

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 2024

## **Healthwatch Lambeth**

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## **Healthwatch Lambeth**

### **Reference and Administrative Details**

<b>Chair</b>	Patrick Mitchell
<b>Trustees</b>	Dr Sarah Katharine Corlett (resigned 31 August 2024) Jerome Pupe (resigned 31 August 2024) Una Dalton (resigned 26 October 2023) Eileen Meredith Pembridge Andre Blackman Francis Argo James Ruth Atkinson Tom Lee (appointed 24 April 2024) Zahra Abbas (appointed 10 July 2024) Max Ottaway (appointed 9 September 2024) Patrick Mitchell (appointed 31 August 2024)
<b>Secretary</b>	Folake Segun
<b>Senior Management Team</b>	Folake Segun, Chief Executive Officer
<b>Principal Office</b>	Tripod- LB of Lambeth, PO Box 80771 Brixton London SW2 9QQ
	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

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 2024.

#### **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. Healthwatch Lambeth aims to ensure people's experiences of care count when it comes to shaping and improving services. The organisation seeks to challenge inequalities in health and care, and to help people get the services they need.

The charitable objects of HWL 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 commissioners and 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 health and social care services.

## **Healthwatch Lambeth**

### **Trustees' Report**

#### **Public Benefit**

The trustees of HWL 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 2023-24, Healthwatch Lambeth continued to deliver on its 3 priorities set out in its 2023-2025 Strategy:

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

by:

- Working directly with individuals, groups and community organisations who are marginalised and seldom heard, to ensure their issues and experiences influence health and care services for the better
- Ensuring the information HWL provides about services and other sources of support is accurate, accessible and useful to people who most need it
- Helping people to raise concerns
- Making sure services know about and respond to people's feedback

Further information is available in the Healthwatch Lambeth Annual Report 2023-24, which can be accessed here: <https://www.healthwatchlambeth.org.uk/annualreport2023-2024>

#### **Review of activities 2023-2024**

##### Healthwatch Lambeth's activities in 2023-2024 included:

Aligning its organisational structure with strategic priorities:

- Organisational restructure: streamlining the engagement and research team, now led by a Research and Engagement Manager to more effectively meet updated priorities
- Changing working arrangements: to renew focus on working with diverse community based organisations for instance from Latin American communities, refugee & asylum seeking groups, women of Black African and or Caribbean heritage, and people with learning disabilities
- Enhancing the Information and Signposting Service: strengthening community links to improve the advice, support and signposting capability of the organisation so as to more effectively resolve people's issues.

#### **Engagement, Research, and Outreach Activities**

## **Healthwatch Lambeth**

### **Trustees' Report**

Face-to-face outreach increased substantially in 2023-2024 as HWL set up new working partnerships with local community based groups and organisations in Lambeth and gathered feedback from less heard communities and ensured their feedback was communicated to services and commissioners

In particular in 2023-24 HWL has reached different communities by:

- Linking with and supporting people from Latin American communities who experience difficulties getting the primary care they need
- Bringing together people experiencing poor mental health to ensure their experiences help shape the design and delivery of mental health services
- As part of the HWL outreach programme to promote what we do and to collect and communicate people's concerns and experiences of health & social care, we attended numerous community events in Lambeth for different groups including older people, people with mental health problems, carers, and Traveller communities.
- Listening to and supporting people from the LGBTQI+ community to understand and navigate the adult social care system.

Healthwatch Lambeth made a difference in 2023-2024 by:

- Consulting residents, community organisations and other interested parties about what is important to them so as to update the HWL annual work plan
- Increasing community outreach, speaking to lesser-heard groups including; carers, people with mental health needs, those living in difficult financial circumstances, and refugees, and asylum seekers.
- Ensuring voices from seldom-heard groups shape plans to make maternity services more person-centred and equitable
- Providing information and support to people through our helpline, helping them to resolve difficulties in accessing health & social care and other services, and to make complaints
- Highlighting the difficulties many vulnerable people face when navigating the hospital discharge process, resulting in local provider plans to co-design accessible information with patients
- Delivering community engagement training to local primary care networks (PCNs) so that they more effectively engage and involve their patients in shaping services
- Notifying South East London Integrated Care System (ICS) of the difficulties people were experiencing in getting ADHD medication from pharmacies and sharing up-to-date information with the public.
- Reducing digital exclusion, and increasing patients' confidence to access online health services by collaborating with a local PCN to provide digital skills training
- Addressing concerns of Latin American and LGBTQI+ communities delivering workshops on how to access primary care and social care services.
- Widening participation of people with mental health problems so their contribution helped shape plans to improve mental health services

## **Healthwatch Lambeth**

### **Trustees' Report**

- Supporting individuals to get the care they need eg someone with limited mobility to get a referral to adult social services, raising a concern with a service provider, and signposting someone to support for their long term condition.

#### **Projects in 2023-2024 included:**

##### Primary Care Networks (PCN) Patient Engagement Project:

As part of the programme to support services to engage more effectively with their patients and involve them in shaping services, HWL ran community engagement workshops with local primary care networks (PCNs).

In the workshops each PCN developed plans for community engagement around an agreed topic eg managing chronic pain or diabetes, improving cancer screening rates.

Some of the plans have already been implemented by PCNs eg by running events and others have expressed interest in obtaining funding for a role that would incorporate patient engagement.

##### Maternity Services Project:

Black, Asian and minority ethnic women, women living in deprived areas and women with learning disabilities are more likely to experience poor health outcomes when using maternity care services. Working with local voluntary and community organisations, we heard maternity care stories from 55 pregnant and newly birthed women from these groups.

Women spoke highly of health professionals who showed sensitivity, listened to them and were responsive to individual needs and circumstances.

However, a lack of continuity and person-centred care and a focus on structural aspects of care left many women feeling anxious, alone and 'processed' through the system.

Poor communication meant that some women felt 'funnelled' and/or excluded from decisions about their care.

Many women, particularly those whose first language was not English, found it difficult to obtain the information they needed about maternity care, hospital processes, pregnancy, birth and postnatal care.

What difference did this make?

Colleagues at South East London Local Maternity and Neonatal Services (SELLMNS) are using women's stories and HWL recommendations to develop their equality and equity plan.

The new plan includes:

## **Healthwatch Lambeth**

### **Trustees' Report**

- Introducing pocket guides/aide memoirs and online events to improve staff skills to deliver more personal conversations so women feel listened to and involved in their care
- Providing accessible parent education sessions for women in six different languages including; Spanish, Portuguese, Somali, Arabic, Romanian, and French, reflecting the diversity of the population across South East London
- Improving continuity of care for groups of women known to have poorer outcomes, including women from the groups we spoke to

#### **Hospital Discharge Research:**

HWL collected, analysed and shared people's experiences of hospital discharge. As a result local hospitals developed new resources to help people understand what to expect and to navigate their hospital discharge more easily.

Since publication of our joint project on hospital discharge with Healthwatch Southwark in 2018, the 'Going Home' report, both Guy's and St Thomas' Trust (GSTT) and Kings College Hospitals (KCH) made changes to the way hospital discharge is planned. To understand the impact of these changes on patient experiences, HWL spoke to 18 people who had recently left hospital.

Patients had mixed experiences regarding the co-ordination and communication they received before, during and after their discharge:

- Hospital discharge worked best for people who were familiar with hospital processes, were able to communicate their needs, and/or had an unpaid carer to support them and communicate with staff on their behalf.
- Satisfaction with hospital discharge was lower for people with social or communication needs, language barriers, and/or additional complex vulnerabilities like disabilities and chronic illnesses making it harder for them to navigate the process and/or access support.
- Blockages such as lack of coordination between teams, delays in prescribing medication and arranging patient transport also led to more negative experiences.
- Few people recalled being provided with written information about discharge, but those that did found it helpful.

What difference did this make? Since sharing our follow-up patient feedback, GSTT and KCH are now:

- Co-designing with patients a new video and an Easy Read written resource (digital and in-paper) to explain the discharge process and outline the support services available during and post-discharge.
- Providing written resources in different languages representing the diversity of the South East London population.
- Implementing a discharge checklist with care home residents to ensure their transition to the care home is smoother and includes medications.

## **Healthwatch Lambeth**

### **Trustees' Report**

#### **Reducing digital exclusion project**

As more and more services are going online, it is important to understand how this impacts patients and their experience of receiving care. Working closely with one of the Lambeth PCNs (Fiveways Primary Care Network) we sought to find out about patients' experience of using online services and surveyed over 60 patients in GP waiting rooms.

We found that confidence was the greatest barrier for patients when it came to using digital or online options. Many patients did have phones and access to the internet and were comfortable using certain online services. However they often hadn't been confident or knowledgeable about managing their healthcare online.

We reported our findings to PCN staff who were keen to support patients to improve their digital literacy. We therefore worked with a local voluntary organisation, Clear Community Web (<https://clearcommunityweb.co.uk/>) to provide Digital Skills workshops and introduce patients to the NHS app. Over 40 patients attended, many of whom had not tried to download or use the NHS App before.

What difference did this make?

The workshops increased patients' awareness and understanding of the NHS App, and how people can use it to have greater control over their own health care by accessing their health records, booking appointments, and arranging repeat prescriptions. The older people who attended felt their digital skills had improved and they were more confident especially in using the NHS app.

The workshops also provided a great opportunity for practice staff to hear in more depth about people's experiences of digital exclusion and other challenges and talk with them about how barriers might be overcome. Based on the feedback in the workshops, some of the practices in the PCN have set up drop-in sessions to help patients set up their NHS account so they can access the NHS App or to troubleshoot any problems they are having with online services. As a result, people are better able and more confident to access services online.

#### **Empowering LGBTQI+ communities to access adult social care**

Talking to Lambeth residents, we found widespread confusion about what adult social care is, who provides services, their rights and who they should turn to for help. After we published some information and guidance on social care, we were invited by a local charity working with older LGBTQI+ people to provide information about accessing these services to their members. We facilitated a workshop which gave information about the Adult Social Care system and allowed time for questions from the group. Many of the participants were navigating the Social Care system for the first time and the workshop allowed the opportunity for conversations in a familiar and safe environment. Older people in Lambeth identifying as LGBTQI+ are now better informed about social care and feel more confident to navigate the system.

## **Healthwatch Lambeth**

### **Trustees' Report**

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

This year HWL helped people by:

- Helping people get the health and social care they need
- Helping people navigate the NHS complaints service
- Linking people with local advocacy and mental health support
- Directing people to local health and wellbeing services and community initiatives.

#### **Volunteering programme**

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 at community events in the community
- Promoted Healthwatch Lambeth services at large public events
- Created content for the HWL website, social media, volunteer newsletter, and flyers
- Helped with data entry and administrative organisation
- Mailed out paper copies of our newsletter to increase accessibility

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.
- 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 £339,263 (2023: £364,538)

Expenses incurred during the year to 31 March 2024 primarily relate to the costs of running the charity's projects.

## **Healthwatch Lambeth**

### **Trustees' Report**

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 2024 were £217,925 (2023: 240,855). This comprises the year-end unrestricted funds of £205,493 and restricted funds of £12,432

#### **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**

Healthwatch Lambeth priorities reflect its commitment to play a full and active part in ensuring that people who experience the worst outcomes in health and social care have the opportunity to be heard and understood and that their views shape how services are provided.

Healthwatch Lambeth priorities for 2024-25 include:

To continue outreach activities to people and groups experiencing social deprivation and marginalisation so that their experiences and views are heard, understood and responded to by people in power.

To work with others in Lambeth and the South East London Integrated Care System to help develop a health and social care culture where all staff listen to and learn from service users and carers in their efforts to improve services

#### **Healthwatch Lambeth's top three objectives for 2024-25 are to:**

1. Engage in research to understand and respond to health inequalities relating to specific communities in Lambeth including in relation to experiences of digital exclusion, mental health services experienced by Black men, screening services, and safeguarding.
2. Conduct Enter and View visits in health and social care services including in GP surgeries, Extra Care and care homes, and mental health services.

## **Healthwatch Lambeth**

### **Trustees' Report**

3. Conduct community engagement with groups we have not previously extensively engaged with including people who are homeless, refugee & asylum seeking groups, and Gypsy, Roma, and Traveller communities to understand their experiences of health and social care services.

### **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 reports and the organisational Risk Register. Healthwatch Lambeth continuously reviews its Financial Procedures and Policies.

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

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

#### Organisational structure

1 full-time and 6 part-time staff carry out the work of the organisation.

The Healthwatch Lambeth CEO is responsible for running the organisation. The CEO is supported by a senior management team including a research and engagement manager and finance manager. Work programmes are led by engagement leads and project staff.

# Healthwatch Lambeth

## Trustees' Report

### Change in staff during 2023-2024

An organisational restructure took place in January 2024, and one staff member was made redundant.

### Partnerships

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

#### Lambeth Together Delivery Alliances

As a partner in Lambeth Together, during 2023-24, 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. Ensuring the right organisational structure to deliver our projects and services.
2. Ensuring financial sustainability over the longer term
3. Ensuring a clear strategic direction to assist prioritisation
4. Ensuring appropriate governance and oversight in terms of policies and processes at executive and board level

### **Mitigation**

1. Focusing on securing funding from a wide range of sources for the year ahead.
2. Ensuring organisational costs are in line with income.

### **Small companies provision statement**

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

**SIGNED SECURELY**  
03/12/2024

03/12/2024 at 6:57:24 PM UTC

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

**SIGNED SECURELY**  
Patrick Mitchell  
03/12/2024 at 6:57:24 PM UTC

Patrick Mitchell  
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.

 **SIGNED SECURELY**  
03/12/2024

Approved by the trustees of the charity  On 03/12/2024 at 6:57:24 PM UTC signed on its behalf by:

 **SIGNED SECURELY**  
Patrick Mitchell  
03/12/2024 at 6:57:24 PM UTC.....

Patrick Mitchell  
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 2024 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 , 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

Wem & Co

 04/12/2024 at 3:23:17 PM UTC

.....  
Alistair I Wem BSc FCA

Wem & Co Chartered Accountants & Registered Auditors

Savoy House

Savoy Circus

London

W3 7DA

 SIGNED SECURELY

04/12/2024

Date:  04/12/2024 at 3:23:17 PM UTC

## Healthwatch Lambeth

### Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2024 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	305,663	33,600	339,263
Investment income	4	2,486	-	2,486
Other income		558	-	558
Total income		<u>308,707</u>	<u>33,600</u>	<u>342,307</u>
<b>Expenditure on:</b>				
Charitable activities	5	(298,335)	(66,836)	(365,171)
Other expenditure		(68)	-	(68)
Total expenditure		<u>(298,403)</u>	<u>(66,836)</u>	<u>(365,239)</u>
Net income/(expenditure)		<u>10,304</u>	<u>(33,236)</u>	<u>(22,932)</u>
Net movement in funds		10,304	(33,236)	(22,932)
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>195,189</u>	<u>45,668</u>	<u>240,857</u>
Total funds carried forward	14	<u>205,493</u>	<u>12,432</u>	<u>217,925</u>

	Note	Unrestricted £	Restricted £	Total 2023 £
<b>Income and Endowments from:</b>				
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>
<b>Expenditure on:</b>				
Charitable activities	5	(304,563)	(58,640)	(363,203)
Other expenditure		(75)	-	(75)
Total expenditure		<u>(304,638)</u>	<u>(58,640)</u>	<u>(363,278)</u>
Net (expenditure)/income		<u>(23,002)</u>	<u>25,633</u>	<u>2,631</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 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2023 £
Net movement in funds		(23,002)	25,633	2,631
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>217,111</u>	<u>21,113</u>	<u>238,224</u>
Total funds carried forward	14	<u>194,109</u>	<u>46,746</u>	<u>240,855</u>

All of the charity's activities derive from continuing operations during the above two periods. The funds breakdown for 2023 is shown in note 14.

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 2024**

	<b>Note</b>	<b>2024</b>	<b>2023</b>
		<b>£</b>	<b>£</b>
<b>Fixed assets</b>			
Tangible assets	10	2,016	3,749
<b>Current assets</b>			
Debtors	11	14,129	39,805
Cash at bank and in hand	12	<u>317,015</u>	<u>317,306</u>
		331,144	357,111
<b>Creditors: Amounts falling due within one year</b>	13	<u>(115,235)</u>	<u>(120,005)</u>
<b>Net current assets</b>		<u>215,909</u>	<u>237,106</u>
<b>Net assets</b>		<u>217,925</u>	<u>240,855</u>
<b>Funds of the charity:</b>			
<b>Restricted</b>		12,432	46,746
<b>Unrestricted income funds</b>			
Unrestricted		<u>205,493</u>	<u>194,109</u>
<b>Total funds</b>	14	<u>217,925</u>	<u>240,855</u>

For the financial year ending 31 March 2024 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 2024

The  **SIGNED SECURELY**  
Financial statements on pages 16 to 31 were approved by the trustees, and authorised for  
issue on **03/12/2024 at 6:57:24 PM UTC** and signed on their behalf by:

**SIGNED SECURELY**  
*Patrick Mitchell*  
**03/12/2024 at 6:57:24 PM UTC**

Patrick Mitchell  
Chair and Trustee

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

**Healthwatch Lambeth**  
**Statement of Cash Flows for the Year Ended 31 March 2024**

	Note	2024 £	2023 £
<b>Cash flows from operating activities</b>			
Net cash (expenditure)/income		(22,932)	2,631
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation		1,733	-
Investment income	4	<u>(2,486)</u>	<u>(1,011)</u>
		(23,685)	1,620
<b>Working capital adjustments</b>			
Decrease/(increase) in debtors	11	25,676	(15,646)
Decrease in creditors	13	<u>(4,768)</u>	<u>(56,751)</u>
Decrease in deferred income		-	(2,288)
Net cash flows from operating activities		<u>(2,777)</u>	<u>(73,065)</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	4	2,486	1,011
Purchase of tangible fixed assets	10	<u>-</u>	<u>(681)</u>
Net cash flows from investing activities		<u>2,486</u>	<u>330</u>
Net decrease in cash and cash equivalents		(291)	(72,735)
Cash and cash equivalents at 1 April		<u>317,306</u>	<u>390,041</u>
Cash and cash equivalents at 31 March		<u>317,015</u>	<u>317,306</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 2024**

#### **1 Charity status**

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

The address of its registered office is:

Tripod- LB of Lambeth, PO Box 80771  
Brixton  
London  
SW2 9QQ

#### **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 2024

#### **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.

#### **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.

#### **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.

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### **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.

#### **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.

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### **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.

#### **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.

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### ***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.

#### ***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	305,663	33,600	339,263
<b>Total for 2024</b>	<b>305,663</b>	<b>33,600</b>	<b>339,263</b>
<b>Total for 2023</b>	<b>280,265</b>	<b>84,273</b>	<b>364,538</b>

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### 4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	2,486	2,486
<b>Total for 2024</b>	<b>2,486</b>	<b>2,486</b>
<b>Total for 2023</b>	<b>1,011</b>	<b>1,011</b>

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### 5 Expenditure on charitable activities

	Note	Unrestricted		Total 2024 £	Total 2023 £
		General £	Restricted £		
Staff training & recruitment		3,064	-	3,064	7,022
Staff welfare		1,847	-	1,847	99
Motor & travelling		76	-	76	682
Consultancy & partner payments		7,277	22,404	29,681	38,009
Computer equipment depreciation		1,733	-	1,733	2,131
Accountancy		1,248	-	1,248	1,080
Staff costs		262,290	22,011	284,301	273,095
Allocated support costs		40,221	-	40,221	38,085
Governance costs		(19,421)	22,421	3,000	3,000
		<u>298,335</u>	<u>66,836</u>	<u>365,171</u>	<u>363,203</u>

In addition to the expenditure analysed above, there are also governance costs of £3,000 (2023 - £3,000) which relate directly to charitable activities. See note for further details.

#### 6 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.

#### 7 Staff costs

The aggregate payroll costs were as follows:

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2024

	2024	2023
	£	£
<b>Staff costs during the year were:</b>		
Wages and salaries	254,893	235,396
Social security costs	19,527	18,938
Pension costs	9,530	3,739
Other staff costs	351	15,022
	<hr/> <u>284,301</u>	<hr/> <u>273,095</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:

	2024	2023
	No	No
Chief Executive Officer	1	1
Manager	2	3
Administration	4	3
	<hr/> <u>7</u>	<hr/> <u>7</u>

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

### **8 Independent examiner's remuneration**

	2024	2023
	£	£
Examination of the financial statements	<hr/> <u>3,000</u>	<hr/> <u>3,000</u>

### **9 Taxation**

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

### **10 Tangible fixed assets**

Cost	Furniture and equipment	Total
	£	£
At 1 April 2023	<hr/> <u>19,726</u>	<hr/> <u>19,726</u>
At 31 March 2024	<hr/> <u>19,726</u>	<hr/> <u>19,726</u>

## Healthwatch Lambeth

### Notes to the Financial Statements for the Year Ended 31 March 2024

	<b>Furniture and equipment</b>	<b>Total</b>
	£	£
<b>Depreciation</b>		
At 1 April 2023	15,977	15,977
Charge for the year	1,733	1,733
At 31 March 2024	17,710	17,710
<b>Net book value</b>		
At 31 March 2024	2,016	2,016
At 31 March 2023	3,749	3,749

**Healthwatch Lambeth**

**Notes to the Financial Statements for the Year Ended 31 March 2024**

**11 Debtors**

	<b>2024</b>	<b>2023</b>
	£	£
Trade debtors	11,951	35,760
Prepayments	2,042	1,479
Other debtors	136	2,566
	<hr/>	<hr/>
	<b>14,129</b>	<b>39,805</b>
	<hr/>	<hr/>

**12 Cash and cash equivalents**

	<b>2024</b>	<b>2023</b>
	£	£
Cash on hand	1	20
Cash at bank	<hr/>	<hr/>
	<b>317,014</b>	<b>317,286</b>
	<hr/>	<hr/>
	<b>317,015</b>	<b>317,306</b>
	<hr/>	<hr/>

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

	<b>2024</b>	<b>2023</b>
	£	£
Trade creditors	1,355	604
Other taxation and social security	8,129	7,274
Other creditors	102,751	109,127
Accruals	<hr/>	<hr/>
	<b>3,000</b>	<b>3,000</b>
	<hr/>	<hr/>
	<b>115,235</b>	<b>120,005</b>
	<hr/>	<hr/>

Other creditors is gifts of £102,751 payable to Gobal Black Thrive

**Healthwatch Lambeth**

**Notes to the Financial Statements for the Year Ended 31 March 2024**

**14 Funds**

	<b>Balance at 1 April 2023</b> £	<b>Incoming resources</b> £	<b>Resources expended</b> £	<b>Balance at 31 March 2024</b> £
<b>Unrestricted</b>				
<i>General</i>				
General Funds	45,189	308,707	(298,403)	55,493
<i>Designated</i>				
Designated Funds	<u>150,000</u>	-	-	150,000
General funds	<u>195,189</u>	<u>308,707</u>	<u>(298,403)</u>	<u>205,493</u>
<b>Restricted</b>				
Healthwatch Lambeth - PCN	41,802	-	(41,802)	-
Healthwatch Lambeth - Contract Variation LLDA	<u>3,866</u>	<u>33,600</u>	<u>(25,034)</u>	<u>12,432</u>
	<u>45,668</u>	<u>33,600</u>	<u>(66,836)</u>	<u>12,432</u>
<b>Total funds</b>	<b><u>240,857</u></b>	<b><u>342,307</u></b>	<b><u>(365,239)</u></b>	<b><u>217,925</u></b>

**15 Analysis of net funds**

	<b>At 1 April 2023</b> £	<b>Financing cash flows</b> £	<b>At 31 March 2024</b> £
Cash at bank and in hand	<u>317,306</u>	<u>(291)</u>	<u>317,015</u>
Net debt	<u>317,306</u>	<u>(291)</u>	<u>317,015</u>