



Annual Report 2023-2024

HWLincs

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HWLINCS ANNUAL REPORT

Message from our Chair, Michele Duggan

In my first year as Chair for HWLinCS, and I have been privileged to have seen some excellent achievements over the last 12 months. The team is rightly proud of its work completed internally to enhance our processes and strengthen governance to prepare us for our re-contracting year of our flagship Healthwatch Lincolnshire service. However, it is the relationships with our partners that we are particularly proud of, and I would like to thank all local stakeholders and our strategic partners for their continued support.

The year hasn't been without challenges, not least seeing other local charities cease to exist, but we have continued to work efficiently to deliver the highest levels of service possible. The dedication of the staff, volunteers, members and of course fellow trustees has enabled us to expand our reach whilst also completing projects that have influenced future positive outcomes for our local community.

Thank you to colleagues for their hard work and commitment and to everyone who has contributed to the "voice" of HWLinCS. We could not do this without you.

Delivering our 2023-2026 strategy has helped us to focus on becoming resilient, bringing our staff and volunteers together and ensuring we are seen and heard across stakeholders and the public. I am pleased with the progress made on the strategy and I hope you enjoy reading this report and the achievements of the team in more detail.



MICHELLE DUGGAN
HWLINCS CHAIR

Message from our Chief Executive Officer, Navaz Sutton

Since coming into post halfway through the year, our work to influence positive change has been a priority through gathering the voices, opinions and experiences of the people of Lincolnshire. Last year our dedicated team engaged with thousands of people, which I am proud to say, as this provides the opportunity to influence change for our communities. This intelligence allows partners and providers to inform service development and improvement.

Thank you to our staff, trustees and members for their continued commitment, and to a dedicated volunteer team who support our work, allowing us to achieve so much. Our volunteers gave 1,669 hours of their time during the year, which is not only a credit to themselves but increases the amount of voices we hear from, giving us a greater chance of having a positive impact on people's lives.

We have delivered nine projects this year, not only working with local funders and partners, but also running projects on behalf of national organisations such as Healthwatch England and the CQC. Our projects and their impact can be seen later in this report, and securing similar work that allows us to hear from more Lincolnshire voices will be a key aspect we develop for future years.

Even with a year of new CEO and Chair appointments, long standing staff moving on and an ever-changing landscape of partners, we have achieved real success in our work and established new relationships as well as building on existing ones, which is a credit to everyone involved.

Conversations and relationships around the value of public voice are drifting into a more central consideration for providers and services, which is the core function of our charity. We want to build on this to bring about positive change for the people of Lincolnshire, so I am excited for the year ahead.

To finish I would like to thank everyone who supports our work and provides the funding to make this happen, and all the people who share their views and experiences to provide such rich intelligence.



NAVAZ SUTTON
HWLincs CEO

ABOUT HWLINCS

HWLinCS is a people first charity dedicated to improving wellbeing and influencing positive change.

Our Vision

To influence positive change and improve people's wellbeing.

Our Mission

HWLinCS is committed to capitalising on the knowledge, skills and experience of our people to deliver a cost-effective, high-quality service which has the potential to change the lives of others.

Our Background

HWLinCS is a charity specialising in engagement, research and evaluation to provide invaluable insights and recommendations that drive positive change in health, social care and wellbeing.

We work with charities, businesses, non-profit organisations, the NHS, government departments and more, to deliver on contracts and projects, supporting and informing the enhancement and improvement of their products and services for the benefit of our communities.

Our team of skilled experts can plan, personalise, fine-tune and deliver projects that meet each client's objectives. They have developed an excellent reputation locally and nationally through well-established networks and connections, bringing true value to services and people.

As a registered charity our approach follows our five values:

- Innovation
- Inclusivity
- Honesty
- Caring
- Diligence

These are aligned to our charitable objects, which are to actively pursue engagement and insight opportunities in the arena of health, care and wellbeing.

We are a trusted, independent, knowledgeable and friendly charity, with a track record of delivering projects, providing insight and supporting recommendation implementation for more than 10 years.

OUR STRATEGY

Our strategy will take us through to 2026 and focusses on three priorities.

Our Priorities



FINANCIAL RESILIENCE

1

The key to building financial security will be to grow diverse income opportunities across different sectors, and being a trusted partner in engagement, research and evaluation. This will enhance our ability to understand people's experiences and influence change.



OUR PEOPLE

2

Protecting the expertise within the staff team and supporting them is an important part of looking after our most valuable assets. This extends to volunteers who provide the much-needed reach into communities to gather enriched insights into people's experiences and views.



COMMUNICATIONS

3

Increasing brand awareness with stakeholders and the public is essential to create a sustainable charity with growth potential. During this strategy period we will celebrate our 10th year anniversary and communicate what we do and the impact of our work.

Our Progress: Communications

A temporary **Communications Officer** role was recruited to provide advice, guidance and set the direction of travel for the charity as it entered its 10th year of delivery.

An **internal evaluation** was completed to understand where improvements could be made.

COMMUNICATIONS



3

HWLincs launched a **new website**, streamlining the information and navigation for easier engagement and to provide a better platform for demonstrating impact.

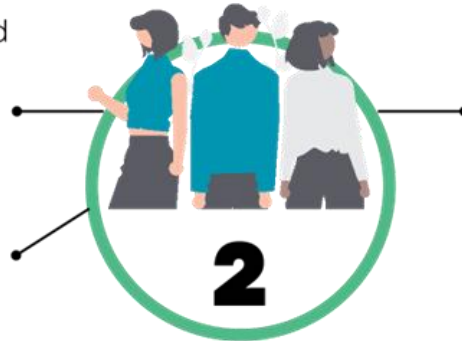
There was a focus on **stakeholder relationships** and wider connections into various sectors.

Our Progress: Our People

OUR PEOPLE

For our most valuable assets we introduced a **wellbeing programme**, engaging existing staff and volunteers. This included 12 staff, 8 trustees and 36 volunteers.

Two trustees retired and two joined. The **new trustees** bring a wealth of knowledge from the voluntary and community sector, project management, and health, in particular the working practices of health partners and the ICB.



Volunteer recruitment was a focus as eight retired. We take this opportunity to thank these volunteers, recognising that between them they have given decades to HWLincs activities. Our team of **volunteers contributed 1,669 hours** over the year across the county, which must be applauded for their commitment to capture public voice and people's experiences, and we thank each of them.

Our Progress: Financial Resilience

FINANCIAL RESILIENCE

Achieved **diversification of funding** through national organisations such as Healthwatch England and Care Quality Commission. Local collaborations and partnerships developed over the year.

Internal processes established to identify, assess, apply and **secure projects and contracts**.

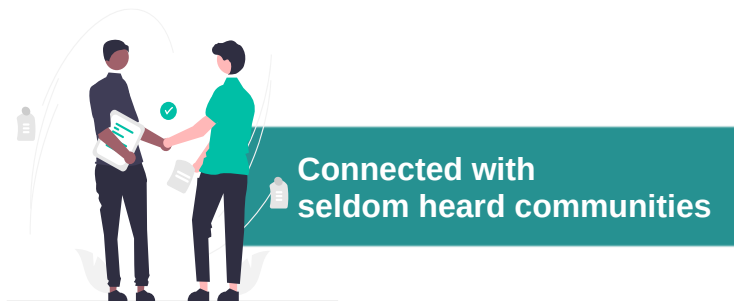


Contract ready preparation across board, staff and volunteers began.

Updated charity objects to align to the ethos of Healthwatch, allowing further public voice, engagement, research and evaluation as part of the HWLincs offer.

Healthwatch delivery reviewed, ahead of the re-contracting year, and new and innovative approaches implemented.

OUR HIGHLIGHTS



Home What We Do About Us News Volunteer Contact Us



Trusted Experts

In engagement, research and evaluation

HW Lincs is a charity specialising in engagement, research and evaluation to provide invaluable insights and recommendations that drive positive change and impact in health, social care and wellbeing.

We work with charities, businesses, non-profit organisations, the NHS, government departments and more, to deliver contracts and projects in wellbeing and social change.

Our team of skilled experts can plan, personalise, fine-tune and deliver projects that meet each client's objectives.

Why choose us? We're trusted, independent, knowledgeable and friendly, with a track record of delivering projects, providing insight and supporting recommendation implementation for more than 10 years.

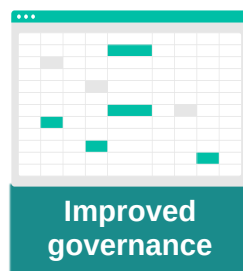
Get in touch to find out how we can work together.

New website launched



**Care Quality
Commission**

**Lincolnshire
COUNTY COUNCIL**
Working for a better future



OUR WORK

During 2023-2024 HWLincs delivered nine contracts. All were completed within the remit set by the funders and there was a wealth of intelligence collated across all this work.

The following information is provided as an overview of our work and more detailed reports and updates can be seen via our websites hwlincs.co.uk and healthwatchlincolnshire.co.uk.

Digital Inclusion (CQC)



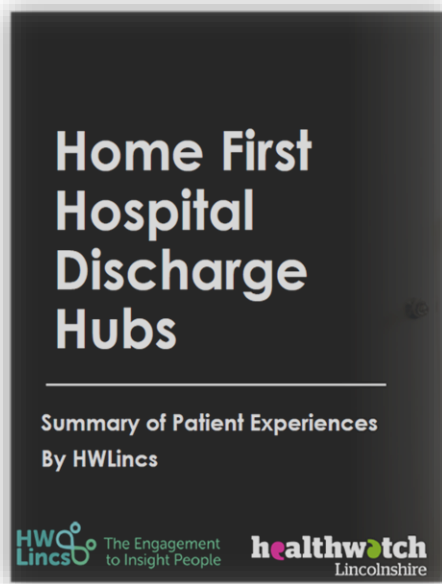
This work focused on seldom heard groups; people experiencing homelessness, low-income households, young families and adults with learning difficulties, to understand how the Care Quality Commission (CQC) can better collect experiences of care from people who are digitally excluded.

The insight was gained by using a range of engagement methods: focus groups, one to one interviews and surveys.

Recommendations were then provided to CQC which suggest increasing awareness of the CQC and its role by promoting its activities in places frequently visited by seldom-heard groups, such as hostels and libraries. It is important to inform people about how their feedback is used and the resulting changes to address apathy and motivate more participation.

Trust and relationships need to be built with seldom-heard groups, as many feel their feedback is not valued. It is also recommended to connect with trusted 'bridging organisations' like local Healthwatch to gather feedback and ensure digital methods are easy to use. The preferred ways for the CQC to provide feedback vary, with suggestions including free phone services, face-to-face engagement, and 'You Said, We Did' reports.

Patient Engagement for Home First (LCC)

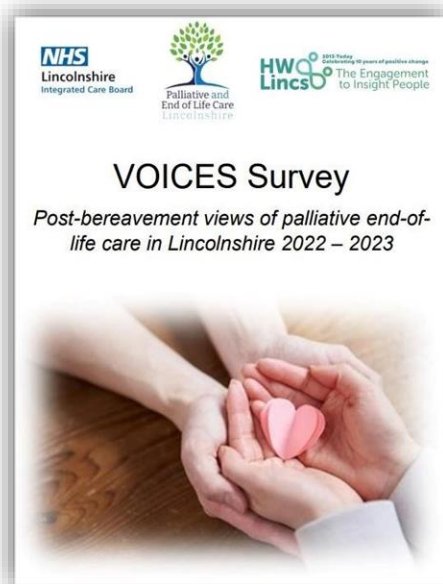


HWLincs and Healthwatch Lincolnshire were asked by Lincolnshire County Council Adult Social Care to carry out a targeted piece of work into peoples' experiences of hospital discharge. It focused on hospital discharges managed via the hospital hubs at Lincoln County and Pilgrim Hospital due to ongoing health and care needs.

This work was supported by the Home First Discharge Team. In total, 31 patients were interviewed over a two-day period.

The findings of the engagement helped Adult Social Care identify where the system might manage flow better from a person's perspective, irrespective of where the challenges lie, whether this be Adult Social Care, Acute or Community setting.

VOICES – Hospital Discharge (ICB)

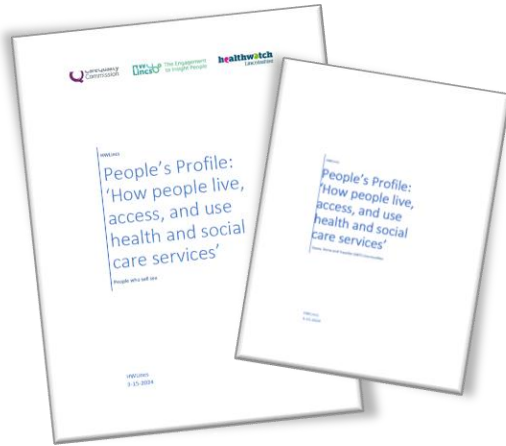


In 2022, HWLincs, with the support of the NHS Lincolnshire Palliative End of Life Program Cell, conducted a survey to gather post-bereavement views on palliative end-of-life care in Lincolnshire.

The work delivered the validated previous national VOICES survey which gathers views and experiences from bereaved relatives, friends or carers. The work was a benchmark for measuring the continuous improvement of quality and care models provided to those at the end of life in Lincolnshire.

In its second year, the survey to gather post-bereavement views on palliative end-of-life care in Lincolnshire saw a 176% increase in the number of responses. In total, 254 people shared their views. After reviewing the data collected during the second year of the Lincolnshire VOICES survey, improvements appear to have been made in some aspects of palliative end-of-life care compared to the previous year.

People's Profiles (CQC)



The CQC People's Profile project sought insight on a variety of groups and HWLincs was commissioned to engage with Gypsy, Roma, and Traveller communities and people who sell sex, building on what we already know and providing a national picture of health and social care areas impacting this group.

Gypsy, Roma and Traveller communities

We primarily engaged with this group using semi-structured interviews, supported by paper and online surveys. The framework covered access to primary care, mental health, cancer and dementia services and awareness of CQC. Overall, 55 people shared their views. The main issues faced by respondents were access to GP services: no fixed address is a common barrier and negative attitudes and judgement from people in health and care, as well as a lack of understanding of the community, its needs and culture all influence whether respondents would seek help.

People who sell sex

We primarily engaged with this group via online and in-person surveys, follow-up semi-structured interviews, and interviews conducted by partnership organisations. The questioning framework covered access to primary care, mental health, cancer and dementia services, and awareness of CQC. Overall, 61 people shared their views.

We heard from a range of ages, members of the LGBTQ+ community and people who work in various areas of the sex industry, including indoor independent workers – 79% (44), escort agency workers – 21% (12), online subscription service worker – 16% (9) and street sex workers – 9% (5). The latter was reached in partnership with Jericho Road Project charity.

By far the biggest issue raised during this work was the judgement that people who sell sex often face when accessing health and care services. This included insensitive comments, a lack of understanding of their needs and circumstances, and assumptions that physical and mental health concerns are due to selling sex. As a result of this, many people shared that they do not disclose what they do to earn money when accessing services, especially GP and hospital services, due to fears of being judged or treated differently.

The REN project (Research Engagement Network)



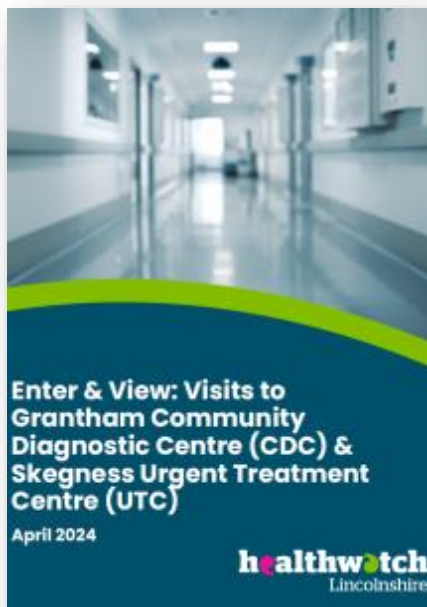
The REN (Research Engagement Network) project aimed to engage with community members and support groups in Mablethorpe and Horncastle.

The project identified what these groups understood by research, the types of research they would consider participating in, the benefits of research, and the barriers preventing them from engaging in research.

The initial phase focused on canvassing community members over the phone and through interviews to gather insights. The second phase involved bringing interested individuals together to discuss potential research projects and provide support in developing these projects.

The project aimed to facilitate community research by providing time, space and support, with the goal of demonstrating the impact of improvements on wellbeing to secure further funding.

Healthwatch Community Diagnostic Centre (CDC) Enter and View



We were commissioned by Healthwatch England to undertake two Enter and View visits to Grantham Community Diagnostic Centre (CDC) and Skegness Urgent Treatment Centre (UTC) to support a wider review of Community Diagnostic Centres across England.

Healthwatch England wanted to understand the experiences of people attending CDCs for diagnostic tests and the experiences of staff working in CDCs.

The findings from the visits to Skegness UTC and Grantham CDC highlighted several key points. At Skegness UTC, patients appreciated the convenience of its location and the professionalism of staff but raised concerns about waiting times and signage clarity.

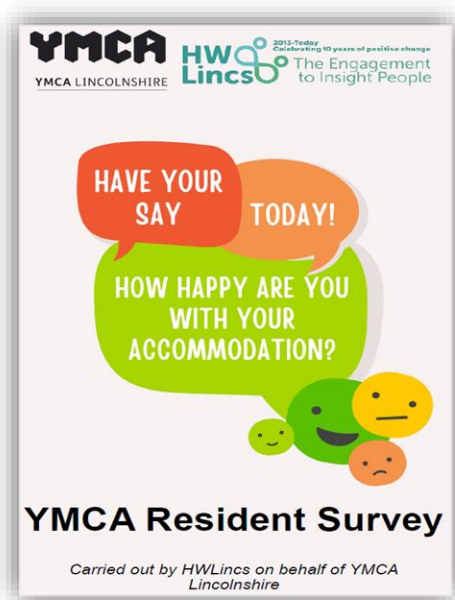
Recommendations include reducing wait times, improving signage, and enhancing patient comfort. Similarly, at Grantham CDC, patients valued the accessibility and cleanliness of the facility but noted issues with signage and communication about appointments.

Recommendations for Grantham CDC include enhancing signage, improving communication channels. These recommendations aim to address the identified issues and improve the overall quality of diagnostic services in Lincolnshire.

The Lincolnshire report can be found here: [Healthwatch Lincolnshire CDC Report](#)

Healthwatch England report: [Learning the lessons of Community Diagnostic Centres](#)

Tenancy Satisfaction Measures



YMCA Lincolnshire is a Registered Housing Provider with the Regulator of Social Housing. The charity owns and manages more than 170 accommodation units split into three sites: Nomad (Night Shelter), Hostel and Community Shared Housing.

In 2023, the Regulator for Social Housing introduced the Tenant Satisfaction Measures (TSM) Standard as a way to assess the quality of services and homes provided by social housing landlords.

HWLincs ran a pro bono pilot of the survey for YMCA Lincolnshire and all current YMCA residents were posted a copy of the survey to complete. Residents could also complete the survey online.

In total 47 out of the 155 residents responded to the survey, an overall response rate of 30%. However, response rates varied considerably by site: 78% of the residents at the Nomad completed the survey but just 5% of those in Community Shared Housing shared their views.

Involving Lincs Survey

Over the last two years the Lincolnshire voluntary and community sector has spoken openly about the challenges they face in delivering vital support to local people. These challenges include:

- Volunteer availability
- Workforce recruitment and retention
- Disengagement of communities
- Accessing funding



To better understand the challenges the sector faces, Involving Lincs (IL) and HWLincs launched a countywide survey. A total of 238 organisations shared their views through this survey and we identified core themes.

Funding and volunteers were by far the biggest concerns raised. All these issues have a compounding, potential recurrent impact.

- Limited funding can deter paid staff and volunteers from joining or staying with an organisation.
- A lack of manpower may mean organisations have to scale back service delivery.
- Service delivery is also affected by rising costs.
- Reduced service delivery can contribute to a lack of engagement and service users seek help from elsewhere.
- Low numbers can limit impact and the ability to apply for funding, which becomes a cyclical challenge.

Healthwatch Lincolnshire

Our Healthwatch Team continues to reach out across Lincolnshire, with an impressive 305,514 people linked to us through social media alone.

More than 2,300 people shared their experiences of health and social care, contributing to significant insights that were shared with service providers.

Our Information and Signposting service helped over 4,500 people, who received essential information that without our help they would not know where to go for answers and support.

In mental health, surveys revealed long waiting times and challenges in accessing services, though many praised the quality of care once it was received. Efforts to address gaps in menstrual and menopausal health care contributed to the development of the Women's Health Strategy for Lincolnshire.

Volunteers dedicated 1,668 hours to improve care, including conducting 14 Enter and View visits to care homes and urgent care centres.

Involvement, Information and Watchdog remain as core services.

For a more detailed read about this work please visit the Healthwatch Lincolnshire website to download The Healthwatch Annual Report for 2023/24: [Healthwatch Lincolnshire Annual Report 2023-24](#)

healthwatch Lincolnshire

Reaching out:

2,328 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

We have had **30,899** page views on our website and have

reached an incredible **305,514** people through Facebook alone.



Making a difference to care:

4,555 people

came to us for advice and information about topics such as mental health and the cost-of-living crisis

100% of experiences

were closed or resolved at the end of the year



Health and social care that works for you:

We're lucky to have

36 volunteers

who dedicated **1,668.5 hours** to make care better for our community.

We're funded by Lincolnshire County Council. In 2023-24 we received **£299,600**, which is in line with grant funding from the previous year.

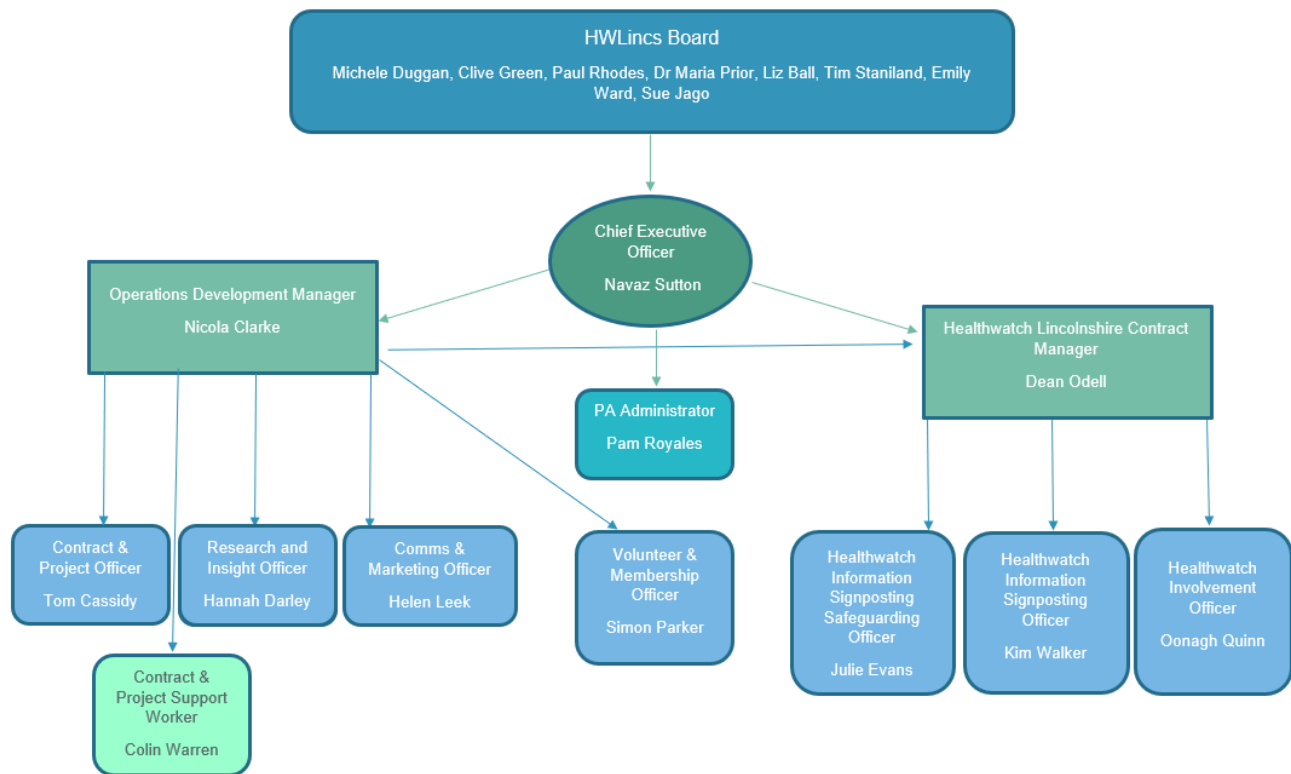


HWLincs provided

7.75 staff

to carry out our work.

OUR TEAM



Active Volunteers (36): Laurance Abrams, Emma Battram, Audra Bishop, Maria Bright, Alison Cadman, Michael Cassidy, Maureen Cassidy, James Charters, Wendy Cottam, Nnenna Enemu, Robert Edison, Julie Emmott, Stephen Frankland, Quanchao Gao, Steven Gardner, Zahra Hossany, Charlotte Irvine, Yuchen Liang, Carol Lintin, Stacey Ludlow, Charley Matthews, Yoranta Mapiki, Katherine McGuinness, Rebecca McKie, Ann Morgan, Janet Mountain, Karen Oliver, Ruth O'Melia, Mandy Parker, Ruby Parker, Anna Pastuszko, Louise Southgate, Keith Spurr, Dawn Wheatley, Brenda Wickham, Brian Wookey.

Retired Volunteers (8): Helen Nicholls, Vivienne Priestman, Annette Atkinson, Brenda Savage, Maureen Stevens, Robert McIntyre, Rosina Nash-Smith and Jacqui Sclanders.

Members (18): Liz Ball, Dean Odell, Lawrence Abrams, Julie Evans, Oonagh Quinn, Hannah Darley, Sarah Fletcher, Nicola Clarke, Maria Prior, Pauline Mountain, Tim Staniland, Michele Duggan, Mary Low, Wendy Cottam, Rosina Nash-Smith, Kim Walker, Sue Jago, Navaz Sutton.

OUR FINANCES

TOTAL INCOME

£377,328

Unrestricted income
£310,836

Restricted income
£66,492



INCOME ANALYSIS

Grants
£367,379

Donations & investments
£2,458

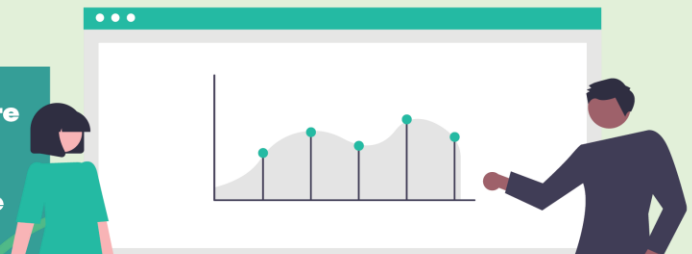
Other income
£7,491

TOTAL EXPENDITURE

£459,387

Unrestricted expenditure
£401,895

Restricted expenditure
£57,492



EXPENDITURE ANALYSIS

Staff and travel costs
£402,193

Governance costs
£4,899

Operational costs
£52,295

The independently prepared set of annual accounts are approved by trustees at the HWLincs AGM. A full set of annual accounts can be found [here](#) on the Charity Commission website.

OUR PLANS

The focus for HWLincs in the first half of the year will be to prepare for and secure the Healthwatch Lincolnshire service for further years. The new contract will begin in October 2024, and if successful, workplans will be drawn up and the mobilisation of the new contract will be at the forefront of the activities taking place.

During this time, the Operational Business Plan will continue to be executed to achieve the priorities set out in the 2023-2026 Strategy. As part of this work, the financial resilience will come from exploring how best to diversify income and identify where HWLincs can collaborate with partners to open up funding opportunities. There is work planned with Better Births and Maternity Services as well as several public, voluntary and community sector partners that will start to lead us in the direction of a more varied portfolio of projects.

Recruitment and processes around managing our volunteers will also be a priority as we look for better ways of working and bringing people onboard that can help us to reach more and deeper into communities across our county.

All of this will be backed up with a new approach to communications and how we raise awareness of our offer and ability to lead and contribute to projects that bring about public engagement in its broadest spectrum, from surveys and interviews through to service evaluation and co-production. Collating and recording impact and publishing this information will be a focus area for the future to demonstrate the benefits of public voice to service delivery and improvement.

We would like more people to connect with us, providing their feedback and signing up to our newsletter to stay informed about our work, and engage with our research projects and surveys. If anyone would like to support us through volunteering or contributing to our work, we advocate for people to get in touch with us.

LEGAL & ADMINISTRATIVE INFORMATION

Trustees	Mrs Michele Duggan (Chairman) Mr Clive Green (Vice Chair) Mr Paul Rhodes (Treasurer) Dr Maria Prior Mrs Elizabeth Ball Mr Tim Staniland Miss Emily Ward Mrs Sue Jago
Charity number	1154835
Company number	08336116
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Registered office	Rooms 33-35 The Len Medlock Centre St George's Road Boston Lincolnshire PE21 8YB
Independent examiner	Tracey Richardson BSc (Hons) FCA Azets Ruthlyn House 90 Lincoln Road Peterborough Cambridgeshire PE1 2SP
Bankers	Yorkshire Bank/Virgin Money 1st Floor 40 St Vincent Place Glasgow G1 2HL
Solicitors	Wilkin Chapman LLP The Maltings 11-15 Brayford Wharf East Lincoln LN5 7AY

CONTACT US

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LinkedIn: linkedin.com/company/hwlincs

X: x.com/HWLincs

