

REPORT TO THE ELFT TRUST BOARD

27 January 2022

Title	Annual update – Compass Wellbeing CIC
Author	Dr Mohit Venkataram, Executive Commercial Director
Accountable Executive Director	Dr Mohit Venkataram, Executive Commercial Director

Purpose of the report

This paper presents the ELFT Trust Board with an update on the development of Compass Wellbeing CIC in line with the Trust strategy. In the discussions at the ELFT Board meeting in November 2020, the board noted the following areas of future focus for the Compass Wellbeing CIC Board:

- Compass Wellbeing's work to be more widely promoted and feedback from partners and stakeholders sought
- Compass Wellbeing works towards supporting the third sector resilience
- Compass well being develops strong relations with 3rd sector organisations in support of the population health delivery.

This paper provides an update on areas of delivery that support assurance to the ELFT Board and the mitigations for residual risk.

Committees/meetings where this item has been considered

Date	Committee/Meeting
	The content of this paper has been considered by the Compass Wellbeing CIC executive and board.

Key messages

In October 2019 and November 2020 the ELFT Board This annual report from Compass Wellbeing CIC updates the ELFT Board on progress against the agreed actions and forward strategy.

Strategic priorities this paper supports

Improved population health outcomes	<input checked="" type="checkbox"/>	The Compass Wellbeing CIC strategy supports the population health strategy for ELFT.
Improved experience of care	<input checked="" type="checkbox"/>	The Compass Wellbeing CIC strategy focusses on addressing social justice for Trust service users.
Improved staff experience	<input type="checkbox"/>	
Improved value	<input checked="" type="checkbox"/>	A key priority for Compass Wellbeing CIC is to achieve financial sustainability. This report highlights the work that has been achieved to date and the continuing priorities.

Implications

Equality Analysis	Compass Wellbeing CIC will deliver the requirements of equalities legislation.
Risk and Assurance	Financial information has been produced in conjunction with Compass Wellbeing and ELFT finance teams. Accounts have been independently reviewed by RSM Auditors UK and were agreed at the Compass Wellbeing board meeting on 2 nd November 2021.

Service User/ Carer/Staff	Compass Wellbeing CIC is committed to supporting social justice and the offer and mission of the organisation supports that agenda.
Financial	Compass well being continues to deliver withing the organisations SFI
Quality	The purpose of setting up the subsidiary relationship between Compass Wellbeing CIC and ELFT is to deliver improved quality of provision for residents served by the Trust. This purpose is enshrined in the Compass Wellbeing CIC strategy.

1.0 Executive summary and background

- 1.1 This annual report presents the ELFT Board with an update on progress against the development of Compass Wellbeing CIC in line with the Trust strategy. Compass Wellbeing was acquired by ELFT in November 2018, becoming a 100% shareholder in the company. A subsequent debate by the ELFT Board agreed the articles, strategy and governance arrangements for the relationship.

2.0 Summary of 2020-21

2.1 Achievements

a) Operating cost reduction – Compass Wellbeing has worked to reduce its overheads from the point of acquisition in November 2018. In the period between 2019-20 and 2020-21 operating costs reduced by £119k. They are forecast to reduce by a further £112k in the period between 2020-21 and 2021-22. (see 3.4 below).

b) Safe adoption of services – In June 2020 Compass Wellbeing assumed responsibility for key worker and vulnerable people COVID testing services across Luton, Bedford and Central Bedfordshire. The service was meticulously assimilated and operational/ IT based changes made to testing, results recording and reporting to ensure a safe and robust clinically led practice. Over the course of the year of operation the service twice amended its relationship with designated laboratories to meet commissioner cost saving measures. The changes were carried out seamlessly and with due regard to clinical oversight. (see 3.6.2 below).

c) Service user engagement, training and employment generation – Compass Wellbeing developed and implemented a competency framework to support a service user with back to work skills. The first service user to graduate through the programme was successful in gaining substantive employment with the Trust. The programme has recruited another service user to start in November 2021. Compass Wellbeing also employed and trained a number of unemployed/ laid off people to work with the COVID testing service. Each received training, not only in testing but also in advanced skills for phlebotomy and vaccination. Those individuals have continued in substantive employment and three were subsequently inspired to join professional nurse and AHP education programmes. (see 3.6.1 and 3.6.2 below).

Compass Wellbeing devised and led the development of a programme to train service users as interpreters for the Trust and wider NHS. The first cohort of 15 entered the programme in 2021-22 with the expectation that, once qualified, they will access employment with the Trust. (see 3.6.4 below).

d) Medical devices management

Compass Wellbeing continued to support ELFT to deliver a medical devices management programme. This included devising an assurance process which brought an increased number of devices within service date and a new specification for servicing and maintenance. The company engaged with the clinical team to develop procedures and run training sessions. (see 3.6.5 below).

e) Third Sector resilience

Compass Wellbeing has devised an offer that supports the development of voluntary and community sector organisations (VCSOs) across the ELFT footprint. A procurement process, co-designed with representatives of the sector, is designed to be simpler and encourage particularly small organisations to access transformation funding. Compass Wellbeing actively supports and guides VCSOs through the procurement process and period of change.

A database of organisations is regularly used to circulate funding opportunities, free training, offers of support and networking opportunities. Expert-led meetings are held in each borough across the ELFT footprint on a cyclical basis covering subjects such as transformation, NHS funding flows/ structure/ language, population health and social prescribing. The aim is to raise Third Sector organisations to greater resilience and where they are part of the health and social care system rather than separate to it. (see 3.6.6 below).

2.2 Relationship with ELFT and leadership

Compass Wellbeing continued to be led by Millie Banerjee, chair, and Dr. Mohit Venkataram, CEO as the substantive leadership team. Steve Coles was appointed to the post of non-executive director in August 2021.

The year end accounts for 2020-21 were compiled by Compass Wellbeing and a limited assurance review was carried out by an independent auditing company. The accounts of Compass wellbeing are shared with ELFT each year as part of the reconciliation process.

ELFT CFO supported the Compass wellbeing Board decision making on the management of historical debtors and creditors and both the CFO and the Chief Nursing Officer hold monthly contract meetings with Compass team to monitor the delivery on the projects.

2.3 Governance and statutory requirements

The articles of the company are registered at Companies House and a CIC annual update report (CIC34) was lodged for 2019-20. The CIC34 for 2020-21 was ratified by the Compass Wellbeing board at its meeting in November 2021 and will lodged following the Board discussion at ELFT. The Company accounts (independent chartered accounts review) for 2020-21 will be filed by Compass Wellbeing with Companies House by December 2021.

All documents posted to companies house are available for public viewing and a link to all compass submissions to companies house is available on the compass wellbeing website.

2.4 Costs

Compass Wellbeing has reduced its organisation overheads over a period of the last three years (19/20, 20/21 and 21/22). This has been achieved by:

- reducing estates costs
- reducing staff costs
- reducing ITC costs
- re-apportioning expenditure by contract

	Actual	Actual	Forecast
Financial Year	2019-2020	2020-2021	2021-2022
Overheads	£466,766	£347,354	£235,027

2.5 Financial summary

An audited account based on a limited assurance review for 2020-21 will be filed by Compass Wellbeing with Companies House by the end December 2021. The draft accounts for 2020-21 have been audited as an independent chartered accounts review. Compass Wellbeing recorded a surplus of £252k after tax and dividends for the financial year, this position was submitted to the Compass Wellbeing Board for approval in November 2021.

Following the work carried out by the leadership team a summary of the projected profit and loss is shown below. Compass Wellbeing is expected to record a surplus of approximately £100k in 2021-22. Focus on the financial recovery and sustainability is continuing.

2.5.1 Draft accounts 2020-2021

Year end 2020/21 – balance sheet abbreviated

	31st March 2021
Fixed assets	1,234
Current assets	864,018
Current liabilities	648,716
Current assets less current liabilities	215,302
Total assets less current liabilities	216,536
Long term liabilities & provisions	234
Net assets	216,302
Capital and reserves	
Share capital	3
Profit & loss account	216,299
	216,302

*based on Year End Draft v3.1

Year end 2020/21 – profit and loss abbreviated

	Total
Sales	1,508,844
Direct expenses	1,020,755
Gross profit	488,090
Overheads & other income	215,803
	272,287
Corporation tax	0
Net profit / (loss) after tax	272,287
ELFT Dividend	20,000
Net profit / (loss)	252,287

* based on Year End Draft v3.1

2.5.2 Forecast 2021-2022

Forecast 2021/22 – balance sheet abbreviated

	QE June 21	QE Sept 21	QE Dec 21	QE Mar 22
Fixed assets	2,018	3,112	2,727	2,342
Current assets	2,159,318	2,142,403	1,261,757	745,851
Current liabilities	1,598,911	1,722,672	883,077	431,562
Current assets less current liabilities	560,407	419,731	378,680	314,289
Total assets less current liabilities	562,425	422,842	381,406	316,631
Long term liabilities & provisions	234	234	234	234
Net assets	562,191	422,608	381,172	316,397
Capital and reserves				
Share capital	3	3	3	3
Profit & loss account	562,188	422,605	381,169	316,394
	562,191	422,608	381,172	316,397

* based on forecast v4.1 (Q1 & Q2 actuals, Q3 & Q4 forecast)

Forecast 2021/22 – profit and loss abbreviated

	Total
Sales	2,824,286
Direct expenses	2,489,167
Gross profit	335,119
Overheads & other income	235,025
Net profit / (loss)	100,095

*based on forecast v4.1 (Q1 & Q2 actuals, Q3 & Q4 forecast)

2.6 Operational delivery

In 2020-21, the company continued to focus on ensuring financial viability and embedding a new 3-5 year strategy to deliver projects directly and indirectly related to patient and community care.

The company continued to develop its forward strategy to support voluntary and community organisations across the London Boroughs of Tower Hamlets, Newham and Hackney and in Luton, Bedford and Central Bedfordshire. The company continued with its substantive chair and chief executive officer leading the management team in delivering direction to the new strategy and appointed a non-executive director in September 2021.

The projects delivered in 2020-21 were as follows:

2.6.1 Mental health service user programme

Achievement: Development of a prototype programme for mental health service users to support integration back in to the community. The programme included building a supportive infrastructure to sustain and encourage service users through to achieving substantive employment.

Compass Wellbeing engaged a service user to work with the management team. This provided the individual with an opportunity for learning enhancement and development that intended to impact positively on their well-being, quality of life and role in the future job market.

At regular meetings with the service user he identified and self-reported an improvement in his language and literacy skills and computer skills. The service user also received interview practice advice and went on to secure substantive employment.

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

This learning has allowed Compass to make the programme substantive with recruitment of further members in 21/22

2.6.2 COVID testing service

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

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

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

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

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

2.6.3 Charitable fund

Achievement: A charitable fund strategy was developed for East London Foundation NHS Trust

In 2019-20 Compass Wellbeing successfully developed a governance framework for managing charitable funds and a communication plan including a web page. This was followed by a process in 2020-21 to consolidate all funds into one in advance of establishing a new ELFT Charity. The Trust treats approximately 40,000 mental health service users from Newham, Hackney and Tower Hamlets and the set-up of the charity will support all those accessing services. A future process for requesting grant funding will provide opportunities for services to deliver creative projects for the wider communities served by ELFT.

2.6.4 Translation and interpreting service

Achievement: The translating and interpreting service continued to evolve and develop. The service provided care for 28,068 interactions with service users in Newham, Hackney, Tower Hamlets, Bedford, Central Bedfordshire and Luton.

The deployment of the *CompassLingo* system, created in 2019-20 to manage requests from ELFT users and improve their experience, was paused due to the COVID pandemic. The interpreting and translation service evolved primarily due to the continuing challenges of the pandemic. Almost, 80% of interpreting was either by telephone or video conferencing. This represented a shift for services but became a key mode of delivering interpreting sessions. The service provided care for 28,068 interactions with service users in Newham, Hackney, Tower Hamlets, Bedford, Central Bedfordshire and Luton.

2.6.5 **Medical devices management**

Achievement: Compass Wellbeing continued to support ELFT in developing a process and maintenance specification to effectively manage its medical devices. The service delivered 27 training sessions, reduced the number of devices out of service date by 962 and identified 736 items not previously presented for servicing.

The project aims to have a direct impact on patient delivery and delivered against the following areas:

- Negotiating a service contract
- Auditing patient devices on the asset register to identify service requirements
- Drafting a forward work plan for implementation in 2021-22

2.6.6 **Support and resilience programme for small charitable/ voluntary organisations**

Achievement: Published an 'offer' of support and established a database of >1,000 voluntary and community organisations to target, for example, funding and free training opportunities. Produced and circulated a monthly newsletter to >1,000 organisations and lead officers. This resulted in in interaction of ELFT offer by third sector rising by 4 times as well as approximately 140 Chief Executives from the VCSO attending the monthly discussion groups conducted by experts of subjects like CMHT transformation, population health and social prescribing arranged by Compass Wellbeing CIC

Compass Wellbeing continued to engage with local community and voluntary services directly, and through developing complementary relationships with other umbrella organisations such as local CVS, to offer support to them in whatever way they required through the COVID-19 pandemic. Compass Wellbeing's published offer included working with them and supporting them on a no-cost basis to develop bids for funding and improving their access to NHS funded opportunities. Compass Wellbeing promoted the recognition of voluntary and community organisations as important elements of transformed models of care rather than separate from them.

The organisation offered the free use of office and meeting room facilities at its base in central Whitechapel. Examples of organisations that have requested no cost use of Compass Wellbeing premises for board and group meetings are the local Thai Boxing Academy and Beyond Sight Loss, a support group for visually impaired people in Tower Hamlets.

In its role working across the east London boroughs of Hackney, Newham and Tower Hamlets and across Luton, Bedford and Central Bedfordshire, Compass Wellbeing was able to share learning and experience and is involved, for example, in groups in both areas focused on BAME community development.

A database of community and voluntary organisations from across the area within which it operates was developed by Compass Wellbeing as a means to circulate information to VCSOs about free training opportunities, funding opportunities, networking and awareness raising. The refined database enabled Compass Wellbeing to target groups linked to particular communities or health groups when opportunities arose. Approximately 1,000 organisations are included on the database and actively contacted by phone or e-mail each month.

Organisations are invited and encouraged to feedback to Compass Wellbeing with suggestions for training and support. As a commitment to building relationships with the sector in the longer term, Compass Wellbeing has established a dedicated team to ensure active communication and support.

Feedback from representatives in the VCSO sector included, *"I'm excited about connecting with Compass, your partners and the work of the NHS in the future."*; *"A helpful and inspiring meeting. If Compass and Compost can work together to support and celebrate the sector as our infrastructure programme takes off in Newham I think we can make an even bigger difference."*; and *"It has been an uplifting meeting and it will be great if we can work together. thank you very much."*

3.0 Assurance

Compass Wellbeing continues to utilise an external HR organisation to provide support to its staff. The HR advisor supports all appointments and has reviewed the policies in the staff handbook. All Compass Wellbeing staff have had appraisals and regular, documented supervision. There is an IT based sickness and leave management system in place.

Compass Wellbeing has engaged professional support to ensure compliance with accounting and financial auditing standards and continues to implement the automated VAT submission software in line with the requirements of HMRC.

4.0 Strategy and ambition

Compass Wellbeing has not only engaged with the Trust on delivering against operational outcomes for individual projects (detailed in 2.6 above) it has developed its strategy and ambition in relation to growing and improving its links and support for the voluntary and community sector, including both individual and existing umbrella organisations.

Compass Wellbeing has developed and overseen a programme of engagement with the Third Sector which has included marketing, improving information, building links, education and an accessible process to support bids for funding opportunities. The strategy aims to meet the goal of developing resilience in the sector.

A monthly newsletter is circulated to c1,000 VCSO recipients. Each edition includes free training opportunities, a funding opportunity and links to open sessions on subjects of importance and led by field experts. Local organisations put themselves forward for inclusion in the 'spotlight' section as a way of promoting themselves and their work to other organisations in the network.

Open session subject areas have included 1) transformation of community mental health services and how VCSOs can be included rather than separate to service delivery, 2) NHS roles, structures and funding flows, 3) population health and VCSOs and 4) social prescribing and how VCSOs can support and influence general practice. These have been generally well received by the

sector and will continue on a bi-monthly basis with dedicated sessions in each of the six Bedfordshire and east London areas.

Compass Wellbeing has established a simple procurement and contracting process which includes marketing followed by active support from the CWB team to bid that encourages particularly smaller VCSOs to express an interest and apply for funding opportunities let by ELFT (e.g. one microgrants programme received c230 expressions of interest and another bids from 8 organisations working in active partnership). ELFT leads receive fully formed assessment materials on which to base decisions. The process is increasingly refined for future iterations.

Compass Wellbeing's strategy actively promotes building links between organisations and in particular between the NHS and VCSOs. The team are members of a BAME community of practice and have attended BAME meetings in Luton and Tower Hamlets.

Sessions aim to raise awareness, knowledge and resilience among organisations in the Third Sector so that they are able to apply on an even basis in competing for funding.

A survey of voluntary and commentary organisations, umbrella groups and other stakeholders was carried out in November 2021. Information and feedback on Compass Wellbeing gleaned through that process will be used to inform the future direction of the strategy.

5.0 Continuing areas for development

In 2020-21 and 2021-22 Compass Wellbeing has continued to focus on:

- Financial resilience
- Raising the organisation profile with local stakeholders and organisations in the voluntary and community sector

A stakeholder survey to assess the perception and strength of direction of Compass Wellbeing in the sector is underway for reporting to the board in November 2021. The survey will inform the Compass Wellbeing board's forward strategy development.

6.0 Risks

No.	Risks	Mitigations
1	Financial risk to ELFT as the shareholder	Focus on financial viability and sustainability has continued. Compass Wellbeing is supporting the Trust to deliver projects that add value and is also horizon scanning for non-Trust bid development opportunities. Already reduced overhead costs – baseline position improved balance sheet improved
2	Strategic delivery of ELFT priorities	The Compass Wellbeing strategy embraces the priorities enshrined in its articles and these are aligned to ELFT priorities.
3	Third Sector perception	Compass Wellbeing is working with Third Sector partners including those leading umbrella organisations and the Councils for Voluntary Services (CVS) generally to ensure that the offer is

		<p>complementary and not competitive. The recently appointed non-executive director to the board has a background in the voluntary and community sector. A survey of the views of stakeholders from a range of organisations and operating across the service footprint has been conducted and will be the focus of the CWB away/action planning day in November 2021.</p> <p>Though a majority of partners value the compass support there are still some partners who need additional assurance and the Board will continue to work on this.</p>
4	Reputational risks	<p>The Compass Wellbeing board will ensure all operational and strategic developments are assessed and scrutinised for ELFT reputational impact. The chair and CEO are accountable to the ELFT board for this function.</p>

7.0 Action being requested

The shareholder board is asked to:

- Receive and note this report
- Note the ongoing development of work that supports the Trust strategic aim to improve the quality of life for all we serve.
- Continue to support Compass Wellbeing in its work with ICS partners.



Compass Wellbeing: offer and achievement

assurance

- **board:**
 - established
- **board appointments** in place:
 - Chair
 - CEO
 - Non-Executive Director in place
- **Supported by:**
 - a senior management team
- **meetings:** the Board meets formally on a quarterly basis
- a **formal working relationship** with ELFT is in place
- an audited process of **financial reconciliation** is in place

service user employability

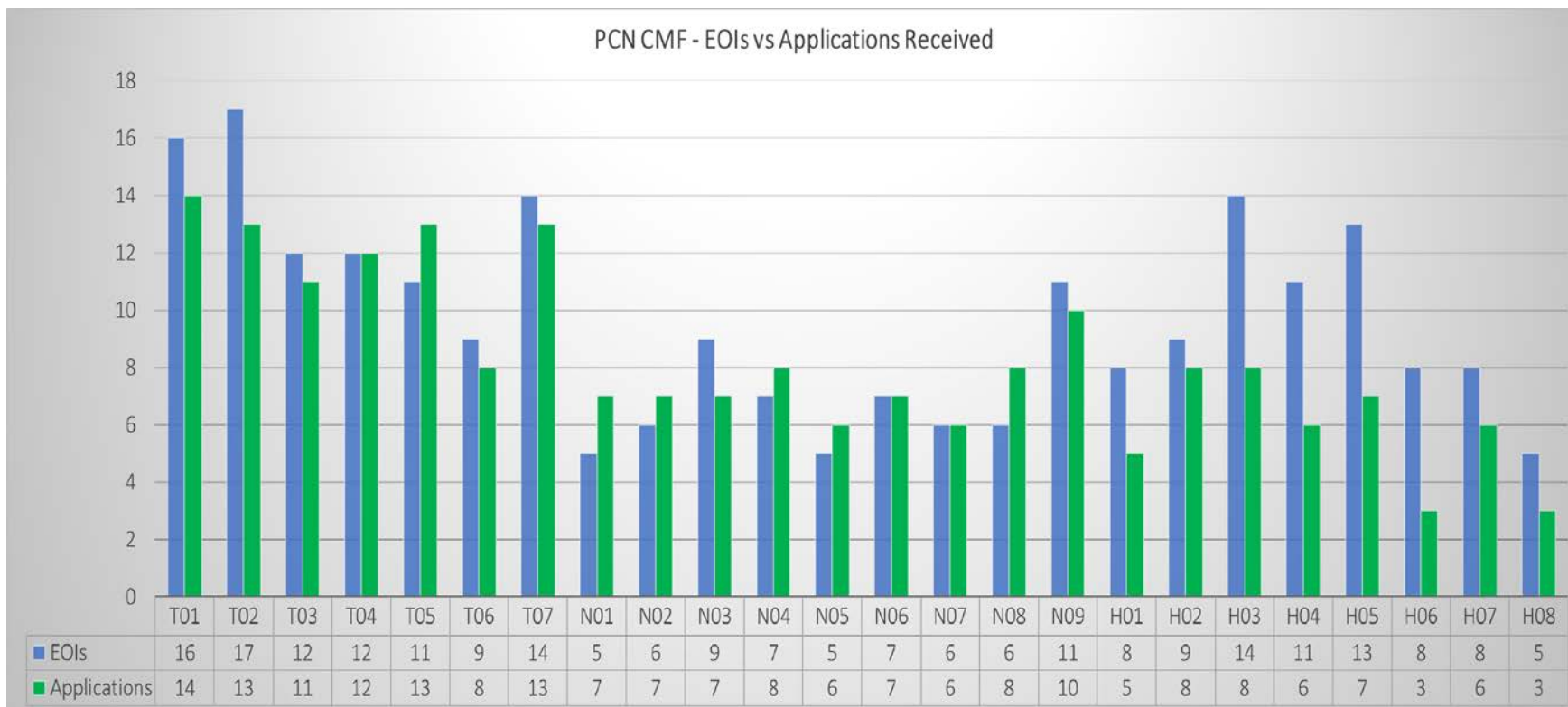
- an ELFT **service user** worked as part of the CWB team for a year and improved his office skills and received interview skills, experience and advice
- he was **supported back to employment** and is now substantively employed with ELFT
- CWB has partnered to deliver a programme to train ELFT service users as **translators and interpreters**
- from **43** expressions of interest CWB recruited **15** service users on to the L2 course and **3** waiting to join the L3 course
- graduates will access **employment opportunities** with Compass third-party contractors
- CWB **recruited** from the 3rd sector unemployed to train as testers, phlebotomists and vaccinators for the key worker service
- CWB developed **competency frameworks** for each of the programmes
- see Mr J talking about his experience here:

<https://twitter.com/CompassWB/status/1443525877741072389?s=20>

Third Sector resilience

- provided expert led **bi-monthly open meetings** ($n = 24$) in each borough. 140+ VCSO representatives attended/regularly attended sessions on 'transformation', 'language/structure/roles of the NHS', 'population health' and 'social prescribing'
- established a **database** of c1,000 voluntary and community organisations which is regularly used for:
 - **market** intelligence
 - distribution of a monthly **newsletter** that includes funding opportunities, free training opportunities, a service 'spotlight' to support networking
 - **promoting** geographical/ interest specific opportunities
 - support to make/ write bids
- increased expressions of interest and applications for grant projects
- £2,814,499 **funds** to VCSOs commissioned or in planning process

Third sector engagement



- 229 expressions of interest for the **PCN microgrant project** in east London (above)
- 20 expressions of interest for the **community connector post** in Tower Hamlets
- 9 expressions of interest for the **befriender/ psychological intervention project** in Luton (involving 8 organisations in partnership)

delivery to ELFT

- an assurance process for medical devices
 - an **increased** number of devices (from 4,600 to 5,250) **within service date** and a **reduction** in devices **not presented** for service (from 1,370 to 970)
 - a new **tender specification** for servicing and maintenance
- contracted a translating and interpreting service
 - the service provided **28,068 interactions** to service users across the ELFT footprint
 - partnered to **deliver a programme** to train ELFT service users as translators and interpreters
- provided key worker and vulnerable residents COVID testing in L&B
 - provided **14,068** key worker and vulnerable residents tests
 - actively promoted a **7 day service** and carried out **on-site testing** in e.g. schools, nursing homes, homeless unit as well as **community drop-in**

reducing the cost of Compass Wellbeing

- CWB reduced its organisation overheads over a period of three years (19/20, 20/21 and 21/22)
- achieved by:
 - reducing estates costs
 - reducing staff costs
 - reducing ITC costs
 - re-apportioning expenditure per contract

	Actual	Actual	Forecast
Financial Year	2019-2020	2020-2021	2021-2022
Overheads	£466,766	£347,354	£235,027

- a dividend payment of £20k was made in 2020-21 and used to provide vitamin D supplements to ELFT staff during the pandemic

Third Sector engagement

- approximately 140+ VCSO representatives have attended/
regularly attended our bi-monthly open meetings
- feedback includes...

“Very
insightful.”

“Excellent!”

“Very useful presentation. Makes it clearer to understand the flow of funding for health services. Thank you.”

“It has been an uplifting meeting and it will be great if we can work together. thank you very much.”

“I'm excited about connecting with Compass, your partners and the work of the NHS in the future.”

“A helpful and inspiring meeting. If Compass and Compost can work together to support and celebrate the sector as our infrastructure programme takes off in Newham I think we can make an even bigger difference.”

“Very helpful and informative. Thank you!”

COVID swab testing service

- feedback included...

“Straightforward, no fuss, friendly and quick.”

“You delivered the results within the specific time frame: having the test at the office I work in was very convenient.”

“The service was well organised, very friendly and professional staff, could not ask for more.”

“Very quick and efficient service.”

“Was called with an appointment within 2 minutes of sending the request and swabbed within the hour. Fantastic service, thank you..”

“...the whole process was stress free.”

Compass Wellbeing CIC

Registration number : 08451249

**Annual Report and Unaudited Financial Statements
for the year ended 31 March 2021**

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

Compass Wellbeing CIC

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Compass Wellbeing CIC

Company Information

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

Compass Wellbeing CIC

Directors' Report for the year ended 31 March 2021

The directors present their report and the financial statements for the year ended 31 March 2021.

Directors of the company

The directors who held office during the year were as follows:

Dr Mohit Venkataram

Ms Urmila Banerjee

The following director was appointed after the year end:

Mr Steven Coles (appointed 3 August 2021)

Principal activity

The principal activity of the company is Consultancy, Project Management work and Non-Clinical Corporate Support.

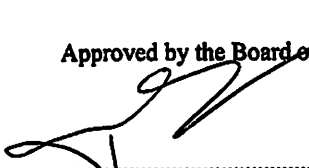
Directors' liabilities

The company has made qualifying third party indemnity provisions for the benefit of its directors during the year. These provisions remain in force at the reporting date.

Small companies provision statement

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved by the Board on 2 November 2021 and signed on its behalf by:



.....
Dr Mohit Venkataram
Director

Compass Wellbeing CIC

Statement of Directors' Responsibilities

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

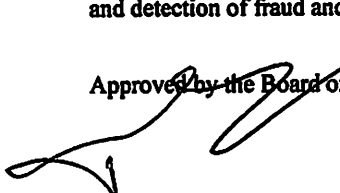
Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that period.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Board on 2 November 2021 and signed on its behalf by:



.....
Dr Mohit Venkataram
Director

Compass Wellbeing CIC

Independent Chartered Accountants' Review Report to the Directors of Compass Wellbeing CIC

We have reviewed the financial statements of Compass Wellbeing CIC for the year ended 31 March 2021 which comprise the profit and loss account, balance sheet, statement of changes in equity and notes to the financial statements including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

Directors' Responsibility for the Financial Statements

As explained more fully in the Statement of Directors' Responsibilities (set out on page 3), the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Accountants' Responsibility

Our responsibility is to express a conclusion on the financial statements. We conducted our engagement in accordance with International Standard on Review Engagements (ISRE) 2400 (Revised), Engagements to review historical financial statements and ICAEW Technical Release TECH 09/13AAF (Revised) Assurance review engagements on historical financial statements. ISRE 2400 (Revised) requires us to conclude whether anything has come to our attention that causes us to believe that the financial statements, taken as a whole, are not prepared, in all material respects, in accordance with applicable law and United Kingdom Accounting Standards including FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'. ISRE 2400 (Revised) also requires us to comply with the ICAEW Code of Ethics.

Scope of the Assurance Review

A review of financial statements in accordance with ISRE 2400 (Revised) is a limited assurance engagement. We have performed procedures primarily consisting of making enquiries of management and others within the entity, as appropriate, applying analytical procedures and evaluating the evidence obtained. The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (UK). Accordingly, we do not express an audit opinion on these financial statements.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the financial statements have not been prepared:

- so as to give a true and fair view of the state of the company's affairs as at 31 March 2021 and of its profit for the year then ended;
- in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- in accordance with the requirements of the Companies Act 2006.

Use of our report

This report is made solely to the Company's directors, as a body, in accordance with the terms of our engagement letter dated 9 September 2021. Our review has been undertaken so that we might state to the Company's directors those matters we have agreed with them in a reviewer's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's directors as a body for our review work, for this report or the conclusions we have formed.

Compass Wellbeing CIC

**Independent Chartered Accountants' Review Report to the Directors of Compass
Wellbeing CIC**

RSM UK Tax and Accounting Limited
.....

RSM UK TAX AND ACCOUNTING LIMITED

**Chartered Accountants
Davidson House
Forbury Square
Reading
Berkshire
RG1 3EU**

2 November 2021

Compass Wellbeing CIC

Profit and Loss Account for the year ended 31 March 2021

	2021	2020
	£	£
Turnover	1,508,847	1,125,790
Cost of sales	<u>(1,020,753)</u>	<u>(873,602)</u>
Gross profit	488,094	252,188
Administrative expenses	<u>(217,412)</u>	<u>(467,435)</u>
Operating profit/(loss)	270,682	(215,247)
Other interest receivable and similar income	1,440	311
Interest payable and similar expenses	<u>-</u>	<u>(281)</u>
Profit/(loss) before tax	272,122	(215,217)
Taxation	<u>165</u>	<u>738</u>
Profit/(loss) for the financial year	<u><u>272,287</u></u>	<u><u>(214,479)</u></u>

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

Compass Wellbeing CIC

(Registration number: 08451249)
Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	4	1,234	2,099
Current assets			
Debtors	5	243,797	232,848
Cash at bank and in hand		<u>552,663</u>	<u>286,584</u>
		796,460	519,432
Creditors: Amounts falling due within one year	6	<u>(581,159)</u>	<u>(557,118)</u>
Net current assets/(liabilities)		<u>215,301</u>	<u>(37,686)</u>
Total assets less current liabilities		216,535	(35,587)
Provisions for liabilities	7	<u>(234)</u>	<u>(399)</u>
Net assets/(liabilities)		<u>216,301</u>	<u>(35,986)</u>
Capital and reserves			
Called up share capital	8	3	3
Profit and loss account		<u>216,298</u>	<u>(35,989)</u>
Total equity		<u>216,301</u>	<u>(35,986)</u>

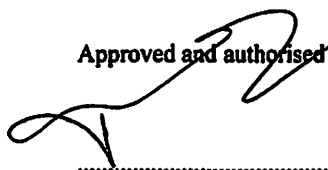
For the financial year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

Approved and authorised by the Board on 2 November 2021 and signed on its behalf by:



Dr Mohit Venkataram
Director

Compass Wellbeing CIC

Statement of Changes in Equity for the Year Ended 31 March 2021

	Share capital £	Profit and loss account £	Total £
At 1 April 2020	3	(35,989)	(35,986)
Profit for the year	-	272,287	272,287
Total comprehensive income	-	272,287	272,287
Dividends	-	(20,000)	(20,000)
At 31 March 2021	3	216,298	216,301

	Share capital £	Profit and loss account £	Total £
At 1 April 2019	3	178,490	178,493
Loss for the year	-	(214,479)	(214,479)
Total comprehensive income	-	(214,479)	(214,479)
At 31 March 2020	3	(35,989)	(35,986)

Compass Wellbeing CIC

Notes to the Unaudited Financial Statements for the year ended 31 March 2021

1 General information

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

The address of its registered office is:

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

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

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

Basis of preparation

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

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

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

Going concern

At the time of approving the financial statements and in consideration of the events surrounding COVID-19, the directors have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. In reaching this conclusion the directors have considered the working capital position, the current and expected trading results of the company including forecasts for at least 12 months from the anticipated date of signing of the financial statements. At the year end, the company had total assets less current liabilities of £216,536, including a strong cash balance. Thus the directors continue to adopt the going concern basis of accounting in preparing the financial statements.

Revenue recognition

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

The company recognises revenue when:

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

Compass Wellbeing CIC

Notes to the Unaudited Financial Statements for the year ended 31 March 2021

Tax

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

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

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

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

Tangible assets

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

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

Depreciation

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

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

Cash and cash equivalents

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

Other debtors

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

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

Trade creditors

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

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

Compass Wellbeing CIC

Notes to the Unaudited Financial Statements for the year ended 31 March 2021

Leases

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

Share capital

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

Dividends

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

Defined contribution pension obligation

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

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

Short term employee benefits

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

3 Staff numbers

The average number of persons employed by the company (including directors) during the year, was 6 (2020 - 7).

Compass Wellbeing CIC

Notes to the Unaudited Financial Statements for the year ended 31 March 2021

4 Tangible assets

	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation			
At 1 April 2020	<u>6,185</u>	<u>22,400</u>	<u>28,585</u>
At 31 March 2021	<u>6,185</u>	<u>22,400</u>	<u>28,585</u>
Depreciation			
At 1 April 2020	4,086	22,400	26,486
Charge for the year	<u>865</u>	<u>-</u>	<u>865</u>
At 31 March 2021	<u>4,951</u>	<u>22,400</u>	<u>27,351</u>
Carrying amount			
At 31 March 2021	<u>1,234</u>	<u>-</u>	<u>1,234</u>
At 31 March 2020	<u>2,099</u>	<u>-</u>	<u>2,099</u>

5 Debtors

	Note	2021 £	2020 £
Amounts owed by group undertakings and undertakings in which the company has a participating interest	10	205,646	83,401
Other debtors		<u>38,151</u>	<u>149,447</u>
		<u>243,797</u>	<u>232,848</u>

Compass Wellbeing CIC

Notes to the Unaudited Financial Statements for the year ended 31 March 2021

6 Creditors

Creditors: amounts falling due within one year

	2021 £	2020 £
Due within one year		
Trade creditors	257,788	261,349
Taxation and social security	32,370	11,772
Accruals and deferred income	290,517	283,925
Other creditors	484	72
	<u>581,159</u>	<u>557,118</u>

7 Deferred tax

	Deferred tax £	Total £
At 1 April 2020	399	399
Provisions used	<u>(165)</u>	<u>(165)</u>
At 31 March 2021	<u>234</u>	<u>234</u>

8 Share capital

Allotted, called up and fully paid shares

	2021	2020
	No. £	No. £
Ordinary shares of £1 each	<u>3 3</u>	<u>3 3</u>

9 Financial commitments, guarantees and contingencies

Amounts not provided for in the balance sheet

The total amount of financial commitments not included in the balance sheet is £22,091 (2020 - £54,176).

The financial commitments at 31 March 2021 relates to the lease of the office building.

Compass Wellbeing CIC

Notes to the Unaudited Financial Statements for the year ended 31 March 2021

10 Related party transactions

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

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

Compass Wellbeing CIC

Detailed Profit and Loss Account for the Year Ended 31 March 2021

	2021	2020
Turnover (analysed below)	1,508,847	1,125,790
Cost of sales (analysed below)	(1,020,753)	(873,602)
Gross profit	488,094	252,188
Gross profit (%)	32.35%	22.4%
Administrative expenses		
Employment costs (analysed below)	(230,246)	(326,449)
Establishment costs (analysed below)	32,258	(84,229)
General administrative expenses (analysed below)	(17,976)	(51,024)
Finance charges (analysed below)	(583)	(1,845)
Depreciation costs (analysed below)	(865)	(1,189)
Other expenses (analysed below)	-	(2,699)
Operating profit/(loss)	(217,412)	(467,435)
Other interest receivable and similar income (analysed below)	1,440	311
Interest payable and similar charges (analysed below)	-	(281)
Profit/(loss) before tax	272,122	(215,217)

Compass Wellbeing CIC

Detailed Profit and Loss Account for the Year Ended 31 March 2021

	2021 £	2020 £
Turnover		
Clinical work	459,071	-
Training & teaching	50,000	75,000
Consultancy	20,000	100,000
External reporting	29,800	-
Interpreting services	880,000	863,600
Medical devices	69,976	70,523
Other revenue	-	16,667
	<u>1,508,847</u>	<u>1,125,790</u>
Cost of sales		
Subcontract cost	785,434	863,769
Hire of other assets (Spot hire)	129	4,240
ELFT Swab Services	204,820	-
CMHT Transformation Project	29,800	-
Printing, postage & stationery	21	291
Information management & technology	549	5,185
Sundry expenses	-	117
	<u>1,020,753</u>	<u>873,602</u>
Employment costs		
Wages and salaries	208,162	271,094
Staff NIC (Employers)	23,558	32,537
Directors remuneration	(3,150)	21,000
Staff pensions (Defined contribution)	1,676	1,012
Staff training	-	806
	<u>230,246</u>	<u>326,449</u>
Establishment costs		
Rent and rates	(55,083)	48,320
Insurance	20,208	21,939
Repairs and maintenance	2,617	13,970
	<u>(32,258)</u>	<u>84,229</u>

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

Compass Wellbeing CIC

Detailed Profit and Loss Account for the Year Ended 31 March 2021

	2021 £	2020 £
General administrative expenses		
Human resource costs	3,926	3,000
Telephone and fax	(2,185)	7,485
Computer software and maintenance costs	(1,790)	10,838
Printing, postage and stationery	25	610
Sundry expenses	2,995	984
Travel and subsistence	-	917
Advertising	1,575	727
Accountancy fees	10,250	10,499
Auditor's remuneration - Other services	3,180	3,650
Legal and professional fees	-	12,314
	<u>17,976</u>	<u>51,024</u>
Finance charges		
Bank charges	<u>583</u>	<u>1,845</u>
Depreciation costs		
Depreciation of fixtures and fittings	865	928
Depreciation of office equipment	-	261
	<u>865</u>	<u>1,189</u>
Other expenses		
(Profit)/loss on disposal of tangible fixed assets	-	2,699
Other interest receivable and similar income		
Bank interest receivable	78	311
Other interest receivable	1,362	-
	<u>1,440</u>	<u>311</u>
Interest payable and similar expenses		
Other interest payable	-	281

CIC 34

Community Interest Company Report

For official use
(Please leave blank)

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*Please
complete in
typescript, or
in bold black
capitals.*

Company Name in
full

COMPASS WELLBEING CIC

Company Number

08451249

Year Ending

2020-2021

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

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

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

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

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

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

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

(Please continue on separate continuation sheet if necessary.)

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

Compass Wellbeing is a wholly owned subsidiary of East London Foundation NHS Trust (ELFT) and, as such, a number of projects in 2020-21 related to contract delivery for the Trust. Compass Wellbeing has engaged with the Trust on the delivery and outcomes of the projects for which it has been engaged. This has included continuing work with specific staff groups on, for example:

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

In delivering a key worker and vulnerable persons COVID testing service across Luton, Bedford and Central Bedfordshire, Compass Wellbeing engaged in extensive and regular consultation via weekly meetings with stakeholders including, for example, nursing home representatives, health and social care professionals, homeless unit, schools and community representatives. Users of the service were actively encouraged to complete an anonymous on-line survey after each test to offer comments and suggestions on their experience. All views fed into regular service delivery improvements and streamlined processes to ensure that tests were conducted as conveniently as possible for service users and that results were returned to individuals as quickly as possible.

Compass Wellbeing has continued to liaise with small voluntary groups that have expressed an interest in working with the company to secure shared skills and access to facilities. Examples of organisations that have requested no cost use of Compass Wellbeing premises for board and group meetings are the local Thai Boxing Academy and Beyond Sight Loss, a support group for visually impaired people in Tower Hamlets.

Compass Wellbeing continued to work alongside ELFT to consult patient groups with regard to a project to consolidate charitable funds.

A survey of voluntary and commentary organisations was carried out to identify areas of interest for the free training programme that Compass Wellbeing has in planning for delivery in 2021-22. A similar consultation informed the planning of a cycle of informative sessions on mental health transformation, NHS jargon/structures/roles/funding flows, population health and social prescribing. These sessions aim to raise awareness, knowledge and resilience among organisations in the Third Sector so that they are able to apply on an even basis in competing for funding.

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

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

The aggregate amount of emoluments paid to or receivable by Directors in respect of the qualifying services was £21,600.

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

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

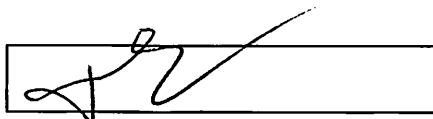
No transfer of assets other than for full consideration has been made.

(Please continue on separate continuation sheet if necessary.)

PART 5 – SIGNATORY

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

Signed



Date 02/11/2021

Office held (delete as appropriate) Director

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

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

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

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

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

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

The accounts and CIC34 **cannot** be filed online

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

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

In 2020-21, the company continued to focus on ensuring financial viability and embedding a new 3-5 year strategy to deliver projects directly and indirectly related to patient and community care.

The company continued to develop its forward strategy to support voluntary and community organisations across the London Boroughs of Tower Hamlets, Newham and Hackney and in Luton, Bedford and Central Bedfordshire. The company continued with its substantive chair and chief executive officer leading the management team in delivering direction to the new strategy and has plans to appoint a non-executive director in 2021-22.

The projects delivered in 2020-21 were as follows:

a) Mental health service user programme

Achievement: Development of a prototype programme for mental health service users to support integration back in to the community. The programme included building a supportive infrastructure to sustain and encourage service users through to achieving substantive employment.

Compass Wellbeing engaged a service user to work with the management team. This provided the individual with an opportunity for learning enhancement and development that intended to impact positively on their well-being, quality of life and role in the future job market.

At regular meetings with the service user he identified and self-reported an improvement in his language and literacy skills and computer skills. The service user also received interview practice advice and went on to secure substantive employment.

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

b) COVID testing service

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

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

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

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

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

c) Charitable fund

Achievement: A charitable fund strategy was developed for East London Foundation NHS Trust

In 2019-20 Compass Wellbeing successfully developed a governance framework for managing charitable funds and a communication plan including a web page. This was followed by a process in 2020-21 to consolidate all funds into one in advance of establishing a new ELFT Charity. The Trust treats approximately 40,000 mental health service users from Newham, Hackney and Tower Hamlets and the set-up of the charity will support all those accessing services. A future process for requesting grant funding will provide opportunities for services to deliver creative projects for the wider communities served by ELFT.

d) Translation and interpreting service

Achievement: The translating and interpreting service continued to evolve and develop. The service provided care for 28,068 interactions with service users in Newham, Hackney, Tower Hamlets, Bedford, Central Bedfordshire and Luton.

The deployment of the *CompassLingo* system, created in 2019-20 to manage requests from ELFT users and improve their experience, was paused due to the COVID pandemic. The interpreting and translation service evolved primarily due to the continuing challenges of the pandemic. Almost, 80% of interpreting was either by telephone or video conferencing. This represented a shift for services but became a key mode of delivering interpreting sessions. The service provided care for 28,068 interactions with service users in Newham, Hackney, Tower Hamlets, Bedford, Central Bedfordshire and Luton.

e) Medical devices management

Achievement: Compass Wellbeing continued to support ELFT in developing a process and maintenance specification to effectively manage its medical devices. The service delivered 27 training sessions, reduced the number of devices out of service date by 962 and identified 736 items not previously presented for servicing.

The project aims to have a direct impact on patient delivery and delivered against the following areas:

- Negotiating a service contract
- Auditing patient devices on the asset register to identify service requirements
- Drafting a forward work plan for implementation in 2021-22

f) Support and resilience programme for small charitable/ voluntary organisations

Achievement: Published an 'offer' of support and established a database of >1,000 voluntary and community organisations to target, for example, funding and free training opportunities. Produced and circulated a monthly newsletter to >1,000 organisations and lead officers.

Compass Wellbeing continued to engage with local community and voluntary services directly, and through developing complementary relationships with other umbrella organisations such as local CVS, to offer support to them in whatever way they required through the COVID-19 pandemic. Compass Wellbeing's published offer included working with them and supporting them on a no-cost basis to develop bids for funding and improving their access to NHS funded opportunities. Compass Wellbeing promoted the recognition of voluntary and community organisations as important elements of transformed models of care rather than separate from them.

The organisation offered the free use of office and meeting room facilities at its base in central Whitechapel. Examples of organisations that have requested no cost use of Compass Wellbeing premises for board and group meetings are the local Thai Boxing Academy and Beyond Sight Loss, a support group for visually impaired people in Tower Hamlets.

In its role working across the east London boroughs of Hackney, Newham and Tower Hamlets and across Luton, Bedford and Central Bedfordshire, Compass Wellbeing was able to share learning and experience and is involved, for example, in groups in both areas focused on BAME community development.

A database of community and voluntary organisations from across the area within which it operates was developed by Compass Wellbeing as a means to circulate information to VCSOs about free training opportunities, funding opportunities, networking and awareness raising. The refined database enabled Compass Wellbeing to target groups linked to particular communities or health groups when opportunities arose. Approximately 1,000 organisations are included on the database and actively contacted by phone or e-mail each month.

Organisations are invited and encouraged to feedback to Compass Wellbeing with suggestions for training and support. As a commitment to building relationships with the sector in the longer term, Compass Wellbeing has established a dedicated team to ensure active communication and support.

Feedback from representatives in the VCSO sector included, *"I'm excited about connecting with Compass, your partners and the work of the NHS in the future."*; *"A helpful and inspiring meeting. If Compass and Compost can work together to support and celebrate the sector as our infrastructure programme takes off in Newham I think we can make an even bigger difference."*; and *"It has been an uplifting meeting and it will be great if we can work together. thank you very much."*