

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 2023

Healthwatch Lambeth

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Healthwatch Lambeth

Reference and Administrative Details

Chair	Dr Sarah Katharine Corlett
Trustees	Dr Sarah Katharine Corlett Jerome Pupe Heather Rogers (resigned 28 May 2022) Una Dalton Eileen Meredith Pembridge Andre Blackman Henry Hunt (resigned 21 October 2022) Rajan Lakhani (resigned 21 October 2022) Francis Argo JAMES (appointed 25 May 2022) Ruth ATKINSON (appointed 25 May 2022)
Secretary	Mairead Healy
Senior Management Team	Mairead Healy, Chief Executive Officer
Principal Office	Tripod- Lambeth Town Hall PO Box 734 Brixton Hill London SW2 1RW 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 & Registered Auditors
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 2023.

Objectives and activities

Objects and aims

Healthwatch Lambeth (H WL) is the independent champion for local people's voices in Health and Social Care in the London Borough of 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 people of Lambeth known to health and social care providers and drawing on people's needs, involvement and aspirations, whether or not they use 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 to understand, scrutinise, review and monitor local health and care services and facilities.
4. Providing information and signposting to the public about local health and social care services.

Healthwatch Lambeth

Trustees' Report

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 2022-23, Healthwatch developed a new strategy for 2023-2025. Following wide consultation with local people and stakeholders the agreed 3 priorities are:

1. To reduce health inequalities
2. To make care more personalised
3. To improve quality and access to services

The resulting work programmes deliver against these priorities by:

1. Working with people and groups who are seldom heard to ensure their issues and experiences influence health and care services for the better
2. Working directly with community organisations from marginalised groups
3. Ensuring the information we provide is accessible and useful to people who most need it
4. Providing accurate information about services
5. Helping people to raise concerns
6. Making sure services know about and respond to people's feedback

Information on our work is also available in our Annual Report, which can be accessed here:
<https://www.healthwatchlambeth.org.uk/report/2023-07-03/annual-report-202223>

Review of activities 2022-2023

Healthwatch Lambeth's activities in 2022-2023 included:

Developing a new strategy

During 2022-23, HWL consulted community and voluntary organisations who work with different Lambeth communities, and residents, statutory partners, staff and volunteers, to identify which issues were most important in health and social care. This helped to identify where Healthwatch Lambeth could have the greatest impact. In all, over 150 people contributed to the final 2023-25 strategy which prioritises our commitment to reduce health inequalities, to make care more personalised and to improve quality and access to care.

Organisational change

HWL implemented significant organisational change in the reporting period:

Restructure of the organisation

We aligned HWL to meet the updated priorities, including creating a new team focused on communicating impact and ensuring rigorous research methods are used in all our work.

Healthwatch Lambeth

Trustees' Report

Changing how we work

To ensure we meet communities 'where they are at' a renewed focus on working closely with others to become a trusted ally of e.g., small local organisations who are close to least asked communities and based in community settings.

Enhancing our information and signposting service

To develop stronger community links to improve our ability to signpost people to relevant services and support and to be more active in ensuring people who ask for our help get resolution of their issues.

Engagement, research and outreach activities

During 2022-2023 we significantly increased our face-to-face outreach after the Covid pandemic lockdowns. This included partnering with several local community groups and grassroots organisations in Lambeth who work directly with communities who are least heard.

Priority engagement projects in 2022-2023:

Primary Care Networks (PCN) Patient Engagement Project

Commissioned by South East London Integrated Care Services (SEL ICS) in 2022, a project to support all 9 Lambeth PCNs to engage better with their patients

The goals of the project are to:

- Increase the role of patients & the public in shaping health and care services
- Improve access to health and care services
- Improve quality of health and care services
- Improve patient experience of health and care services
- Improve health outcomes and life expectancy
- Narrow health inequalities
- Sustain patient & public involvement beyond HW Lambeth involvement

Phase 1:

Working with 2 Lambeth PCNs on a focused engagement activity

- Streatham PCN - South Asian / Tamil communities
- Fiveways PCN - Digital inclusion / exclusion

Process:

- Establish a small working group in each of the 2 PCNs
- Identify a theme or priority area
- Host community conversations
- Identify engagement activity/strategy

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Trustees' Report

- Plan and run the engagement activity
- Feedback, Review, Learnings

Phase 2:

Facilitate and leading interactive workshops on public and patient engagement for Lambeth PCNs:

- One workshop per PCN (9 in total)
- In advance, each PCN will identify a theme or priority they will focus on at their workshop which incorporates learning, good practice and success from Phase 1 activities - tools and resources
- Each PCN will leave their workshop having developed an engagement plan/framework for their theme/priority
- Each PCN will then implement their engagement plan

Maternity services project

Commissioned by Southeast London Local Maternity and Neonatal System (SEL LMNS)

Aim: To make maternity services more accessible, inclusive and high quality for everyone

Method:

- Engaging with more diverse and seldom heard individuals and communities
- Employing qualitative research; small focus groups and individual interviews, potentially supplemented by quantitative research (a survey)

Five priority communities:

- Migrant women
- Asylum seeking women
- Disabled women
- Black, Asian, ethnic minority women
- Women in disadvantaged/deprived areas

This project involved establishing partnership working with 5 community organisations.

NHS workshops

This project involved partnering with the Refugee Council to provide workshops for newly arrived asylum seekers & refugees to help them navigate the NHS and access primary care services.

Aim: To empower participants to confidently access and use GP and pharmacy services

The initial workshop took place in March 2023, with Ukrainian refugees and an interpreter.

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The content included; how to find and register with a GP, booking appointments, the role of social prescribing, community pharmacies, GP Access Hubs and NHS 111, and resolving problems with your GP. The participants at the first session found the information helpful and the intention is to run the workshop with other voluntary and community groups. It is expected that the session is especially suitable for:

- Any person recently arrived in the UK
- Non-English speaking communities
- Any diverse or seldom heard communities who want to learn more about how best to access and use GP and pharmacy services

Adult social care workshops

This project involved partnering with a local voluntary group, Lambeth Links, to provide information and advice for older LGBT+ communities on how to access and navigate adult social care system and services.

The first session proved helpful to participants and the intention is to run it again with other voluntary and community groups.

Hospital discharge

We conducted research on patient experiences of hospital discharge, speaking to patients with recent experiences of hospital discharge from both Guy's and St Thomas' (GSTT) and King's College Hospitals. 18 qualitative semi-structured interviews were held with patients and carers and the final report has been shared with GSTT and King's

Priority themes and recommendations emerging in the report included:

Communication and support

- More emphasis on better communication and information to patients & carers
 - o some people need more than one conversation
 - o written communication to supplement conversations
 - o Information in different formats and languages
 - o More support for vulnerable and those less able to communicate or advocate for themselves
 - More co-ordination, communication and information sharing between multidisciplinary teams
 - Recognition of and support for a person's informal network (unpaid carers, family, friends)
 - Identify strengths and limitations early on

On departure

- Give contact details so patients and carers can speak to a team that knows them, not have to go via A&E
- Give people the full range of communication methods e.g., phone, text, email to patients and carers

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- Proper support at home e.g., primary care, care packages, physiotherapy
- More information and support on self management
- More information on and signposting to support from local VCSE sector

NHS continuing care

We conducted research and produced a report on continuing care, speaking to people about their experiences of applying for Continuing Healthcare (CHC)/ Funded Nursing care. This involved 8 interviews and the final report was shared with NHS CHC Steering Group and key NHS CHC stakeholders

Main themes and recommendations emerging from the research included:

- Lack of awareness of, and confusion around, CHC - what it is, who is eligible, how to apply etc.
- The need for good quality written information (plain English, different formats eg easy read, different languages) explaining what CHC is, how people can access it, and clearly outlining the process for applying and what it involves
- Lack of communication and regular updates on progress of your application eg lack of communication with people waiting long periods of time to hear the outcome of their application
- Lack of a clear point of contact
- After the assessment, people need clear and comprehensive information on the outcome - what a CHC funding package will cover, and how to challenge decisions
- Hard to navigate the process without the support of a knowledgeable professional
- Some service users (most vulnerable) need additional support to navigate the CHC process, and are not able to access or receive this support > This needs to be provided
- Not all staff understand the eligibility criteria for CHC or are familiar with the decision tools used > Need for more staff training and support
- Long delays in receiving a decision from assessment panel (non-adherence to 28-day decision timeline)
- Withdrawal of support from professionals helping a person to navigate the process after the panel decision: continuing support needed

Enter and View visits

Enter and View is a statutory power which local Healthwatch have and which involves visiting publicly funded health and social care services to see how care is delivered, and talking to service users, carers and staff.

We are pleased to have completed, and reported on, our first post Covid-19 Enter and View visit in February 2023. This visit was to the Treehouse facility which offers short stay (8 weeks) supported living for mental health service users when they are discharged from hospital, before returning to the community.

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Priority findings of the Enter and View visit included:

- The shared physical environment was clean and tidy, with a good communal area, kitchen, bathroom and garden
- There were good relations between residents and staff, and residents were very positive about their care
- Carers were happy with the care provided and was able to visit when she wanted
- Staff enjoyed working there and found the work fulfilling and rewarding

Outreach activities

We worked with several statutory partners to do outreach to raise awareness about what we do and to listen to what people have to say. This included:

- Quarterly pop-up stalls at Guys & St Thomas's and Kings College Hospitals
- Lambeth Council premises - Libraries, Customer Service centres
- Primary care settings - Health centres, GP surgeries

We also took part in several local events with stalls and a presence including at or during:

- Mental Health Awareness Week
- Lambeth Country Show
- Pride Month
- Black History Month
- World Mental Health Day
- World AIDS Day
- LGBTQ+ History Month

Our outreach activities were focused on least asked communities in line with our new strategy. This included working with VCS organisations and community groups from diverse and seldom heard communities including Black African, Black Caribbean, ethnic minority communities, LGBTQI+ communities, Refugees, asylum seekers, migrants, Gypsies and Travellers, those experiencing homelessness, people with mental health issues, people with physical and learning disabilities.

Advice and information

This year HWL helped people by:

- Helping people resolve difficulties experienced when trying to access GP and dentistry services.
- Providing up-to-date information about complaints services and processes, particularly in relation to mental health, hospital, and GP services.
- Linking people to local advocacy services, the Citizens Advice Bureau and community mental health services.

Volunteering programme

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

This year HWL volunteers have:

- Helped people have their say by carrying out interviews and talking to people at outreach events.
- Carried out data analysis of interviews.
- Created digital content for our website and social media, designed flyers for events and projects, and provided content ideas for our volunteer newsletter.
- Supported us with conducting background literature reviews
- Helped develop a new volunteer strategy.
- Supported us with preparation for our Investors in Volunteers renewal.
- Helped us with office administration tasks.

How Healthwatch Lambeth has made a difference in 2022-2023:

- After we highlighted the difficulties of applying for Continuing Healthcare/Funded Nursing, commissioners addressed some of our recommendations in their improvement plans, making it easier for the public to understand and navigate the system.
- Teaming up with the Refugee Council, we ran an online NHS information workshop which enabled Ukrainian refugees to be more confident to access GP and Pharmacy services.
- Highlighted unmet need in social care by publishing information and guidance, making it easier for the public to understand how to access social care services. Our work also amplified the voices of unpaid carers.
- Working with local organisations, we helped residents understand and look after their wellbeing with interactive events on issues such as tackling loneliness and coping with the cost-of-living crisis.
- Enabled people with mental health needs to have a greater voice in service improvements through our enter and view programme.
- Consulted residents and stakeholders to say what is important to them, resulting in our new three-year strategy focused on reducing inequalities; improving the quality of and access to services and making care more person-centred.
- Increased our reach in the community, speaking to lesser-heard groups including carers; people with mental health needs; those living in difficult financial circumstances, refugees and asylum seekers.
- Provided information and signposting support to people through our helpline, enabling them to access services, make complaints and resolve difficulties in accessing NHS, social care and other services.

Through our volunteering programme we have:

- Improved the confidence and wellbeing of our volunteers, helping them feel part of the community and giving them purpose and new skills.

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- Increased our understanding of the volunteering experience, enabling us to make improvements to our programme including more face-to-face events that help volunteers meet each other and feel valued.

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 £364,538 (2022: £320,737)

Expenses incurred during the year to 31 March 2023 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 2023 were £240,855 (2022: £238,228). This comprises the year-end unrestricted funds of £194,109 and restricted funds of £46,746

Policy on reserves

Healthwatch holds a designated fund of £150,000. This represents 62% 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 objectives for future periods

Healthwatch Lambeth priorities for 2023-24 are:

1. To increase outreach and engagement in communities we currently don't hear from.

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2. To conduct research to understand health inequalities relating to specific communities in Lambeth including in their experiences of maternity, services, mental health and GPs.
3. To conduct Enter and View visits.
4. To engage in advocacy locally to influence change.
5. To continue hosting the Lambeth Learning Disability Assembly

To achieve this, HWL will focus on:

- Completing and reporting on research projects on maternity, primary care networks and following through the recommendations
- Developing new cross cutting research projects
- Further developing outreach and engagement activities with least asked communities
- Further developing information and signposting activities to enable more people to benefit
- Influencing change through our participation in the Lambeth Together partnership

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:

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

Organisational structure

2 full-time and 6 part-time staff carry out the work of the organisation. Healthwatch Lambeth's CEO is responsible for running the organisation. The CEO is supported by a senior management team including an engagement manager, and finance manager and a research, impact and information manager. Work programmes are led by engagement leads and project staff.

Change in staff during 2022-2023

There was a change in CEO, and a new CEO was appointed in August 2022. An organisational restructure took place in January 2023, and one staff member was made redundant.

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 2022-23 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 and sitting on the Lambeth Together Executive Board and Health and Wellbeing board.

Lambeth learning Disability Assembly (LLDA)

HWL continued to host and provide operational support to the LLDA which is a local Lambeth organisation supporting individuals with learning disabilities.

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 uncertainty in relation to the renewal of our main Local Authority contract. This has since been confirmed that we have been successful in re-tendering after year end.
2. Ensuring the right organisational structure to deliver our projects and services.
4. Ensuring financial sustainability over the longer term

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5. Ensuring a clear strategic direction to assist prioritisation
6. Ensuring appropriate governance and oversight in terms of policies and processes at executive and board level

Mitigation

1. Confirmation that HWL secured renewal of our main core contract with the local authority, which we received after Year End.
2. Focusing on securing funding from a wide range of sources including some new sources of funding secured for the year ahead.
3. Finalising a new 3-year strategic plan to guide our strategic direction.
4. Development of new policies and processes in areas identified as requiring further guidance.

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 20 December 2023 and signed on its behalf by:

.....
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 20 December 2023 and signed on its behalf by:

.....
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 2023 which are set out on pages 18 to 33.

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 , 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

.....
Alistair I Wem BSc FCA
Wem & Co Chartered Accountants & Registered Auditors
Savoy House
Savoy Circus
London
W3 7DA

21 December 2023

Healthwatch Lambeth

Statement of Financial Activities for the Year Ended 31 March 2023
(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	280,265	84,273	364,538
Investment income	4	1,011	-	1,011
Other income		360	-	360
Total income		<u>281,636</u>	<u>84,273</u>	<u>365,909</u>
Expenditure on:				
Charitable activities	5	(303,483)	(59,720)	(363,203)
Other expenditure	6	<u>(75)</u>	-	<u>(75)</u>
Total expenditure		<u>(303,558)</u>	<u>(59,720)</u>	<u>(363,278)</u>
Net (expenditure)/income		<u>(21,922)</u>	<u>24,553</u>	<u>2,631</u>
Net movement in funds		(21,922)	24,553	2,631
Reconciliation of funds				
Total funds brought forward		<u>217,111</u>	<u>21,113</u>	<u>238,224</u>
Total funds carried forward	15	<u>195,189</u>	<u>45,666</u>	<u>240,855</u>

	Note	Unrestricted £	Restricted £	Total 2022 £
Income and Endowments from:				
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>
Expenditure on:				
Charitable activities	5	(318,329)	(48,437)	(366,766)
Other expenditure	6	<u>(107)</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>

The notes on pages 23 to 33 form an integral part of these financial statements.

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Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2022 £
Net movement in funds		(883)	1,835	952
Reconciliation of funds				
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>

All of the charity's activities derive from continuing operations during the above two periods. The funds breakdown for 2022 is shown in note 15.

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(Registration number: 08430436)
Balance Sheet as at 31 March 2023

	Note	2023	2022
		£	£
Fixed assets			
Tangible assets	11	3,749	3,068
Current assets			
Debtors	12	39,805	24,159
Cash at bank and in hand	13	<u>317,306</u>	<u>390,041</u>
		357,111	414,200
Creditors: Amounts falling due within one year	14	<u>(120,005)</u>	<u>(179,044)</u>
Net current assets		<u>237,106</u>	<u>235,156</u>
Net assets		<u>240,855</u>	<u>238,224</u>
Funds of the charity:			
Restricted		45,666	21,113
Unrestricted income funds			
Unrestricted		<u>195,189</u>	<u>217,111</u>
Total funds	15	<u>240,855</u>	<u>238,224</u>

For the financial year ending 31 March 2023 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 23 to 33 form an integral part of these financial statements.

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(Registration number: 08430436)
Balance Sheet as at 31 March 2023

The financial statements on pages 18 to 33 were approved by the trustees, and authorised for issue on 20 December 2023 and signed on their behalf by:

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

The notes on pages 23 to 33 form an integral part of these financial statements.

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Healthwatch Lambeth
Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income		2,631	952
Adjustments to cash flows from non-cash items			
Depreciation	6	-	2,306
Investment income	4	<u>(1,011)</u>	<u>(78)</u>
		<u>1,620</u>	<u>3,180</u>
Working capital adjustments			
Increase in debtors	12	(15,646)	(6,487)
(Decrease)/increase in creditors	14	(56,751)	8,579
Decrease in deferred income		<u>(2,288)</u>	<u>(1,583)</u>
Net cash flows from operating activities		<u>(73,065)</u>	<u>3,689</u>
Cash flows from investing activities			
Interest receivable and similar income	4	1,011	78
Purchase of tangible fixed assets	11	<u>(681)</u>	<u>-</u>
Net cash flows from investing activities		<u>330</u>	<u>78</u>
Net (decrease)/increase in cash and cash equivalents		(72,735)	3,767
Cash and cash equivalents at 1 April		<u>390,041</u>	<u>386,274</u>
Cash and cash equivalents at 31 March		<u>317,306</u>	<u>390,041</u>

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

The notes on pages 23 to 33 form an integral part of these financial statements.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Charity status

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

The address of its registered office is:

Tripod- Lambeth Town Hall PO Box 734
Brixton Hill
London
SW2 1RW

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 2023

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.

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.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

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:

Asset class	Depreciation method and rate
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.

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.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

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 2023

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 2023

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

	Unrestricted funds General £	Restricted funds £	Total funds £
Grants, including capital grants;			
Grants from other charities	280,265	84,273	364,538
Total for 2023	280,265	84,273	364,538
Total for 2022	273,715	47,022	320,737

4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	1,011	1,011
Total for 2023	1,011	1,011
Total for 2022	78	78

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

5 Expenditure on charitable activities

	Note	Unrestricted		Total 2023 £	Total 2022 £
		General £	Restricted £		
Staff training & recruitment		6,805	217	7,022	7,692
Staff welfare		99	-	99	88
Motor & travelling		682	-	682	160
Consultancy & partner payments		15,324	22,685	38,009	54,807
Professional fees		-	-	-	1,973
Computer equipment depreciation		2,131	-	2,131	2,306
Accountancy		-	1,080	1,080	-
Staff costs		245,717	27,378	273,095	254,088
Allocated support costs		33,013	5,072	38,085	32,404
Governance costs		(288)	3,288	3,000	13,248
		<u>303,483</u>	<u>59,720</u>	<u>363,203</u>	<u>366,766</u>

In addition to the expenditure analysed above, there are also governance costs of £3,000 (2022 - £13,248) which relate directly to charitable activities. See note for further details.

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

6 Other expenditure

	Note	Unrestricted funds General £	Total funds £
Other resources expended		75	75
Total for 2023		75	75
Total for 2022		107	107

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:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	235,396	222,073
Social security costs	18,938	18,958
Pension costs	3,739	8,478
Other staff costs	<u>15,022</u>	<u>4,579</u>
	<u><u>273,095</u></u>	<u><u>254,088</u></u>

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:

	2023 No	2022 No
Chief Executive Officer	1	1
Manager	3	1
Administration	<u>3</u>	<u>4</u>
	<u><u>7</u></u>	<u><u>6</u></u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

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 £Nil (2022 - £65,452).

9 Independent examiner's remuneration

	2023 £	2022 £
Examination of the financial statements	<u>3,000</u>	<u>3,000</u>

10 Taxation

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

11 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2022	19,045	19,045
Additions	<u>681</u>	<u>681</u>
At 31 March 2023	<u>19,726</u>	<u>19,726</u>
Depreciation		
At 1 April 2022	15,977	15,977
At 31 March 2023	<u>15,977</u>	<u>15,977</u>
Net book value		
At 31 March 2023	<u>3,749</u>	<u>3,749</u>
At 31 March 2022	<u>3,068</u>	<u>3,068</u>

Healthwatch Lambeth

Notes to the Financial Statements for the Year Ended 31 March 2023

12 Debtors

	2023	2022
	£	£
Trade debtors	35,760	14,570
Prepayments	1,479	4,623
Other debtors	2,566	4,966
	<u>39,805</u>	<u>24,159</u>

13 Cash and cash equivalents

	2023	2022
	£	£
Cash on hand	20	119
Cash at bank	317,286	389,922
	<u>317,306</u>	<u>390,041</u>

14 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	604	58,228
Other taxation and social security	7,274	8,635
Other creditors	109,127	106,893
Accruals	3,000	3,000
Deferred income	-	2,288
	<u>120,005</u>	<u>179,044</u>

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 2023

15 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Unrestricted				
<i>General</i>				
General Funds	67,111	281,636	(303,558)	45,189
<i>Designated</i>				
Designated Funds	<u>150,000</u>	<u>-</u>	<u>-</u>	<u>150,000</u>
General funds	<u>217,111</u>	<u>281,636</u>	<u>(303,558)</u>	<u>195,189</u>
Restricted				
Healthwatch Lambeth - PCN	-	50,000	(8,198)	41,802
Healthwatch Lambeth - Contract Variation LLDA	19,384	27,500	(43,018)	3,866
HWL - Compassion In Dying - ACP Consortium - HWL	-	5,076	(5,077)	(1)
HWL - Compassion In Dying - ACP Consortium - LDA	<u>1,729</u>	<u>1,697</u>	<u>(3,427)</u>	<u>(1)</u>
	<u>21,113</u>	<u>84,273</u>	<u>(59,720)</u>	<u>45,666</u>
Total funds	<u>238,224</u>	<u>365,909</u>	<u>(363,278)</u>	<u>240,855</u>

16 Analysis of net funds

	At 1 April 2022 £	Financing cash flows £	At 31 March 2023 £
Cash at bank and in hand	<u>390,041</u>	<u>(72,735)</u>	<u>317,306</u>
Net debt	<u>390,041</u>	<u>(72,735)</u>	<u>317,306</u>