services
- Help to build resilience.

## Healthwatch Lambeth

### Trustees' Report

HWL presented these findings to the Living Well Network Alliance (LWNA) which is the collaborative group of statutory and voluntary mental health and care services in Lambeth. As a result, they recruited staff to coordinate support for young people moving from child to adult mental health services. HWL hope this will improve young people's experiences of moving across services. HWL will follow up to check that this is the case.

#### **Improving uptake of Annual Health Checks and the COVID-19 vaccine**

Feedback from people and carers with learning disabilities, autism and severe mental illness helped HWL improve the borough's knowledge of the barriers to uptake, and informed plans to ensure people from these groups can access the support they need.

This year HWL contributed to the borough's efforts to improve uptake of the Annual Health Checks (AHC) and COVID-19 vaccine among people with learning disabilities, autism and severe mental illness. The borough has adopted some of HWL's recommended strategies for improving access, including providing education and information about the AHC and the COVID-19 vaccine alongside other health campaigns. HWL spoke to people from these groups, along with their parent/carers about AHCs and the COVID-19 vaccine to explore their views and access experiences in depth.

Findings included:

- There is variation in knowledge and understanding of the purpose of an AHC, what it entails and beliefs about entitlement
- Family members and carers play a key role in giving people opportunities to access care, including booking appointments
- People have different understanding of the risks associated with COVID-19
- Family members and carers play a key role in supporting people to access care, correcting misinformation about the COVID-19 vaccine and are the key motivating factor influencing decisions about uptake.

Health professionals told HWL that:

- Misinformation about the vaccine communicated on social media was a strong factor in people's decisions about whether to get vaccinated
- There were public concerns about the period that was left to test the vaccines before they were rolled out, and there were misunderstandings about the level of protection the vaccine provided.
- People had different understanding of the risks associated with COVID-19

HWL presented its findings to representatives of Lambeth Council and NHS South East London CCG (Lambeth) and at the Learning Disability and Mental Health Vaccine Uptake Working Group. HWL's findings have informed and contributed to the borough's efforts to improve uptake among these groups. These included providing education and information about the AHC and the COVID-19 vaccine along with other health campaigns. HWL also encouraged the council to work more closely with grassroots community and voluntary organisations that reach people from these groups.

## Healthwatch Lambeth

### Trustees' Report

#### Some of the key differences HWL's activities made in 2021/2022:

##### **Improving emotional support for young people attending hospital**

As a result of a HWL consultation with a young people's reference group on their experiences of attending hospital, King's College Hospital and Child Health Services have been working on improving care for young people with emotional health needs.

This led to King's College Hospital appointing a consultant psychologist to develop the psychology services for children and young people with general paediatric conditions who need additional emotional support and developed training to help doctors manage young people who are very psychiatrically unwell, along with a programme to support people with mental health concerns better and is reviewing the resources available outside Child Mental Health Services (CAMHS) so that GPs, child health leads and paediatricians have better information about appropriate local support to meet children's needs.

"All this was started by what we heard from children and young people during the [HWL] consultation." Lucy Pickard Sullivan (Consultant paediatrician - King's College Hospital)

##### **Supporting maternity services to involve women and families in new maternity strategy**

HWL's strategy is to actively promote, encourage and support service providers and commissioners to directly involve the public in shaping how services are designed, monitored, and improved. Building on women's stories of their maternity care during COVID-19, HWL worked closely with King's College Hospital to directly involve women in the first stage of developing their maternity services vision and strategy.

HWL helped to design a consultation survey and supported the hospital to share it with local community groups and more widely with a diverse group of women who had experience of using King's Maternity services. A total of 170 women participated in the consultation and King's College Hospital are now using the results to shape the strategy and other maternity projects.

##### **Improving care over time: Supporting public engagement in primary care services**

HWL often work behind the scenes with health and care services to consistently raise issues and push for changes. HWL heard patients' feedback on their experiences of accessing GP services and our volunteers and staff reviewed the accessibility of information on GP websites. This highlighted the need for stronger community communications about service availability and appointment booking. HWL's insight has also led to a new opportunity for HWL to work closely with partners at the South East London CCG. In 2022, HWL will be embarking on a new programme to support Lambeth Primary Care Networks (PCNs) to develop greater insight from patient engagement, testing new ways to bring the patient experience into decision making processes.

##### **Advice and information**

This year HWL helped people by:

- Providing information about complaints services and processes

## **Healthwatch Lambeth**

### **Trustees' Report**

- Providing up to date information on COVID-19 vaccination and booster programme in the borough
- Linking people to reliable information they could trust
- Helping people to access local advocacy services, community mental health services including Lambeth Talking Therapies and services for older people such as the befriending services offered by Age UK Lambeth
- Holding a series of information events focusing on improving wellbeing including World Health Day, Mental Health Awareness, tips to keep in good health, safeguarding information.

World Health Day - which included 12 mini workshops on different topics such as gardening, yoga and mindfulness, singing, mental health and managing stress and information about local mental health services.

Mental Health Awareness Week was an opportunity for participants to join practical activities to improve their wellbeing and cope with the pandemic. We had sessions on mental health support for young people, boxercise, group coaching, journaling, and meditation and interactive performance from a group of Black men on how they cope with Covid.

Tips to keep in good health- aimed to raise awareness and mobilise efforts to support mental health and wellbeing in the community. Our event in October 2021 offered a variety of tips that participants could use as self-care as well as share with anyone who could benefit from. These included writing a fantasy story to distract the mind, to a 'food and mood' and physical activity videos. Professionals from the local 'Lambeth Talking Therapies' invited people to contact their service if they needed help to tackle anxiety, depression.

#### **Volunteering programme**

HWL is supported by a team of volunteers who are the heart of its work.. Thanks to their efforts in the community, HWL is able to understand what is working and what needs improving in NHS and social care.

This year HWL volunteers have:

- Helped people have their say from home, carrying out surveys and interviews over the telephone and transcribing interviews
- Supported with engagement project planning and the design of evidence gathering tools
- Carried out website reviews of all GP practices in Lambeth to assess the information they provide and their accessibility
- Supported with strategic review and review of funding opportunities
- Represented Healthwatch Lambeth at online and face to face meetings and forums
- Created digital content for our website and social media and designed flyers for events and projects
- Helped with administration
- Took part in training to improve their research skills.

## **Healthwatch Lambeth**

### **Trustees' Report**

#### **Financial review**

The book values of the assets held at the year-end are, in the opinion of the Board of Trustees, as stated in the financial statements. Also, in its opinion, adequate assets are available to fulfil the obligations of Healthwatch Lambeth.

A summary of the result of Healthwatch Lambeth's activities during the year is given in the Statement of Financial Activities on page 16.

Total income from grants and donations amounted to £320,737 (2021: £799,929).

Expenses incurred during the year to 31 March 2022 primarily relate to the costs of running the charity's projects.

The governance costs were made up of independent examination fees and legal and professional expenses. The governance costs are approved by the Trustees.

The total funds as at 31 March 2022 were £238,224 (2020: £237,273). This comprises the year-end unrestricted funds of £217,111 and restricted funds of £21,113.

#### **Policy on reserves**

Healthwatch holds a designated fund of £150,000. This represents 61% of core grant which is equivalent to 8 months expenditure.

#### **Deferred Income Policy**

Healthwatch Lambeth's defers income which is related to time periods and/or activities that have not yet happened.

#### **Overhead Allocation Policy**

Healthwatch Lambeth is committed to managing overhead costs across all projects and activities to achieve best value. We plan and budget new projects carefully to ensure that overheads are fully costed.

#### **Plans for future periods**

##### Aims and key objectives for future periods

Healthwatch Lambeth's top 3 priorities for 2022/23 are:

- Primary Care Network and patient and public engagement, Multiple Long-Term Conditions, and Diabetes pathways
- Older People: Hospital Discharge, Neighbourhood Nursing, and Continuing Health Care
- Mental Health: Enter & View visits and Mental Health projects at King's College Hospital, Mental Health events
- Children and Young People: Young People's engagement and mental health
- Learning Disability: Lambeth Learning Disability Assembly.

## Healthwatch Lambeth

### Trustees' Report

To achieve this, HWL will focus on:

- Launching a new strategy
- Achieving re-accreditation in Investing in Volunteers
- Holding Enter and View visits in NHS providers.

HWL priorities reflect its commitment to play a full and active part in ensuring that people who experience worse outcomes are heard and that their views shape how services are provided

### Structure, governance and management

#### Nature of governing document

The company is a charitable company limited by guarantee, incorporated in England & Wales on 5 March 2013 and registered as a charity on 16 August 2013. The objects and powers of the company were established in its Memorandum of Association and are governed by its Articles of Association. The charity commenced operations on the date of incorporation. The directors of the charitable company (the charity) are its trustees for the purposes of the charity law and throughout this report are collectively referred to as the Trustees.

#### Recruitment and appointment of trustees

The Trustees who held office during the financial year and at the date of this report are set out on page 1. The Trustees are appointed in accordance with the rules set out in the Articles of Association.

#### Induction and training of trustees

Induction to the Board is led by the Chair and the CEO. All trustees meet with the Chair and the CEO throughout the year to discuss the organisation's work and strategy. Trustees meet staff, volunteers and partner agencies throughout the year at public engagement events.

#### Trustee Committees

Healthwatch Lambeth Trustee Board meets quarterly. The trustees also work through three sub-committees:

**Finance, Risk and Assurance:** Meets quarterly to review financial management reports, delivery report and Risk Register. Healthwatch Lambeth (Healthwatch) continuously review its Financial Procedures and Policies.

**Human Resources Committee:** Meets quarterly and as needed to oversee recruitment, staff wellbeing and HR policy development.

**Strategy Committee:** Meets to review Healthwatch Lambeth work programme, review strategic direction and to guide and support the staff team.

## **Healthwatch Lambeth**

### **Trustees' Report**

#### Organisational structure

4 full-time and 2 part-time staff carry out the day-to-day work of the organisation. Healthwatch Lambeth's CEO is responsible for day-to-day running of the organisation. The CEO is supported by an engagement manager, and operations and finance lead. Work programmes are led by engagement leads covering Older People, Mental Health and Children & Young People.

#### **Change in staff during 2021-2022**

There was a change in CEO, who resigned on 7th February 2022 and a new CEO was appointed in August 2022. Trustees would like to thank the previous CEO for all her hard work and staff who departed during the year.

#### Partnerships

As a small organisation, working to influence the NHS and Local Authority, we prioritise working formally or informally in partnership including:

#### Lambeth Together Delivery Alliances

As a partner in Lambeth Together, during 2021-22 HWL, continued to support the development of local arrangements for integrated delivery of local health and care services by actively participating in the three Lambeth Delivery Alliances. For instance

- HWL worked with the Living Well Network Alliance to support public participation in the South London & Maudsley NHS Foundation Trust strategy refresh. This led to a trust-wide commitment to both putting patients and communities at the heart of services, and also to designing new ways to assess the impact of services on people with lived experience of mental health services.
- HWL continued work with the Children & Young People Alliance to ensure the voices of local children are heard and understood local Special Educational Needs and Disability services and in the transformation of services for looked after children as they leave care.

#### Major risks and management of those risks

#### **Risk Management**

During the year the organisation's Finance, Risk and Assurance Sub-Committee focused on the following risks:

1. The impact of the Covid-19 pandemic on how local people's voices were heard and responded to in health and social care
2. The impact of the Covid-19 pandemic on the ability of the organisation to deliver its programme commitments
3. The wellbeing of staff and volunteers whilst working from home
4. Ensuring financial sustainability over the longer term
5. Ensuring a clear strategic direction to assist prioritisation

## **Healthwatch Lambeth**

### **Trustees' Report**

6. Ensuring appropriate governance and oversight in terms of policies and processes at executive and board level

#### **Mitigation**

1. Maximising opportunities for face-to-face engagement where possible and supporting people to use digital methods. Utilising all possible sources of information
2. Updating reporting and reviewing options where projects had to be suspended
3. Workshops and other opportunities for staff to get together online
4. Substantial review of finances, projects and staffing arrangements and updating of approach to fundraising
5. Revision of strategy originally drafted but not launched in 2021 in light of changing environment to be ready for public engagement and launch in late 2022
6. Revision of a whole range of HR and other policies with advice from our HR provider and agreement of a new decision-making policy which will also have set procedures for authorising projects.

#### **Small companies provision statement**

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on .....21/10/2022..... and signed on its behalf by:

.....  
Sarah Corlett

Dr Sarah Katharine Corlett  
Chair and Trustee

## Healthwatch Lambeth

### Statement of Trustees' Responsibilities

The trustees (who are also the directors of Healthwatch Lambeth for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on 21/10/2022. and signed on its behalf by:

Sarah Corlett

.....  
Dr Sarah Katharine Corlett  
Chair and Trustee

## **Healthwatch Lambeth**

### **Independent Examiner's Report to the trustees of Healthwatch Lambeth**

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2022 which are set out on pages 16 to 31.

#### **Respective responsibilities of trustees and examiner**

As the charity's trustees of Healthwatch Lambeth (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of Healthwatch Lambeth 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 your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

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

Since Healthwatch Lambeth'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 Institute of Chartered Accountants in England & Wales, 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:

1. accounting records were not kept in respect of Healthwatch Lambeth as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts 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 accounts 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 accounts to be reached.

**Healthwatch Lambeth**

**Independent Examiner's Report to the trustees of Healthwatch Lambeth**

 SIGNED SECURELY

*Alistair I Wem*

 21/12/2022 at 10:17:32 AM UTC.

Alistair I Wem BSc FCA  
Wem & Co Chartered Accountants  
Institute of Chartered Accountants in England & Wales  
Savoy House  
Savoy Circus  
London  
W3 7DA

 SIGNED SECURELY

 21/12/2022

Date: 21/12/2022 at 10:17:32 AM UTC

**Healthwatch Lambeth**

**Statement of Financial Activities for the Year Ended 31 March 2022**  
**(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)**

	Note	Unrestricted £	Restricted £	Total 2022 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	273,715	47,022	320,737
Investment income	4	78	-	78
Other income		43,760	3,250	47,010
Total income		<u>317,553</u>	<u>50,272</u>	<u>367,825</u>
<b>Expenditure on:</b>				
Charitable activities	5	(318,329)	(48,437)	(366,766)
Other expenditure	6	<u>(107)</u>	<u>-</u>	<u>(107)</u>
Total expenditure		<u>(318,436)</u>	<u>(48,437)</u>	<u>(366,873)</u>
Net (expenditure)/income		<u>(883)</u>	<u>1,835</u>	<u>952</u>
Net movement in funds		<u>(883)</u>	<u>1,835</u>	<u>952</u>
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>217,994</u>	<u>19,278</u>	<u>237,272</u>
Total funds carried forward	15	<u>217,111</u>	<u>21,113</u>	<u>238,224</u>

	Note	Unrestricted £	Restricted £	Total 2021 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	249,401	550,528	799,929
Investment income	4	215	-	215
Other income		20,130	76,976	97,106
Total income		<u>269,746</u>	<u>627,504</u>	<u>897,250</u>
<b>Expenditure on:</b>				
Charitable activities	5	(291,414)	(690,381)	(981,795)
Other expenditure	6	<u>(71)</u>	<u>-</u>	<u>(71)</u>
Total expenditure		<u>(291,485)</u>	<u>(690,381)</u>	<u>(981,866)</u>
Net expenditure		<u>(21,739)</u>	<u>(62,877)</u>	<u>(84,616)</u>

The notes on pages 21 to 31 form an integral part of these financial statements.

**Healthwatch Lambeth**

**Statement of Financial Activities for the Year Ended 31 March 2022  
(Including Income and Expenditure Account and Statement of Total Recognised Gains  
and Losses)**

	Note	Unrestricted £	Restricted £	Total 2021 £
Net movement in funds		(21,739)	(62,877)	(84,616)
<b>Reconciliation of funds</b>				
Total funds brought forward		239,734	82,155	321,889
Total funds carried forward	15	<u>217,995</u>	<u>19,278</u>	<u>237,273</u>

All of the charity's activities derive from continuing operations during the above two periods.  
The funds breakdown for 2021 is shown in note 15.

The notes on pages 21 to 31 form an integral part of these financial statements.

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**Healthwatch Lambeth**

**(Registration number: 08430436)**  
**Balance Sheet as at 31 March 2022**

		<b>2022</b>	<b>2021</b>
	<b>Note</b>	<b>£</b>	<b>£</b>
<b>Fixed assets</b>			
Tangible assets	11	3,068	5,374
<b>Current assets</b>			
Debtors	12	24,159	17,672
Cash at bank and in hand	13	<u>390,041</u>	<u>386,274</u>
		414,200	403,946
<b>Creditors: Amounts falling due within one year</b>	14	<u>(179,044)</u>	<u>(172,047)</u>
<b>Net current assets</b>		<u>235,156</u>	<u>231,899</u>
<b>Net assets</b>		<u><u>238,224</u></u>	<u><u>237,273</u></u>
<b>Funds of the charity:</b>			
<b>Restricted</b>		21,113	19,278
<b>Unrestricted income funds</b>			
Unrestricted		<u>217,111</u>	<u>217,995</u>
<b>Total funds</b>	15	<u><u>238,224</u></u>	<u><u>237,273</u></u>

For the financial year ending 31 March 2022 the charity 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 charity to obtain an audit of its accounts 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 accounts.

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

The notes on pages 21 to 31 form an integral part of these financial statements.

**Healthwatch Lambeth**

**(Registration number: 08430436)  
Balance Sheet as at 31 March 2022**

The financial statements on pages 16 to 31 were approved by the trustees, and authorised for issue on 21/10/2022 and signed on their behalf by:

Sarah

.....  
Dr Sarah Katharine Corlett  
Chair and Trustee

The notes on pages 21 to 31 form an integral part of these financial statements.

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**Healthwatch Lambeth**

**Statement of Cash Flows for the Year Ended 31 March 2022**

	Note	2022 £	2021 £
<b>Cash flows from operating activities</b>			
Net cash income/(expenditure)		952	(84,616)
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation	6	2,306	2,911
Investment income	4	<u>(78)</u>	<u>(215)</u>
		3,180	(81,920)
<b>Working capital adjustments</b>			
(Increase)/decrease in debtors	12	(6,487)	40,916
Increase in creditors	14	8,579	22,723
Decrease in deferred income		<u>(1,583)</u>	<u>(49,237)</u>
Net cash flows from operating activities		<u>3,689</u>	<u>(67,518)</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	4	78	215
Purchase of tangible fixed assets	11	-	(4,160)
Sale of tangible fixed assets		<u>-</u>	<u>1,860</u>
Net cash flows from investing activities		<u>78</u>	<u>(2,085)</u>
Net increase/(decrease) in cash and cash equivalents		3,767	(69,603)
Cash and cash equivalents at 1 April		<u>386,274</u>	<u>455,877</u>
Cash and cash equivalents at 31 March		<u>390,041</u>	<u>386,274</u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 21 to 31 form an integral part of these financial statements.

## **Healthwatch Lambeth**

### **Notes to the Financial Statements for the Year Ended 31 March 2022**

#### **1 Charity status**

The charity is limited by share capital, incorporated in England.

The address of its registered office is:

336 Brixton Road

London

SW9 7AA

#### **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**

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

##### **Basis of preparation**

Healthwatch Lambeth meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The presentational currency of the financial statements is Pound Sterling (£).

##### **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

##### **Income and endowments**

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### *Donations and legacies*

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

#### *Grants receivable*

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

#### *Deferred income*

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

#### **Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

#### *Charitable 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.

#### *Grant provisions*

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

## **Healthwatch Lambeth**

### **Notes to the Financial Statements for the Year Ended 31 March 2022**

#### **Support costs**

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

#### **Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

#### **Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### **Tangible fixed assets**

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

#### **Depreciation and amortisation**

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Furniture & equipment	25% straight line

#### **Trade debtors**

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

Trade 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 trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### **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.

#### **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 charity 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.

#### **Borrowings**

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

#### **Fund structure**

Unrestricted income funds are general funds that are available for use at the trustees's discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### **Pensions and other post retirement obligations**

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity 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 in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

#### **Financial instruments**

##### *Classification*

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

##### *Recognition and measurement*

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### *Fair value measurement*

The best evidence of fair value is a quoted price for an identical asset in an active market. When quoted prices are unavailable, the price of a recent transaction for an identical asset provides evidence of fair value as long as there has not been a significant change in economic circumstances or a significant lapse of time since the transaction took place. If the market is not active and recent transactions of an identical asset on their own are not a good estimate of fair value, the fair value is estimated by using a valuation technique.

#### **3 Income from donations and legacies**

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total funds £</b>
Grants, including capital grants;			
Grants from other charities	273,715	47,022	320,737
<b>Total for 2022</b>	<b>273,715</b>	<b>47,022</b>	<b>320,737</b>
<b>Total for 2021</b>	<b>249,401</b>	<b>550,528</b>	<b>799,929</b>

#### **4 Investment income**

	<b>Unrestricted funds General £</b>	<b>Total funds £</b>
Interest receivable and similar income;		
Interest receivable on bank deposits	78	78
<b>Total for 2022</b>	<b>78</b>	<b>78</b>
<b>Total for 2021</b>	<b>215</b>	<b>215</b>

**Healthwatch Lambeth**

**Notes to the Financial Statements for the Year Ended 31 March 2022**

**5 Expenditure on charitable activities**

Note	Unrestricted		Total 2022 £	Total 2021 £
	General £	Restricted £		
Staff training & recruitment	7,692	-	7,692	5,872
Staff welfare	88	-	88	1,326
Motor & travelling	160	-	160	457
Consultancy & partner payments	30,626	24,181	54,807	345,163
Professional fees	-	1,973	1,973	2,630
Computer equipment depreciation	2,306	-	2,306	2,910
Profit or (loss) on disposal of asset	-	-	-	1,860
Gifts payable to Global Black Thrive	-	-	-	106,891
Staff costs	238,519	15,569	254,088	455,574
Allocated support costs	25,990	6,414	32,404	31,289
Governance costs	12,948	300	13,248	27,823
	<u>318,329</u>	<u>48,437</u>	<u>366,766</u>	<u>981,795</u>

In addition to the expenditure analysed above, there are also governance costs of £13,248 (2021 - £27,823) which relate directly to charitable activities. See note for further details.

**Healthwatch Lambeth**

**Notes to the Financial Statements for the Year Ended 31 March 2022**

**6 Other expenditure**

	Note	Unrestricted funds General	Total funds
		£	£
Other resources expended		107	107
<b>Total for 2022</b>		<b>107</b>	<b>107</b>
<b>Total for 2021</b>		<b>71</b>	<b>71</b>

**7 Trustees remuneration and expenses**

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

**8 Staff costs**

The aggregate payroll costs were as follows:

	2022	2021
	£	£
<b>Staff costs during the year were:</b>		
Wages and salaries	222,073	397,789
Social security costs	18,958	36,913
Pension costs	8,478	13,537
Other staff costs	4,579	7,335
	<b>254,088</b>	<b>455,574</b>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2022	2021
	No	No
Chief Executive Officer	1	1
Manager	1	1
Administration	4	9
	<b>6</b>	<b>11</b>

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2022

No employee received emoluments of more than £60,000 during the year.

The total employee remuneration and benefits of the key management personnel of the charity were £65,452 (2021 - £70,703).

#### 9 Independent examiner's remuneration

	2022 £	2021 £
Examination of the financial statements	<u>3,000</u>	<u>3,900</u>

#### 10 Taxation

The charity is a registered charity and is therefore exempt from taxation.

#### 11 Tangible fixed assets

	Furniture and equipment £	Total £
<b>Cost</b>		
At 1 April 2021	<u>19,045</u>	<u>19,045</u>
At 31 March 2022	<u>19,045</u>	<u>19,045</u>
<b>Depreciation</b>		
At 1 April 2021	13,671	13,671
Charge for the year	<u>2,306</u>	<u>2,306</u>
At 31 March 2022	<u>15,977</u>	<u>15,977</u>
<b>Net book value</b>		
At 31 March 2022	<u>3,068</u>	<u>3,068</u>
At 31 March 2021	<u>5,374</u>	<u>5,374</u>

**Healthwatch Lambeth**

**Notes to the Financial Statements for the Year Ended 31 March 2022**

**12 Debtors**

	<b>2022</b>	<b>2021</b>
	£	£
Trade debtors	14,570	6,463
Prepayments	4,623	3,843
Other debtors	4,966	7,366
	<hr/>	<hr/>
	24,159	17,672
	<hr/>	<hr/>

**13 Cash and cash equivalents**

	<b>2022</b>	<b>2021</b>
	£	£
Cash on hand	119	119
Cash at bank	389,922	386,155
	<hr/>	<hr/>
	390,041	386,274
	<hr/>	<hr/>

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

	<b>2022</b>	<b>2021</b>
	£	£
Trade creditors	58,228	54,784
Other taxation and social security	8,635	-
Other creditors	106,893	106,892
Accruals	3,000	6,500
Deferred income	2,288	3,871
	<hr/>	<hr/>
	179,044	172,047
	<hr/>	<hr/>

Included within other creditors is gifts of £106,892 payable to Gobal Black Thrive

**Healthwatch Lambeth**

**Notes to the Financial Statements for the Year Ended 31 March 2022**

**15 Funds**

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 31 March 2022 £
<b>Unrestricted</b>				
<i>General</i>				
General Funds	67,994	317,553	(318,725)	66,822
<i>Designated</i>				
Designated Funds	<u>150,000</u>	<u>-</u>	<u>-</u>	<u>150,000</u>
General funds	<u>217,994</u>	<u>317,553</u>	<u>(318,725)</u>	<u>216,822</u>
<b>Restricted</b>				
Black Thrive	-	3,250	(3,250)	-
Healthwatch Lambeth - Contract Variation LLDA	19,070	27,501	(27,187)	19,384
HWL - Compassion In Dying - ACP Consortium - HWL	-	11,084	(11,084)	-
HWL - Compassion In Dying - ACP Consortium - LDA	<u>208</u>	<u>8,437</u>	<u>(6,916)</u>	<u>1,729</u>
	<u>19,278</u>	<u>50,272</u>	<u>(48,437)</u>	<u>21,113</u>
<b>Total funds</b>	<u>237,272</u>	<u>367,825</u>	<u>(367,162)</u>	<u>237,935</u>

**16 Analysis of net funds**

	At 1 April 2021 £	Financing cash flows £	At 31 March 2022 £
Cash at bank and in hand	<u>386,274</u>	<u>(386,274)</u>	<u>-</u>
Net debt	<u>386,274</u>	<u>(386,274)</u>	<u>-</u>

**Healthwatch Lambeth****Statement of Financial Activities by fund for the Year Ended 31 March 2022****Unrestricted Funds**

	Total Unrestricted Funds 2022 £	Total Unrestricted Funds 2021 £
<b>Income and Endowments from:</b>		
Donations and legacies	273,715	249,401
Investment income	78	215
Other income	43,760	20,130
Total income	<u>317,553</u>	<u>269,746</u>
<b>Expenditure on:</b>		
Charitable activities	(318,329)	(291,414)
Other expenditure	(107)	(71)
Total expenditure	<u>(318,436)</u>	<u>(291,485)</u>
Net expenditure	(883)	(21,739)
Net movement in funds	(883)	(21,739)
<b>Reconciliation of funds</b>		
Total funds brought forward	<u>217,994</u>	<u>239,734</u>
Total funds carried forward	<u>217,111</u>	<u>217,995</u>

This page does not form part of the statutory financial statements.

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**Healthwatch Lambeth**

**Detailed Statement of Financial Activities for the Year Ended 31 March 2022**

	Total 2022 £	Total 2021 £
<b>Income and Endowments from:</b>		
Donations and legacies (analysed below)	320,737	799,929
Investment income (analysed below)	78	215
Other income (analysed below)	<u>47,010</u>	<u>97,106</u>
Total income	<u>367,825</u>	<u>897,250</u>
<b>Expenditure on:</b>		
Charitable activities (analysed below)	(366,766)	(981,795)
Other expenditure (analysed below)	<u>(107)</u>	<u>(71)</u>
Total expenditure	<u>(366,873)</u>	<u>(981,866)</u>
Net income/(expenditure)	<u>952</u>	<u>(84,616)</u>
Net movement in funds	952	(84,616)
<b>Reconciliation of funds</b>		
Total funds brought forward	<u>237,272</u>	<u>321,889</u>
Total funds carried forward	<u>238,224</u>	<u>237,273</u>

## Healthwatch Lambeth

### Detailed Statement of Financial Activities for the Year Ended 31 March 2022

	Total 2022 £	Total 2021 £
<b><i>Donations and legacies</i></b>		
Donations and legacies	-	47,949
Healthwatch Core Contract	273,715	249,401
Black Thrive - NHS Lambeth CCG	-	50,000
Black Thrive - Maudsley Charity	-	125
Black Thrive - National Lottery Contract Fund	-	195,000
Black Thrive - Guy's & St Thomas' Charity	-	(24,911)
Healthwatch Lambeth - Contract Variation - LLDA	27,501	36,000
HWL - Compassion In Dying - ACP Consortium - HWL	11,084	8,826
HWL - Compassion In Dying - ACP Consortium - LDA	8,437	6,544
Black Thrive - GSTTC Employment	-	230,995
	<hr/> <u>320,737</u>	<hr/> <u>799,929</u>
<b><i>Investment income</i></b>		
Bank interest	78	215
	<hr/> <u>78</u>	<hr/> <u>215</u>
<b><i>Other income</i></b>		
Other income	<hr/> 47,010	<hr/> 97,106
	<hr/> <u>47,010</u>	<hr/> <u>97,106</u>
<b><i>Charitable activities</i></b>		
Staff training & recruitment	(7,692)	(5,872)
Staff welfare	(88)	(1,326)
Motor & travelling	(160)	(457)
Consultancy & partner payments	(54,807)	(345,163)
Professional fees	(1,973)	(2,630)
Computer equipment depreciation	(2,306)	(2,910)
Profit or (loss) on disposal of asset	-	(1,860)
Grants to institutions	-	(106,891)
Venue hire	-	(221)
Rent	(12,618)	(13,411)
Insurance	(1,971)	(2,210)
Communications	(2,425)	(5,757)

**Healthwatch Lambeth**

**Detailed Statement of Financial Activities for the Year Ended 31 March 2022**

	Total 2022	Total 2021
	£	£
Software & maintenance	(2,277)	(5,774)
IT support costs	(3,225)	(4,000)
Printing, postage & stationery	(2,562)	(2,929)
Subscriptions	(4,587)	(8,230)
Sundry expenses	-	(7)
Committee & research	-	12,249
Marketing	(2,307)	(999)
Entertainment	(432)	-
Wages and salaries	(222,073)	(397,789)
Social security costs	(18,958)	(36,913)
Defined contribution pension	(8,478)	(13,537)
Other staff costs	(4,579)	(7,335)
Other fees paid to auditors	(1,980)	-
Examination of the financial statements	(3,000)	(3,900)
Legal fees	(8,268)	(20,443)
Accountancy fees	-	(3,480)
	<hr style="border-top: 1px solid black;"/>	<hr style="border-top: 1px solid black;"/>
	(366,766)	(981,795)
<i>Other expenditure</i>		
Bank charges	<hr style="border-top: 1px solid black;"/>	<hr style="border-top: 1px solid black;"/>
	(107)	(71)
	<hr style="border-top: 1px solid black;"/>	<hr style="border-top: 1px solid black;"/>
	(107)	(71)