HEALTHWATCH CAMDEN

England & Wales · Charity number 1152552

Details

Status	Registered
Legal form	CIO
Registered	2013-06-21
Register	View on the Charity Commission register

Contact

Address	85-87 Bayham Street Camden London NW1 0AG
Phone	020 7383 2402
Email	info@healthwatchcamden.co.uk
Website	http://www.healthwatchcamden.co.uk/

Activities

Objects: THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP BY: (A) PROVIDING INFORMATION AND ADVICE TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICES;(B) MAKING THE VIEWS AND EXPERIENCES OF MEMBERS OF THE GENERAL PUBLIC KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS AND COMMISSIONERS;(C) ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY, IMPROVEMENT AND EQUALITY OF ACCESS TO LOCAL HEALTH AND CARE SERVICES AND FACILITIES AND;(D) PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, SCRUTINIZING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES.

Activities: Healthwatch Camden was created through the Health and Social Care Act 2012. Our role in the local community is to 'make sure people have a strong voice in local health and social care services' We work with the Health and Wellbeing Board and other local bodies to tackle health inequalities, and to make sure that people get the social care and health support they need.

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Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** CAMDEN
- Camden

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£222,425	£234,410	-	-
2024-03-31	£222,189	£200,156	-	-
2023-03-31	£205,536	£192,165	-	-
2022-03-31	£234,892	£192,165	-	-
2021-03-31	£197,893	£189,237	-	-

Trustees

Name	Role	Appointed
Corinna Gray		2025-01-01
Jiten Bhanu Raval		2022-04-01
John Hoar		2020-01-28
Paul Webley		2019-04-30
Philippa Robinson		2021-05-11
Tracey McDermott		2023-08-01

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HEALTHWATCH CAMDEN

England & Wales - Charity number 1152552

Accounts

Healthwatch Camden Annual Report & Accounts 2024/25

Charitable Incorporated Organisation Trustees' Report and
Unaudited Financial Statements – year ended 31st March 2025

Here to make care better

Healthwatch Camden supports residents in obtaining better access and outcomes in health and social care in the London Borough of Camden. This report documents how the organisation used its resources in 2024/25 to pursue its objectives.

Reference and administrative detail

Status: Charitable Incorporated Organisation **Charity Registration No**: 1152552

Chief Executive Officer: Stephen Heard

Registered Office: 85-87 Bayham Street, Camden, London, NW1 0AG

The Charity's governing document is its constitution dated 21 June 2013

Trustees: Louise Jones (chair), Philippa Robinson (vice chair), Paul Webley, John Hoar, Jiten Raval. Tracey McDermott, Corinna Gray (Appointed January 2025).

Independent examiner: Shruti Soni Ltd Chartered Certified Accountants, 117a St John's Hill, Sevenoaks TN13 3PE

The trustees present their report and the financial statements for the year ended 31 March 2025 This Trustees Report and the associated Financial Statements have been prepared in accordance with guidance for preparing Charity Accounts and Reports presented in "Accounting and Reporting by Charities: Statement of Recommended Practice" and are therefore in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (effective 1 January 2019) – (Charities SORP FRS 102).

Charitable objects

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by: a) providing information and advice to the general public about local health and social care services b) making the views and experiences of members of the general public known to health and social care providers and commissioners c) enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and care services and facilities and d) providing training and the development of skills for volunteers and the wider community in understanding scrutinizing, reviewing and monitoring local health and care services and facilities.

Our role and remit

Run by and for local people, our role is to ensure that Camden people have a strong **VOICE** in local health and social care services; that they know about the **CHOICES** they can make in these services; and that local people's views lead to positive **CHANGE** in services.

Our remit derives from the key functions and powers of a local Healthwatch organisation, as set out in the 2012 Health and Social Care Act. These are:

- to provide information and advice to the public about local health and care services;
- to make the views and experiences of members of the general public known to health and social care providers and commissioners;
- to enable local people to have a voice in the development, delivery, improvement and equality of access to local health and social care services and facilities;
- to provide support for our volunteers and the wider community in understanding and monitoring local health and social care services and facilities.

Activities, achievements and performance

See *Appendix: Annual report on activity* for information about the charities activities this year.

Structure, governance and management

Healthwatch Camden is a small organisation with 6 staff (4.25 full time equivalent) led by Chief Executive, Stephen Heard. Staff have expertise in gathering and reporting people's experiences and views. They reach out to different communities of interest and work with local voluntary organisations to make sure we are hearing from as wide a group of people as possible. Staff have skills in influencing local service providers, and in making alliances to achieve change. Staff are also able to gather information about services and share it via our website and social media, as well as responding to queries by telephone or email.

We benefit from additional expertise by working with community organisations who, for example, assist with interviews in a variety of languages. Some expertise is gained through the use of associates - freelance workers - who contribute to specific projects.

Structure, governance, and management (cont.)

We also have a number of active volunteers. Volunteers help us to gather and to disseminate information. Some are trained for specific roles such as 'PLACE' assessments (patient led assessment of the care environment, which takes place in hospitals annually) or to do formal visits to local care services using Healthwatch 'enter and view' powers. We are grateful for the volunteer support organizations in Camden that help us to find suitable volunteers.

The organisation is governed by a board of trustees. This year one trustee was recruited. There are currently seven trustees. Trustees are appointed for a term of three years and may serve two terms consecutively. Trustees are recruited through a mix of open advertising and personal recommendations, and all are interviewed. The board reflects a range of skills and experience. All trustees must have a connection with Camden as residents, service users, workers, or students. New trustees are provided with an induction briefing. All trustees receive a regular update from the Chief Executive on current issues.

Trustees met formally four times this year. Two of our meetings are held in public each year. In addition, trustees and staff hold an annual 'away-day' to review progress and plan future work. Trustees have also met virtually as required. There are no standing committees; however, the board sets up ad hoc task groups from time to time, and different trustees provide oversight and expertise to specific areas of work. This includes oversight of financial management, review of operating policies, staff issues, and strategic planning.

Maintaining independence

It is essential to our role that we are independent, so that we may provide unbiased insight and recommendations. Trustees are mindful of their role as representatives of the public interest, and both trustees and staff follow the 'Nolan Principles' of conduct in public life. Our role requires us to be well-connected with local stakeholders and to act as a 'critical friend' to the health and social care system. So we always strive to keep a balance between maintaining close and constructive relationships and being demonstrably independent.

Financial review

The total income for 2024/25 was £222,425 as compared to £222,189 in 2023/24, of which £221,850 (2024: £219,010) was restricted. Total expenditure for 2024/25 was £234,410 as compared to £200,156 in 2023/24, of which £225,801 (2024: £193,771) was restricted. As a result, the net income in 2024/25 decreased to £11,985 from £22,033 in 2023/24. Unrestricted funds as of 31 March 2025 stood at £108,223 (2024: £116,258) of which general funds were £26,223 (2024: £34,258), and the remaining £82,000 (2024: £82,000) were designated.

The CEO and Board of Trustees are reviewing the organization's activities to find a way of delivering the service within budget. A new sustainability strategy will also be developed. Trustees regularly review our spending plans to make sure we are making the best of our Resources."

Reserves policy

Trustees reviewed our reserves policy in December 2022. Current policy is to maintain a reserve of not less than six months' running costs. This is being achieved; our current designated reserve is £82,000. Trustees also aim to create a reserve for development costs, from surplus unrestricted funds. All other funds are available to be used in-year to further the objectives of the charity.

Risk statement

Healthwatch Camden has a risk register, reviewed at least annually. Its biggest risks remain financial. We have legal functions as a local Healthwatch organisation and trustees are mindful that we may not be able to fulfil these if our core income drops any further. We have the ability to refer funding concerns to Healthwatch England, who may intervene on our behalf with our main funders, the London Borough of Camden.

As a small charity with limited technical financial knowledge we had identified a general risk of loss due to fraud; our move to appoint a qualified independent financial service has helped to minimise this risk by creating a further layer of oversight.

Trustees consider that all general operational risks are being well managed and present a low risk overall. Trustees are satisfied that risk management in use is proportionate and sufficient.

Public benefit statement

Public benefit statement The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

Statement of Trustees' responsibilities

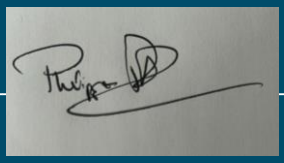
The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgments and accounting estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Trust will continue in operation.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the Trust's transactions and disclose with reasonable accuracy at any time the financial position of the Trust and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

This report was approved by the Trustees on and signed on their behalf by:

Signed: ___  _____ Trustee: :Philippa Robinson

Name: __ Philippa Robinson _____ Date: _____21/11/25_____

Independent Examiner's Report to the Trustees of Healthwatch Camden

I report on the financial statements of the charity for the year ended 31 March 2024 as set out on pages 8 to 20.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed Shruti Soni Date: 25 November 2025

Shruti Soni FCCA FCIE

Shruti Soni Ltd • Chartered Certified Accountants
117a St. John's Hill
Sevenoaks
TN13 3PE

Annual Accounts

HEALTHWATCH CAMDEN

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Income from:							
Donations and legacies	2	-	194,050	**194,050**	-	202,160	202,160
Charitable activities							
Health advice, information and research	3	151	27,800	**27,951**	2,726	16,850	19,576
Investments		425	-	**425**	453	-	453
Total income		576	221,850	**222,426**	3,179	219,010	222,189
Expenditure on:							
Raising funds	5	-	2,340	**2,340**	-	1,910	1,910
Charitable activities							
Health advice, information and research	5	8,609	223,461	**232,070**	6,385	191,861	198,246
Total expenditure		8,609	225,801	**234,410**	6,385	193,771	200,156
Net income / (expenditure) before net gains / (losses) on		(8,033)	(3,951)	**(11,984)**	(3,206)	25,239	22,033
Net income / (expenditure) for the year		(8,033)	(3,951)	**(11,984)**	(3,206)	25,239	22,033
Transfers between funds		(2)	2	**-**	-	-	-
Net movement in funds		(8,035)	(3,949)	**(11,984)**	(3,206)	25,239	22,033
Reconciliation of funds:							
Total funds brought forward		116,258	72,907	**189,165**	119,464	47,668	167,132
Total funds carried forward	16	108,223	68,958	**177,181**	116,258	72,907	189,165

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 16 to the financial statements.

HEALTHWATCH CAMDEN

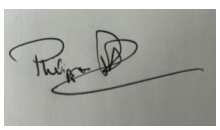
Balance sheet

As at 31 March 2025

	Note	£	2025 £	£	2024 £
Fixed assets:					
Tangible assets	11		1,614		1,907
			1,614		1,907
Current assets:					
Debtors	12	11,618		18,694	
Cash at bank and in hand		175,281		195,911	
		186,899		214,605	
Liabilities:					
Creditors: amounts falling due within one year	13	11,332		27,347	
Net current assets / (liabilities)			175,567		187,258
Total assets less current liabilities			177,181		189,165
Total net assets / (liabilities)			177,181		189,165
The funds of the charity:	15				
Restricted income funds			68,958		72,907
Unrestricted income funds:					
Designated funds		82,000		82,000	
General funds		26,223		34,258	
Total unrestricted funds			108,223		116,258
Total charity funds			177,181		189,165

21/11/25

These financial statements were approved by the board on .....and signed by its behalf by:



Trustee

Name Philippa Robinson, Chair

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2025

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Healthwatch Camden is a charitable incorporated organisation registered with Charity Commission with registration number 1152552. Its 85-87 Bayham Street, Camden, London, NW1 0AG. The accounts are presented in GBP rounded to £1.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. The departure has involved following the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

b) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Key judgements (excluding those invloving estimates) that the charitable company has made which have a significant effect on the accounts include Depreciation rates for tangible Fixed Assets.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting policies (continued)

f) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

g) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of performances and choral singing activties undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

h) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, support costs, being cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of estimated staff time attributable to each activity.

Cost of raising funds	1%
Health advice, information and research	97%
Governance costs	2%

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Office Equipment	2 years

k) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1 Accounting policies (continued)

l) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

m) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

2 Income from donations and legacies

	Unrestricted £	Restricted £	**2025 Total £**	2024 Total £
London Borough of Camden	-	194,050	**194,050**	187,000
London Catalyst	-	-	**-**	7,580
The Hospital Saturday Fund	-	-	**-**	7,580
	-	194,050	**194,050**	202,160

All income received in 2024 was restricted

3 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Health advice, information and research				
NCL CCG - Community Connectors	-	9,400	**9,400**	11,250
NHS public awareness campaign	-	18,400	**18,400**	5,600
Healthwatch Islington	-	-	**-**	-
London Ambulance Service	-	-	**-**	-
Other	151	-	**151**	2,726
Total income from charitable activities	151	27,800	**27,951**	19,576

Of the total income from charitable activities of £19,576 in 2024, £2,726 was unrestricted and £16,850 was restricted.

4 Income from investments

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Bank interest	425	-	**425**	453
	425	-	**425**	453

5 Analysis of expenditure

For this year

	Charitable activity					
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £	**2025 Total £**	2024 Total £
Staff costs (Note 7)	1,720	158,279	3,441	8,602	**172,042**	137,499
Recruitment	-	-	-	-	**-**	8,400
Consultants and engagement	-	12,687	-	-	**12,687**	12,678
Board Expenses	-	-	430	-	**430**	127
Accountancy and payroll fees	-	-	7,002	-	**7,002**	7,733
Independent examination	-	-	-	1,920	**1,920**	1,872
Marketing and design	-	-	-	-	**-**	1,989
Office equipment and consumables	-	-	-	9,300	**9,300**	8,471
Other staff costs	-	-	-	9,796	**9,796**	5,338
Rent and insurance	-	-	-	8,797	**8,797**	8,372
Research and surveys	-	796	-	-	**796**	4,912
Website espense	-	-	-	2,113	**2,113**	-
Bad debts	-	-	-	7,415	**7,415**	-
General office expenses and depreciation	-	-	-	2,112	**2,112**	2,765
	1,720	171,762	10,873	50,055	**234,410**	200,156
Support costs	501	48,553	1,001	(50,055)	**-**	-
Governance costs	119	11,755	(11,874)		**-**	-
Total expenditure 2025	**2,340**	**232,070**	**-**	**-**	**234,410**	**200,156**
Total expenditure 2024	**1,910**	**198,246**	**-**	**-**	**200,156**	

5 **Analysis of expenditure (continued)**

For prior year 2024

	Charitable activity				
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £	2023 Total £
Staff costs (Note 7)	1,375	126,499	2,750	6,875	**137,499**
Recruitment	-	-	-	8,400	**8,400**
Consultants and engagement	-	12,678	-	-	**12,678**
Board Expenses	-	-	127	-	**127**
Accountancy and payroll fees	-	-	7,733	-	**7,733**
Independent examination	-	-	-	1,872	**1,872**
Marketing and design	-	1,989	-	-	**1,989**
Meetings and events	-	-	-	-	-
Office equipment and consumables	-	-	-	8,471	**8,471**
Other staff costs	-	-	-	5,338	**5,338**
Rent and insurance	-	-	-	8,372	**8,372**
Research and surveys	-	4,912	-	-	**4,912**
General office expenses and depreciation	-	-	-	2,765	**2,765**
	1,375	146,078	10,610	42,093	**200,156**
Support costs	421	40,830	842	(42,093)	-
Governance costs	115	11,337	(11,452)		-
Total expenditure 2024	**1,910**	**198,246**	**-**	**-**	**200,156**

Of the total expenditure during the year, £225,801 was restricted (2024: £193,771) and £8,608 was unrestricted (2024:£6,385).

6 Net incoming resources for the year

This is stated after charging / crediting:

	2025 £	2024 £
Depreciation	1,159	1,159

7 Staff cost, Trustee remuneration and expenses

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	157,384	125,853
Social security costs	10,024	7,870
Employer's contribution to defined contribution pension schemes	4,634	3,776
	172,042	137,499

One employee earned more than £60,000 during the year (2024: one).

The total employee benefits including pension contributions of the key management personnel were £70,928 (2024: £67,673). The Charity considers its key management personnel comprise the Executive Director and Trustees.

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2024: £nil). No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

No trustees' expenses representing any payment or reimbursement of travel and subsistence costs were paid during the year (2024: nil).

No trustees were reimbursed any expenses incurred in relation to their duties as trustees.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2025 No.	2024 No.
Health advice, information and research	5.0	3.5
	5.0	3.5

9 Related party transactions

There are no related party transactions to disclose for 2025 (2024: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	IT Equipment £	Total £
Cost or valuation		
At the start of the year	13,411	13,411
Additions in year	1,159	1,159
At the end of the year	14,570	14,570
Depreciation		
At the start of the year	11,504	11,504
Charge for the year	1,452	1,452
At the end of the year	12,956	12,956
Net book value		
At the end of the year	1,614	1,614
At the start of the year	1,907	1,907

All of the above assets are used for charitable purposes.

12 Debtors

	2025 £	2024 £
Other debtors	8,600	16,065
Prepayments	3,018	2,629
	11,618	18,694

13 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	4,759	1,614
Taxation and social security	3,776	3,697
Other creditors	961	-
Accruals	1,836	2,836
Deferred income	-	19,200
	11,332	27,347

14 Deferred income

Deferred income in 2023-24 comprised of grant from Community Connectors Heart Health and Winter Resilience programme (£8,800) and UCL Hospital - Cancer Awarness project (£10,400) to be used for the next financial year 2024-25.

	2025 £	2024 £
Balance at the beginning of the year	19,200	15,250
Amount released to income in the year	(19,200)	(15,250)
Amount deferred in the year	-	19,200
Balance at the end of the year	-	19,200

15 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	1,614	-	-	1,614
Net current assets	24,609	82,000	68,958	175,567
Net assets as at 31 March 2025	**26,223**	**82,000**	**68,958**	**177,181**

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	1,907	-	-	1,907
Net current assets	32,351	82,000	72,907	187,258
Net assets as at 31 March 2024	**34,258**	**82,000**	**72,907**	**189,165**

16 Movements in funds

	At 1 April 2024 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2025 £
Restricted funds:					
London Borough of Camden	63,977	194,050	(201,595)	-	**56,432**
London Catalyst	4,064	-	(4,064)	-	**-**
The Hospital Saturday Fund	4,064	-	(4,066)	2	**-**
NHS public awareness campaign	602	18,400	(6,476)	-	**12,526**
NCL CCG - Community Connectors	200	9,400	(9,600)	-	**-**
Total restricted funds	72,907	221,850	(225,801)	2	**68,958**
Unrestricted funds:					
Designated funds:					
Contingency reserve	82,000	-	-	-	**82,000**
Total designated funds	82,000	-	-	-	**82,000**
General funds	34,258	576	(8,609)	(2)	**26,223**
Total unrestricted funds	116,258	576	(8,609)	(2)	**108,223**
Total funds	189,165	222,426	(234,410)	-	**177,181**

	At 1 April 2023 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2024 £
Restricted funds:					
London Borough of Camden	47,668	187,000	(170,691)	-	**63,977**
London Catalyst	-	7,580	(3,516)	-	**4,064**
The Hospital Saturday Fund	-	7,580	(3,516)	-	**4,064**
NHS public awareness campaign	-	5,600	(4,998)	-	**602**
NCL CCG - Community Connectors	-	11,250	(11,050)	-	**200**
Total restricted funds	47,668	219,010	(193,771)	-	**72,907**
Unrestricted funds:					
Designated funds:					
Contingency reserve	82,000	-	-	-	**82,000**
Total designated funds	82,000	-	-	-	82,000
General funds	37,464	3,179	(6,385)	-	**34,258**
Total unrestricted funds	119,464	3,179	(6,385)	-	**116,258**
Total funds	167,132	222,189	(200,156)	-	**189,165**

16 Movements in funds (continued)

Purposes of restricted funds

Grant from London Borough of Camden is to cover costs of core services provided by the charity which are: Information, Policy and insight and Community engagement.

London Catalyst and The Hospital Saturday Fund grants were for Partners for Health Endrometriosis project.

NCL CCG - Community Connectors This is a heart health project funded by the ICB which we are to recruit volunteers and community groups to raise awareness of healthy blood pressure practices and lifestyle adjustments to incorporate healthy living and preventing cardiovascular diseases.

Camden Giving was designed to make our organisation more accessible and reachable to people, specifically with disabilities and accessibility requirements

Healthwatch England AIS involved interviewing health care providers and patients on their experience of providing or receiving translation and interpretation services.

NHS public awareness campaign grant was from NCL Cancer Alliance for Cancer screening and Awareness

NCL ICB Healthwatch Representation - funding to represent NCL healthwatches at NCL ICB committees (admin share)
Investment in digital development - purchase and use of digital pods and website software to broaden HWC's reach and improve presence in community and online settings
Volunteer and intern Recruitment - creating a programme for both volunteers and interns for mid to long term work with HWC and provision of consistent opportunities to support HWC and for ongoing training.

London Ambulance Services - a short review of patient experiences of the London ambulance service which was fed back to the LAS themselves for formal reporting.

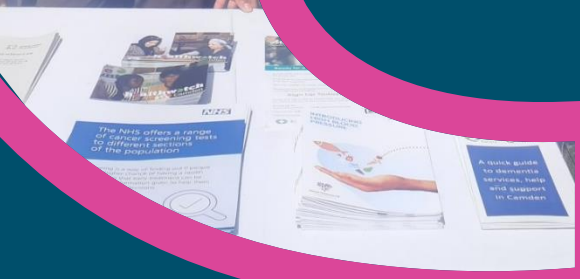
Purposes of designated funds

Current policy is to maintain a reserve of not less than 4 months of the charity's running cost.

17 Legal status of the charity

The charity is a Charitable Incorporated Organisation and has no share capital.

healthwatch Camden



Annual Report 2024–2025

Health Champions for the People of Camden

healthwatch Camden

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

Introduction

Our work in 2024/25 in Camden has focused on three key areas: women's experience of **endometriosis, young people's** health and helping to raise cancer early diagnosis rates with seldom-heard communities.

Our work on **endometriosis** has helped shine the spotlight locally and nationally on minority ethnic groups' experience of this condition, with Wes Streeting referring to our report as 'valuable research'.

Our work in listening and analysing the health experiences of those aged 13-24 has seen a number of positive outcomes for **young people** locally. Camden Council and the local ICB took on board several of our recommendations, including committing to undertake a review of their youth mental health services and to embed young people's views and experiences into their quality assurance models. Effectively putting young people more at the heart of the mental health services they use and know best.

Our report on vaping, amongst other positive outcomes, helped to raise the profile of **vaping harms** via the local media, reaching hundreds of thousands of residents. We have also been helping to raise awareness of the early signs of **cancer** working with people with a disability as well as those whose second language is English.

Finally, we would like to express our thanks and appreciation for Dr Louise Jones' tenure of Chair for the last five years. Lousie intends to step down towards the end of the year when we will be welcoming our new Chair. We would also like to offer our thanks to all the organisations we have worked with over the last year and of course above all, to the people of Camden who have trusted us with their experiences and views.

"The team have listened to the experiences of residents and shone a light onto key areas of inequality in endometriosis care and in youth services. A big thank you to all our staff, directors and volunteers, and most importantly to the residents of Camden for sharing their views with us".

Dr Louise Jones, Chair of Healthwatch Camden

About us

Healthwatch Camden is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care.

Our vision

To bring closer the day when everyone locally gets the care they need.

Our mission

To make sure that people's experiences help make health and care better in Camden.

Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.

Our year in numbers

We've supported more than 1,700 people to have their say about their health and care. We currently employ 6 staff and our work is supported by 18 volunteers.

Reaching out:

- 1,746 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.
- We have reached 284,096 people through our campaigns such as on vaping, endometriosis and early signs of cancer.
- We carried out 158 in-person visits to community and other local groups.

Championing your voice:

We published reports about the improvements people would like to see in areas like endometriosis care and what young people would like to see in the areas of vaping, sexual health and mental health. Our most popular reports were on Vaping and Endometriosis which can be found on our website, www.healthwatchcamden.co.uk under the reports section.

Statutory funding:

We are funded by the London Borough of Camden. In 2024/25 we received £187,000, which is the same as last year.

Working together for change

We have worked alongside many organisations over the last year to ensure local people's experiences are heard and key inequalities are put under the spotlight. A few projects are highlighted below.

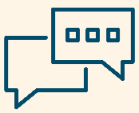
In addition, we have an ongoing relationship with our local Integrated Care Board, working across multiple areas to influence policy and practice.

Experiences of people with disabilities shared with ICB

The North Central London Cancer Alliance (NCLCA) cited our *"expertise and trusted community relationships"* as well as our *"collaborative work with local people"* as the reason we were chosen to work with them as part of a national public awareness campaign to raise cancer early diagnosis rates.

In Camden, rates currently sit at 61% with new data expected in 2026. Our work with people with physical and mental disabilities shone the spotlight on key inequalities affecting this group which the NCLCA will share with the North Central London Integrated Care Board (NCL ICB).

Experiences of homeless people to help reshape sexual health services



Public Health Camden commissioned us to gather feedback on Sexual and Reproductive Health Services from a number of seldom-heard groups. These included residents experiencing homelessness and or drug/alcohol addiction.

They will be using these findings to mold and shape the future of sexual health services in Camden, making them more inclusive, appropriate and relevant to these often-excluded groups.

Camden Council to involve young people in their mental and sexual health service plans

As a result of our reports into youth mental and sexual health services, Camden Council and the local Integrated Care Board (NCL ICB) have committed to ensuring all future engagement work hears from young people from diverse communities. This will mean that young people with specific cultural needs are more likely to get the tailored care and advice they need and deserve, improving health outcomes.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time, for example:

Creating empathy by bringing experiences to life

Hearing personal experiences and their impact on people's lives helps services better understand the issues that people face.

As a result of our report into youth mental health (Your Voice Your Health Camden Series: Mental Health Report), the council and local commissioners agreed to work with the North Central London Integrated Care Board (NCL ICB) to evaluate and develop their current digital platform app for young people's mental health, which is used by individuals and in schools. The experiences in our report were both impactful and poignant. For example, one young person shared how their bouts of depression left them isolated and without support: *"I was in a really bad spot…and I got like a bottle of mouthwash and like a bunch of pot noodles because it's like I'm not going to cook and I'm not going to want to brush my teeth".*

Getting services to involve the public

By involving local people, services help improve care for everyone.

Following the recommendations to come out of our report into youth mental health (Your Voice Your Health Camden Series: Mental Health Report) the council agreed to carry out a review into how they monitor and improve services, looking carefully at the role that young people play within this process.

Improving care over time

Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

After publishing our Living with Endometriosis in Camden Report, we have been working with Camden Learning to try and bring about an inclusion of menstrual health-related conditions into the Personal, Social, Health and Economic (PSHE) curriculum in all Camden schools.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community.

People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.

Endometriosis

Championing local women's experiences of endometriosis and improving care for patients

Across the UK, it is estimated that 1 in 10 women have endometriosis, yet only a tiny fraction are receiving secondary care for the condition. The vast majority of women are currently living without a diagnosis and without access to specialist care and treatment. There is also very little understanding of ethnically and culturally specific experiences of the condition.

What did we do?

We ran a programme of expert-led workshops involving 33 local women and carried out a series of in-depth patient journey interviews, to understand more about how endometriosis impacts women's lives. We particularly focused in on the experiences of women from Bengali, Sudanese, Black African, Chinese, and mixed British communities. We published a report of our findings Living with Endometriosis in Camden.

Key things we heard:

- Menstruation and related pain are taboo subjects in many cultures. Individuals from different backgrounds are often left to manage their pain alone, potentially leading to feelings of stigma or shame.
- Women reported medical gaslighting at every stage of their disease journey.
- Period pain is frequently viewed as psychological and associated with stigma.

One woman told us...

"...in every Muslim household, you pray five times a day. And when it comes to fathers and brothers, they will only know that you're on your period because you've stopped praying now. So that's the way you tell them. Instead of actually going to them."

Endometriosis

Shining a spotlight onto the challenges for women from specific cultural backgrounds who have endometriosis

What difference did this make locally?

Following our recommendations, the Council and ICB have agreed to four main actions which will help to support endometriosis patients, namely to:

1. Improve rates of endometriosis diagnosis by working with the Camden Training Hub to deliver a webinar to local GPs, co-designed with women with lived experience, and making it available as a training tool for primary care services.
2. Engage with PSHE (Personal, Social, Health and Economic) curriculum leads to feed back our recommendations and explore opportunities to promote relevant training and resources to improve menstrual health education through schools.
3. Consider a specific women's health steering group to take forward relevant actions related to reproductive health.
4. Including women's experience of accessing reproductive health information, as part of their Sexual Wellbeing and Reproductive Health Strategy work programme.

Any other local impact?

- The London newspaper, The Camden New Journal, ran a feature on our findings, featuring a case study we provided, with the headline 'Constant Pain Others Don't Believe'.
- With a reach of 109,000 people, we anticipate this will have helped to raise the profile of the disease locally and to have empowered women to speak up about seeking diagnosis.

Endometriosis

What difference did this make nationally?

Our focus is always the health and wellbeing of the people of Camden. However, in some cases our work adds to a wider debate. We can record the following impact nationally:

- Our report was described as 'valuable research' in a registered letter from the Secretary of State for Health and Social Care, Wes Streeting to the Prime Minister, Sir Kier Starmer.

- The Director of the research body, the National Confidential Enquiry into Patient Outcome and Death (NCEPOD) issued a press release supporting our report, saying they hoped our '*recommendations…are adopted to ensure better care in Camden, and that they function as a catalyst for other boroughs to address this important issue*".

- National charity, Endometriosis UK, issued a press release supporting our report which they said '*highlights…the stark inequalities often faced by under-represented groups". They also supported our findings with an online campaign, with their blog attaining over 7,500 views.*

Listening to your experiences

Action on vaping after young people speak out

According to our report into vaping (Your Voice Your Health Camden Series: Vaping Report), many young people do not realise the risks of vapes, thinking of them as a harmless way to relieve stress, with schools badly lacking experience-led instruction. Also, that over half of the young people who experimented with vapes had never smoked before.

Key things we heard:

Over 50% — **of the young people who experimented with vapes had never smoked before**

30% — **of the young people said they did not associate nicotine with vaping or were not sure if it was associated**

"I think (education in schools) should be less geared towards TELLING people (that) vaping (is) bad but SHOWING people instead. For example, having a person with lung damage come in and talk."

"(Vaping) helps from stress."

We listened to the experiences and views of local young people and together with them produced a series of recommendations, focused on increased surveillance of new vaping regulations and experience-led education in schools.

What difference did this make?

The council agreed with our recommendations including:

- That there should be a set timeframe for reviewing the effectiveness of the government ban on disposable vapes.
- To supplement Trading Standards' capacity to check and 'mystery shop' vape purchases.
- Working with ourselves and the young people who contributed to our report to further disseminate a new, tailored vaping leaflet.
- Formally recognising our recommendation that personal stories are a powerful way to communicate health harms and to aim to obtain more input from young people.

Hearing from all communities

We're here for all residents of Camden. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services.

This year, for example, we have reached different communities by:

- Holding a workshop to find out how people with physical and mental disabilities feel about cancer messaging and feeding this back to the North Central London Cancer Alliance (NCLCA).
- Making sure more vulnerable young people can access sexual health services in ways that work for them.

Hearing from all communities

Running an event on the early signs of cancer

We spoke to people with physical and mental disabilities about the early signs of cancer. This work shone the spotlight on key inequalities, specifically concerning people who are hard of hearing or deaf and are from ethnically diverse communities. In these cases, British Sign Language (BSL) is the first language, followed by the spoken language at home, with spoken English as a third or sometimes a fourth language; and written English as fourth or fifth.

This highlighted the insufficiency of written public health (specifically cancer) messaging for these groups. The North Central London Cancer Alliance (NCLCA) will be sharing this information data with the North Central London Integrated Care Board (NCL ICB).

What difference did this make?

We have passed on this information to the North Central London Cancer Alliance (NCLCA) who will work with the local Integrated Commissioning Board to highlight areas for improvement.

Making sure more young people can access sexual health services in ways that work for them

Following our report into young people's experience of sexual health services (Your Voice Your Health Camden Series: Sexual Health) we recommended that Camden Council make services accessible via schools in Relationships and Sex Education lessons.

This echoes the successful example of Bracknell Forest Council where lessons are delivered by trained health workers, backed up with a sexual health drop-in and one-on-one information service.

What difference did this make?

In response to our recommendation, the Camden School Nurse Team have agreed to support and provide advice on Relationships and Sex Education subjects and to welcome individual school referrals. Camden Council will also contact Bracknell Council to better understand this model and see what else might be replicable within Camden.

Information and signposting

This year we are proud to say that we have reached out to over 284,000 people to share advice or public health messages. We recorded that our website alone had 53,000 searches for information, and our (and our partner) social media sites received over 14,500 views.

We have helped people by:

- Providing up-to-date information people can trust.
- Helping people access the services they need.
- Supporting people to look after their health.
- Signposting people to additional support services.

Showcasing volunteer impact

Our fantastic volunteers have given 40 days to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited communities to promote our work.
- Collected experiences and supported communities to share their views.
- Gave advice and help on individual concerns.

Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

Volunteering as part of her degree in health studies, Emma Phelps says she loved her time volunteering for Healthwatch Camden. She particularly enjoyed connecting with local people.

"It allowed me to get to know this community as a whole and see the friendships, support networks, and kindness that are behind every Camden resident. I hope to take the lessons that HWC taught me about trust and community to all my future positions, to better serve the communities I work with. I cannot recommend this position enough!"

Emma

Habibur is a qualified medical doctor with a Master's in Public Health.

"I have gained valuable experience working with Healthwatch Camden's outreach officer, engaging with diverse communities and distributing multilingual resources. This role strengthened my communication skills, deepened my understanding of healthcare and volunteering, and enhanced my English proficiency. I truly value contributing to meaningful work that empowers people and fosters connections."

Habibur

Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.

www.healthwatchcamden.co.uk/volunteer/

0207 383 2407

info@healthwatchcamden.co.uk

Finance and future priorities

We receive funding from the London Borough of Camden under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£187,000		
Additional income	£35,425		
Total income	**£222,425**	**Total Expenditure**	**£234,410**

Additional income is broken down into:

- £7050 received from the London Borough of Camden for work on Camden sexual health, which spanned across the 25/26.
- £94,00 received from the North Central London Cancer Alliance (NCLCA) for work on cancer awareness to be delivered across 2025/2026.
- £18400 received from NHS public awareness and heart health awareness campaigns to be delivered across 25/26.

NB additional income across some projects spanned across more than one financial year; therefore, the total for the projects may differ from the actual amount used or utilised in that financial year, due to gradual, budgeted spending.

Integrated Care System (ICS) funding

Purpose of ICS funding	Amount
Collaboration with NCL representative Healthwatch	**£2,000**
Total	**£2,000**

Finance and future priorities

Next steps:

Over the next year, we will keep reaching out to every part of society, especially people from the most vulnerable groups, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. To understand the factors which influence Bengali women to interact or not interact with diabetes initiatives and messages. To feed back our findings and analysis to our local health commissioners and service providers.

2. To work alongside the North Central London Cancer Alliance to raise screening take up amongst those aged 50-74 in the clinical areas of Bowel Cancer and Lung Cancer, particularly focusing on those groups whose second or third language is English.

3. To carry out further recruitment initiatives and projects to work alongside local academic partners to fill the roles of Enter and View volunteers so that we can progress with our programme of Enter and View work, which has been hampered by challenges in securing appropriate volunteers.

Statutory statements

Healthwatch Camden, 85-87 Bayham Street, London NW1 0AG

Healthwatch Camden uses the Healthwatch Trademark when undertaking our statutory activities as covered by the license agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Board consists of six members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met four times and made decisions on matters such as working with the North Central London Cancer Alliance (NCLCA) on a cancer awareness campaign. Also working with Public Health Camden to complete a specialist piece of listening work on views and experiences of local Sexual Health Services.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums. We also operate interactive computer feedback pods.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish the report on our website and publicise it through our newsletter and social media platforms.

Statutory statements

Responses to recommendations

We are pleased to say that no local providers refused requests for information or recommendations.

There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, we take information to the local Health and Wellbeing Board, and to the Health and Adult Social Care Scrutiny Committee.

We also take insight and experiences to decision-makers in the North Central London Integrated Care Board (NCL ICB). For example, we work alongside Barnet, Enfield, Haringey and Islington, sitting on the Primary Care Contracting Committee.

In addition, we share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Camden is represented on the Health and Wellbeing Board by Stephen Heard, Director of Healthwatch Camden.

Healthwatch Camden is represented at the North Central London Integrated Care Partnerships by Healthwatch Enfield.

Statutory statements

Enter and view

We are committed and keen to progress with our Enter and View workstream. We successfully carried out multiple recruitment advertising campaigns over the last six months across our social media platforms, also in our newsletter and partner newsletters, as well as reaching out to specific local groups, and working alongside the local job centre.

Following several rounds of interviews, two candidates were appointed in May 2025. However, for different reasons both candidates were unable to take up the positions.

We are now currently exploring working with local academic institutions to secure appropriate volunteers to carry out Enter and View work in 2025 and 2026.

Healthwatch Camden
85-87 Bayham Street
London NW1 0AG

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HEALTHWATCH CAMDEN

England & Wales - Charity number 1152552

Accounts

Healthwatch Camden Annual Report & Accounts 2023/24

Charitable Incorporated Organisation Trustees' Report and
Unaudited Financial Statements – year ended 31st March 2024

Here to make care better

Healthwatch Camden exists to make care better for residents of the London Borough of Camden. This reports documents how the organisation used its resources in 2023/24 to pursue its objectives.

Reference and administrative detail

Status: Charitable Incorporated Organisation **Charity Registration No**: 1152552

Chief Executive Officer: Stephen Heard

Registered Office: 85-87 Bayham Street, Camden, London, NW1 0AG

The Charity's governing document is its constitution dated 21 June 2013

Trustees: Louise Jones (chair), Philippa Robinson (vice chair), Paul Webley, Keith Morgan (retired, June 2024), John Hoar, Jiten Raval. Tracey McDermott (Appointed July 2023).

Independent examiner: Shruti Soni Ltd Chartered Certified Accountants, 117a St John's Hill, Sevenoaks TN13 3PE

The trustees present their report and the financial statements for the year ended 31 March 2024 This Trustees Report and the associated Financial Statements have been prepared in accordance with guidance for preparing Charity Accounts and Reports presented in "Accounting and Reporting by Charities: Statement of Recommended Practice" and are therefore in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (effective 1 January 2019) – (Charities SORP FRS 102).

Charitable objects

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by: a) providing information and advice to the general public about local health and social care services b) making the views and experiences of members of the general public known to health and social care providers and commissioners c) enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and care services and facilities and d) providing training and the development of skills for volunteers and the wider community in understanding scrutinizing, reviewing and monitoring local health and care services and facilities.

Our role and remit

Run by and for local people, our role is to ensure that Camden people have a strong **VOICE** in local health and social care services; that they know about the **CHOICES** they can make in these services; and that local people's views lead to positive **CHANGE** in services.

Our remit derives from the key functions and powers of a local Healthwatch organisation, as set out in the 2012 Health and Social Care Act. These are:

- to provide information and advice to the public about local health and care services;
- to make the views and experiences of members of the general public known to health and social care providers and commissioners;
- to enable local people to have a voice in the development, delivery, improvement and equality of access to local health and social care services and facilities;
- to provide support for our volunteers and the wider community in understanding and monitoring local health and social care services and facilities.

Activities, achievements and performance

See *Appendix: Annual report on activity* for information about the charities activities this year.

Structure, governance and management

Healthwatch Camden is a small organisation with 3.3 staff (3.3 full time equivalent) led by Chief Executive, Stephen Heard. Staff have expertise in gathering and reporting people's experiences and views. They reach out to different communities of interest and work with local voluntary organisations to make sure we are hearing from as wide a group of people as possible. Staff have skills in influencing local service providers, and in making alliances to achieve change. Staff are also able to gather information about services and share it via our website and social media, as well as responding to queries by telephone or email.

We benefit from additional expertise by working with community organisations who, for example, assist with interviews in a variety of languages. Some expertise is gained through the use of associates - freelance workers - who contribute to specific projects.

Structure, governance, and management (cont.)

We also have a number of active volunteers. Volunteers help us to gather and to disseminate information. Some are trained for specific roles such as 'PLACE' assessments (patient led assessment of the care environment, which takes place in hospitals annually) or to do formal visits to local care services using Healthwatch 'enter and view' powers. We are grateful for the volunteer support organizations in Camden that help us to find suitable volunteers.

The organisation is governed by a board of trustees. This year one trustee was recruited. There are currently seven trustees. Trustees are appointed for a term of three years and may serve two terms consecutively. Trustees are recruited through a mix of open advertising and personal recommendations and all are interviewed. The board reflects a range of skills and experience. All trustees must have a connection with Camden as residents, service users, workers or students. New trustees are provided with an induction briefing. All trustees receive a regular update from the Chief Executive on current issues.

Trustees met formally four times this year. Two of our meetings are held in public each year. In addition, trustees and staff hold an annual 'away-day' to review progress and plan future work. Trustees have also met virtually as required. There are no standing committees, however the board sets up ad hoc task groups from time to time, and different trustees provide oversight and expertise to specific areas of work. This includes oversight of financial management, review of operating policies, staff issues and strategic planning.

Maintaining independence

It is essential to our role that we are independent, so that we may provide unbiased insight and recommendations. Trustees are mindful of their role as representatives of the public interest and both trustees and staff follow the 'Nolan Principles' of conduct in public life. Our role requires us to be well connected with local stakeholders, and to act as a 'critical friend' to the health and social care system. So we always strive to keep a balance between maintaining close and constructive relationships and being demonstrably independent.

Financial review

The total income for 2023/24 was £222,189 as compared to £208,239 in 2022/23 of which £219,010 (2023: £206,500) was restricted. Total expenditure for 2023/24 was £200,156 as compared to £189,633 in 2022/23 of which £193,771 (2023: £184,305) was restricted. As a result, the net income in 2023/24 Increased to £22,033 from £18,606 in 2022/23. Unrestricted funds as of 31 March 2024 stood at £116,258 (2023: £119,464) of which general funds were £34,258 (2023: £37,464) and the remaining £82,000 (2023: £82,000) were designated.

The CEO and Board of Trustees are reviewing the organization's activities to find a way of delivering the service within budget. A new sustainability strategy will also be developed. Trustees regularly review our spending plans, to make sure we are making the best of our Resources."

Reserves policy

Trustees reviewed our reserves policy in December 2022. Current policy is to maintain a reserve of not less than six months' running costs. This is being achieved; our current designated reserve is £82,000. Trustees also aim to create a reserve for development costs, from surplus unrestricted funds. All other funds are available to be used in-year to further the objectives of the charity.

Risk statement

Healthwatch Camden has a risk register, reviewed at least annually. Its biggest risks remain financial. We have legal functions as a local Healthwatch organisation and trustees are mindful that we may not be able to fulfil these if our core income drops any further. We have the ability to refer funding concerns to Healthwatch England, who may intervene on our behalf with our main funders, the London Borough of Camden.

As a small charity with limited technical financial knowledge we had identified a general risk of loss due to fraud; our move to appoint a qualified independent financial service has helped to minimise this risk by creating a further layer of oversight.

Trustees consider that all general operational risks are being well managed and present a low risk overall. Trustees are satisfied that risk management in use is proportionate and sufficient.

Public benefit statement

Public benefit statement The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

Statement of Trustees' responsibilities

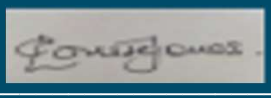
The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgments and accounting estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Trust will continue in operation.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the Trust's transactions and disclose with reasonable accuracy at any time the financial position of the Trust and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

This report was approved by the Trustees on 4/12/24 and signed on their behalf by:

Signed:  Trustee:

Name: ____Louise Jones_____ Date: _____10/12//24____

Independent Examiner's Report to the Trustees of Healthwatch Camden

I report on the financial statements of the charity for the year ended 31 March 2024 as set out on pages 8 to 20.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed Shruti Soni Date: 11/12/2024

Shruti Soni FCCA FCIE

Shruti Soni Ltd • Chartered Certified Accountants
117a St. John's Hill
Sevenoaks
TN13 3PE

Annual Accounts

HEALTHWATCH CAMDEN

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2024

	Note	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Income from:							
Donations and legacies	2	-	202,160	**202,160**	-	187,000	187,000
Charitable activities							
Health advice, information and research	3	2,726	16,850	**19,576**	1,500	19,500	21,000
Investments		453	-	**453**	239	-	239
Total income		3,179	219,010	**222,189**	1,739	206,500	208,239
Expenditure on:							
Raising funds	5	-	1,910	**1,910**	-	1,780	1,780
Charitable activities							
Health advice, information and research	5	6,385	191,861	**198,246**	5,328	182,525	187,853
Total expenditure		6,385	193,771	**200,156**	5,328	184,305	189,633
Net income / (expenditure) before net gains / (losses) on		(3,206)	25,239	**22,033**	(3,589)	22,195	18,606
Net income / (expenditure) for the year		(3,206)	25,239	**22,033**	(3,589)	22,195	18,606
Transfers between funds		-	-	**-**	10,345	(10,345)	-
Net movement in funds		(3,206)	25,239	**22,033**	6,756	11,850	18,606
Reconciliation of funds:							
Total funds brought forward		119,464	47,668	**167,132**	112,708	35,818	148,526
Total funds carried forward	16	116,258	72,907	**189,165**	119,464	47,668	167,132

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 16 to the financial statements.

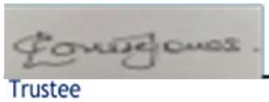
HEALTHWATCH CAMDEN

Balance sheet

As at 31 March 2024

	Note	£	2024 £	£	2023 £
Fixed assets:					
Tangible assets	11		1,907		548
			1,907		548
Current assets:					
Debtors	12	18,694		7,596	
Cash at bank and in hand		195,911		184,212	
		214,605		191,808	
Liabilities:					
Creditors: amounts falling due within one year	13	27,347		25,224	
Net current assets / (liabilities)			187,258		166,584
Total assets less current liabilities			189,165		167,132
Total net assets / (liabilities)			189,165		167,132
The funds of the charity:	15				
Restricted income funds			72,907		47,668
Unrestricted income funds:					
Designated funds		82,000		82,000	
General funds		34,258		37,464	
Total unrestricted funds			116,258		119,464
Total charity funds			189,165		167,132

These financial statements were approved by the board on 10/12/24 .....and signed by its behalf by:



Trustee

Name

Louise Jones, Chair

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Healthwatch Camden is a charitable incorporated organisation registered with Charity Commission with registration number 1152552. Its 85-87 Bayham Street, Camden, London, NW1 0AG. The accounts are presented in GBP rounded to £1.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. The departure has involved following the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

b) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Key judgements (excluding those invloving estimates) that the charitable company has made which have a significant effect on the accounts include Depreciation rates for tangible Fixed Assets.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting policies (continued)

f) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

g) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose

Expenditure on charitable activities includes the costs of performances and choral singing activties undertaken to further the purposes of the charity and their associated support costs

Other expenditure represents those items not falling into any other heading

h) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, support costs, being cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of estimated staff time attributable to each activity.

Cost of raising funds	1%
Health advice, information and research	97%
Governance costs	2%

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Office Equipment	2 years

k) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1 Accounting policies (continued)

l) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

m) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

2 Income from donations and legacies

	Unrestricted £	Restricted £	**2024 Total £**	2023 Total £
London Borough of Camden	-	187,000	**187,000**	187,000
London Catalyst	-	7,580	**7,580**	-
The Hospital Saturday Fund	-	7,580	**7,580**	-
	-	202,160	**202,160**	187,000

All income received in 2023 was restricted

3 Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Health advice, information and research				
NCL CCG - Community Connectors	-	11,250	**11,250**	14,500
NHS public awareness campaign	-	5,600	**5,600**	-
Healthwatch Islington	-	-	**-**	1,250
London Ambulance Service	-	-	**-**	5,000
Other	2,726	-	**2,726**	250
Total income from charitable activities	2,726	16,850	**19,576**	21,000

Of the total income from charitable activities of £21,000 in 2023, £1,500 was unrestricted and £19,500 was restricted.

4 Income from investments

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Bank interest	453	-	**453**	239
	453	-	**453**	239

5 Analysis of expenditure

For this year

	Charitable activity					
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £	**2024 Total £**	2023 Total £
Staff costs (Note 7)	1,375	126,499	2,750	6,875	**137,499**	132,800
Recruitment	-			8,400	**8,400**	751
Consultants and engagement	-	12,678			**12,678**	9,489
Board Expenses	-		127		**127**	895
Accountancy and payroll fees	-		7,733		**7,733**	7,510
Independent examination	-			1,872	**1,872**	1,890
Marketing and design	-	1,989			**1,989**	3,034
Meetings and events	-				**-**	725
Office equipment and consumables	-			8,471	**8,471**	2,727
Other staff costs	-			5,338	**5,338**	8,511
Rent and insurance	-			8,372	**8,372**	2,726
Research and surveys	-	4,912			**4,912**	8,332
General office expenses and depreciation	-			2,765	**2,765**	10,243
	1,375	146,078	10,610	42,093	**200,156**	189,633
Support costs	421	40,830	842	(42,093)	**-**	-
Governance costs	115	11,337	(11,452)		**-**	-
Total expenditure 2024	**1,910**	**198,246**	**-**	**-**	**200,156**	**189,633**
Total expenditure 2023	**1,780**	**187,853**		**-**	**189,633**	

5 Analysis of expenditure (continued)

For prior year 2023

	Charitable activity				
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £	2023 Total £
Staff costs (Note 7)	1,328	122,176	2,656	6,640	132,800
Recruitment	-	-	-	751	751
Consultants and engagement	-	9,489	-	-	9,489
Board Expenses	-	-	895	-	895
Accountancy and payroll fees	-	-	7,510	-	7,510
Independent examination	-	-	1,890	-	1,890
Marketing and design	-	3,034	-	-	3,034
Meetings and events	-	725	-	-	725
Office equipment and consumables	-	-	-	2,727	2,727
Other staff costs	-	-	-	8,511	8,511
Rent and insurance	-	-	-	2,726	2,726
Research and surveys	-	8,332	-	-	8,332
General office expenses and depreciation	-	-	-	10,243	10,243
	1,328	143,756	12,951	31,598	189,633
Support costs	316	30,650	632	(31,598)	-
Governance costs	136	13,447	(13,583)		-
Total expenditure 2023	**1,780**	**187,853**	-	-	**189,633**

Of the total expenditure during the year, £193,771 was restricted (2023: £184,305) and £6,385 was unrestricted (2023:£5,328).

6 Net incoming resources for the year

This is stated after charging / crediting:

	2024 £	2023 £
Depreciation	1,159	2,046

7 Staff cost, Trustee remuneration and expenses

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	125,853	122,132
Social security costs	7,870	8,343
Employer's contribution to defined contribution pension schemes	3,776	2,325
	137,499	132,800

One employee earned more than £60,000 during the year (2023: one).

The total employee benefits including pension contributions of the key management personnel were £67,673 (2023: £60,530). The Charity considers its key management personnel comprise the Executive Director and Trustees.

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023: £nil). No charity trustee received payment for professional or other services supplied to the charity (2023: £nil).

No trustees' expenses representing any payment or reimbursement of travel and subsistence costs were paid during the year (2023: nil).

No trustees were reimbursed any expenses incurred in relation to their duties as trustees.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2024 No.	2023 No.
Health advice, information and research	3.5	3.3
	3.5	3.3

9 Related party transactions

There are no related party transactions to disclose for 2024 (2023: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	IT Equipment £	Total £
Cost or valuation		
At the start of the year	10,893	**10,893**
Additions in year	2,518	**2,518**
At the end of the year	13,411	**13,411**
Depreciation		
At the start of the year	10,345	**10,345**
Charge for the year	1,159	**1,159**
At the end of the year	11,504	**11,504**
Net book value		
At the end of the year	1,907	**1,907**
At the start of the year	548	548

All of the above assets are used for charitable purposes.

12 Debtors

	2024 £	2023 £
Other debtors	**16,065**	5,946
Prepayments	**2,629**	1,650
	18,694	7,596

13 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	1,614	4,665
Taxation and social security	3,697	2,832
Other creditors	-	617
Accruals	2,836	1,860
Deferred income	19,200	15,250
	27,347	25,224

14 Deferred income

Deferred income comprises grant from Community Connectors Heart Health and Winter Resilience programme (£8,800) and UCL Hospital - Cancer Awarness project (£10,400) to be used for the next financial year 2024-25.

	2024 £	2023 £
Balance at the beginning of the year	15,250	14,500
Amount released to income in the year	(15,250)	(14,500)
Amount deferred in the year	19,200	15,250
Balance at the end of the year	19,200	15,250

15 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	1,907	-	-	1,907
Net current assets	32,351	82,000	72,907	187,258
Net assets as at 31 March 2024	34,258	82,000	72,907	189,165

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	548	-	-	548
Net current assets	36,916	82,000	47,668	166,584
Net assets as at 31 March 2023	37,464	82,000	47,668	167,132

16 Movements in funds

	At 1 April 2023 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2024 £
Restricted funds:					
London Borough of Camden	47,668	187,000	(170,691)	-	63,977
London Catalyst	-	7,580	(3,516)	-	4,064
The Hospital Saturday Fund	-	7,580	(3,516)	-	4,064
NHS public awareness campaign	-	5,600	(4,998)	-	602
NCL CCG - Community Connectors	-	11,250	(11,050)	-	200
Total restricted funds	47,668	219,010	(193,771)	-	72,907
Unrestricted funds:					
Designated funds:					
Contingency reserve	82,000	-	-	-	82,000
Total designated funds	82,000	-	-	-	82,000
General funds	37,464	3,179	(6,385)	-	34,258
Total unrestricted funds	119,464	3,179	(6,385)	-	116,258
Total funds	167,132	222,189	(200,156)	-	189,165

	At 1 April 2022 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2023 £
Restricted funds:					
London Borough of Camden	30,358	187,000	(159,345)	(10,345)	47,668
Camden Giving	2,662	-	(2,662)	-	
Healthwatch England AIS - A&E project	1,500	-	(1,500)	-	-
NCL CCG - Post COVID research	1,298	-	(1,298)	-	-
NCL CCG - Community Connectors	-	14,500	(14,500)	-	-
London Ambulance Services	-	5,000	(5,000)	-	-
Total restricted funds	35,818	206,500	(184,305)	(10,345)	47,668
Unrestricted funds:					
Designated funds:					
Contingency reserve	57,000	-	-	25,000	82,000
Total designated funds	57,000	-	-	25,000	57,000
General funds	55,708	1,739	(5,328)	(14,655)	37,464
Total unrestricted funds	112,708	1,739	(5,328)	10,345	119,464
Total funds	148,526	208,239	(189,633)	-	167,132

16 Movements in funds (continued)

Purposes of restricted funds

Grant from London Borough of Camden is to cover costs of core services provided by the charity which are: Information, Policy and insight and Community engagement.

London Catalyst and The Hospital Saturday Fund grants were for Partners for Health Endrometriosis project.

NCL CCG - Community Connectors This is a heart health project funded by the ICB which we are to recruit volunteers and community groups to raise awareness of healthy blood pressure practices and lifestyle adjustments to incorporate healthy living and preventing cardiovascular diseases.

Camden Giving was designed to make our organisation more accessible and reachable to people, specifically with disabilities and accessibility requirements

Healthwatch England AIS involved interviewing health care providers and patients on their experience of providing or receiving translation and interpretation services.

NHS public awareness campaign grant was from NCL Cancer Alliance for Cancer screening and Awareness

NCL ICB Healthwatch Representation - funding to represent NCL healthwatches at NCL ICB committees (admin share)
Investment in digital development - purchase and use of digital pods and website software to broaden HWC's reach and improve presence in community and online settings
Volunteer and intern Recruitment - creating a programme for both volunteers and interns for mid to long term work with HWC and provision of consistent opportunities to support HWC and for ongoing training.

London Ambulance Services - a short review of patient experiences of the London ambulance service which was fed back to the LAS themselves for formal reporting.

Transfers between funds

Transfer from restricted to unrestricted funds represents the accumulated depreciation to be charged to restricted funds

Purposes of designated funds

Current policy is to maintain a reserve of not less than 4 months of the charity's running cost.

17 Legal status of the charity

The charity is a Charitable Incorporated Organisation and has no share capital.

The value of listening

Healthwatch Camden

Annual Report 2023-2024

healthwatch

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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England

Message from our Chair

"Despite the widely publicised challenges faced by the NHS, at Healthwatch Camden our focus is steadily on what we can do to make a difference.
Raising awareness of treatable conditions, particularly amongst under-represented groups, will always be a key area of our work. This is absolutely critical, because catching serious conditions early, like cancer and heart disease, ***saves lives****.*
This year we have been into the local libraries of Camden carrying out blood pressure checks as well as sharing public health information in key public spaces, particularly concerning Cancer Awareness.
Women's health, so often overlooked, has been another focus. We have held six clinician and expert-led events on Endometriosis focusing on women whose first language is not English.
Finally, this year sees the publication of three important reports into Youth Health, focusing on Vaping, Mental Health and Sexual Health.
As we move forward, I want you to know how dedicated the HWC team are to ***listening to what patients say and bringing about change for the better****."*

"Raising awareness of treatable conditions…is absolutely critical, because catching serious conditions early, like cancer and heart disease, ***saves lives"***

Dr Louise Jones, Healthwatch Camden Chair

About us

Healthwatch Camden is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

Our vision

A world where we can all get the health and care we need.

Our mission

To make sure people's experiences help make health and care better.

Our values are:

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Year in review

Reaching out:

480 people

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

1560 people

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

Making a difference to care:

We published

3 reports

about the improvements people would like to see in health and social care services.

Our most popular report was

Youth Health: Vaping

which highlighted the struggles young people face around the use of vapes.

Health and social care that works for you:

We're lucky to have

23

outstanding volunteers who gave up 96 days to make care better for our community.

We're funded by our local authority.
In 2023 - 24 we received

£187K

which is the same as the previous year.

We currently employ

5 staff

who help us carry out our work.

Collaborative working

At Healthwatch Camden we focus on working together with others to address local issues

For our Endometriosis campaign, we were able to effectively reach women whose first language was not English. We worked closely with the following women's groups:

- BWA Surma Centre
- Camden Chinese Community Centre
- Umoja Health Forum
- Camden Disability Action
- St Pancras and Somerstown Living Centre

We work closely with Camden Council's Mobile Health Bus which enables us to reach communities who can be harder to connect with
Recent activities include sharing public health information including on our two current campaigns on Endometriosis and Cancer Awareness, as well as carrying out blood pressure checks.

The King's Cross Living Centre is our primary partner providing specialist support as well as a physical venue. We draw upon their expertise in providing health and wellbeing services to the local ethnic communities.

We work frequently with the **North Central London Cancer Alliance** and were recently chosen as the only organisation across Camden to deliver a cancer awareness campaign to under-represented groups.

Specialist Outreach

We also have a specialist outreach lead at Healthwatch Camden who undertakes numerous visits to community organisations of all sizes and descriptions

The purpose of these visits are muti faceted:

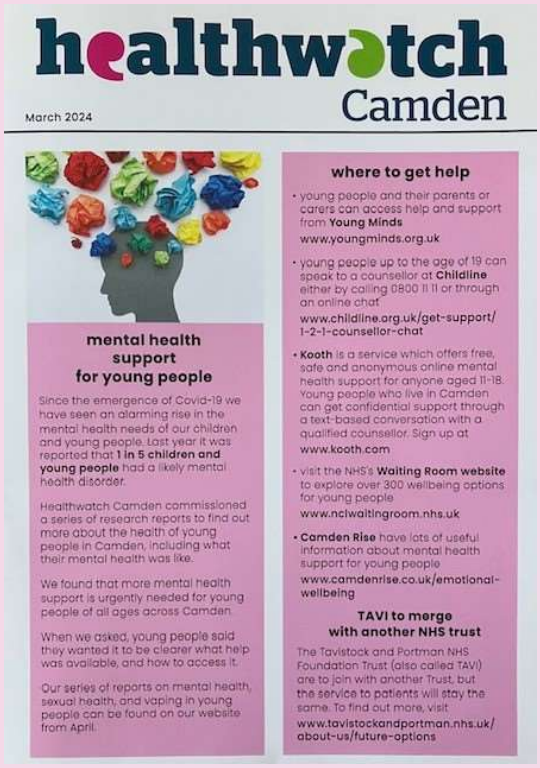
- Build relationships with specific communities
- Understand the complex health needs of their members and feed these back to those in commissioning
- Understand and report back on how housing, schooling and other factors impact on health
- Assist in carrying out health services such as diabetes and blood pressure checks

Healthwatch Camden at a local health awareness event

Groups engaged with include Camden's

- food banks
- sports centres
- youth clubs
- community gardens
- ethnic and religious community organisations
- council and housing association estate resident group

Euston Food Bank was one of the organisations we have visited



healthwatch Camden

March 2024

mental health support for young people

Since the emergence of Covid-19 we have seen an alarming rise in the mental health needs of our children and young people. Last year it was reported that **1 in 5 children and young people** had a likely mental health disorder.

Healthwatch Camden commissioned a series of research reports to find out more about the health of young people in Camden, including what their mental health was like.

We found that more mental health support is urgently needed for young people of all ages across Camden.

When we asked, young people said they wanted it to be clearer what help was available, and how to access it.

Our series of reports on mental health, sexual health, and vaping in young people can be found on our website from April.

where to get help

- young people and their parents or carers can access help and support from **Young Minds** www.youngminds.org.uk
- young people up to the age of 19 can speak to a counsellor at **Childline** either by calling 0800 11 11 or through an online chat www.childline.org.uk/get-support/1-2-1-counsellor-chat
- **Kooth** is a service which offers free, safe and anonymous online mental health support for anyone aged 11-18. Young people who live in Camden can get confidential support through a text-based conversation with a qualified counsellor. Sign up at www.kooth.com
- visit the NHS's **Waiting Room website** to explore over 300 wellbeing options for young people www.nclwaitingroom.nhs.uk
- **Camden Rise** have lots of useful information about mental health support for young people www.camdenrise.co.uk/emotional-wellbeing

TAVI to merge with another NHS trust

The Tavistock and Portman NHS Foundation Trust (also called TAVI) are to join with another Trust, but the service to patients will stay the same. To find out more, visit www.tavistockandportman.nhs.uk/about-us/future-options

Our printed magazine containing important local health information went out into the community

Healthwatch Camden – Annual Report 2023 - 2024

Engaging with all communities

Services can’t make improvements without hearing your views. That’s why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, feed back to services and help them improve.

Giving Young People a Voice

Over the COVID epidemic, we saw rates of mental illness amongst young people aged 13-24 rise to unprecedentedly high levels across the country. In Camden it was no different, with one in five young people suffering from a mental illness. Local mental health services struggled to meet demand and waiting lists rose to 18months plus.

It was in this environment that we commissioned a series of research reports into Youth Health – focusing on three key areas: Mental Health, Sexual Health and Vaping. All too often children and young people have little or no voice. We wanted to make sure we listened to how young people really felt, and to use what they told us to advocate on their behalf.

We found that:

- Just under half of all young people now use vapes, with many unaware of that they contain nicotine
- 70% of young people reported being unaware of sexual health resources
- The majority of respondents did not know where to go to get mental health support

Our recommendations include:

- We recommend specialist services to provide friendly and welcoming hubs at their premises, accessible for all young people
- The Emotional Literacy Support Assistant (ELSA) training programme is provided in more schools and to encourage long term retention of leads
- urgent demand for long-term research into the health impact of e-cigarette use and nicotine addiction on children and young people
- monitoring the range of e-cigarette products available in the market following the ban
- integrating access to sexual health services into RSE lessons, echoing the successful example of Bracknell Forest Council[3] where lessons are delivered by trained workers (NHS and VCS services), backed up with a sexual health drop-in and one-on-one information service following the lesson.

Follow up

- We will be watching and following up with Camden Council, local schools and service providers to ensure these recommendations are adopted.

We have received very positive responses to the Youth Reports from schools, the North Central London ICB and local providers. We have also received excellent media coverage. The London paper, the Camden New Journal ran the following articles.

ip- Queen's Crescent's year. Across five ses- See letter, page 17

Vaping teens believe there's no health risk

by TOM FOOT

TEENAGERS are picking up vapes for the first time because they are being told they are a harmless way of relieving stress, according to a new report calling for an urgent education programme to help young people understand the dangers of e-cigarettes.

Dozens of young people at three youth clubs in Camden have responded to a survey by the borough's health watchdog, Healthwatch, which is warning that "national guidance around vaping does not fully reflect the health risks".

The study of 13 to 17-year-olds looked at how a combination of peer pressure, family members setting a bad example and social media influencers on TikTok were the main causes of teenagers picking up their first vape.

Chief executive Steve Heard said teenagers "thinking they need to use a vape to manage stress is a sign of the times" for youngsters living with the "after-effects of Covid".

He said: "This is happening instead of young people doing active things – like exercise, stimulating the mind and body in healthy ways – not things that cause addiction."

The report shows that some young people use vapes and as an alternative way to "cope with stress and/or anxiety", adding: "The growing perception among some young people that vaping relieves stress is a worrying insight."

Mr Heard said the positives of vaping figures showed a significant rise in the number of people switching from tobacco in recent years – but this number looks set to be "far surpassed" by those taking up vaping having not smoked before.

"We should learn our lesson from the impact of smoking, and enforce that before it's too late," Mr Heard said.

The report calls for mandatory ID checks in shops, explicit warnings about potential health risks on e-cigarette packaging, and "a programme of education to dispel the 'cool' image of e-cigarettes, that vaping is harmless".

The study found many young people appeared confused about whether there were long-term risks of lung damage, cancer and respiratory problems – or if this was just a scare story made up by authority figures.

"Is it truly bad for us, or do adults just not like it?" said one of the Camden teenagers surveyed.

More than half of the Camden teenagers experimenting with vapes had never smoked before, the report said. On social media, the teenagers said "it's all over TikTok" and "I think social media does influence my perspectives on vaping, as popular people do it".

Cool colours and sweet tastes were also blamed.

The report added: "Children are now entering adulthood being exposed to the addictive nature of e-cigarettes, without any knowledge of how it might be affecting their health." The survey's findings are being shared with Camden youth clubs, schools, and council bodies.

– See Comment, page 16

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Just as cigarettes were being put out, along come vapes

Camden New Journal

Comment

THIRTY or forty years ago, you could count on one hand the teenagers in a secondary school playground who had not tried smoking.

Many children growing up in the 1980s and 1990s were quickly hooked and would have had a 10 packet of fags accompanying their calculators and pencils in the school bag.

There was in the 2000s a complete revolution of young people turning their backs on tobacco. It began with outlawing smoking in public places and has been cemented through bans on advertising, explicit warnings on packets showing what is coming down the line, and removing them shop counter displays.

All this progress has been undone by the vaping industry. Just like cigarettes were advertised in the 1950s and 1960s as beneficial to health, vaping has been presented as a healthy option. Health officers are conflicted because they see the huge impact on the number of people quitting smoking.

When vapes first came on the scene they were peculiar and complicated-to-use products that billowed huge clouds of vapour into the air. The made smokers – generally understated types – look ridiculous. Now the vapes look sleek, they are attractive and have sweet-tasting flavours that appeal to the younger generation. Unlike before, they pack the same kind of punch as a cigarette or rollic. The trouble is that they are just as hard to put down, if not harder.

It is likely that inhaling chemical infused vapour into the lungs is better for you than smoking tobacco. But this has not conclusively been proven. Diacetyl is frequently added to flavored e-liquid to enhance the taste. Inhaling diacetyl causes inflammation and may lead to permanent scarring in the smallest branches of the airways – popcorn lung – which makes breathing difficult. Popcorn lung has no lasting treatment.Young people will probably wonder about that nagging cough without realising the damage that is being done.

Hundreds of teenagers in Camden will be living with the perpetual sense of being on edge thanks to becoming hooked on nicotine for the first time due to disposable vapes.

The government had tough words about the devices before Christmas when a "ban" was announced. This has now been pushed back to late 2025.

What is going to happen between then and now? Hundreds more teenagers will be picking them up.

The Healthwatch report (see page 2) investigating the impact on Camden teenagers makes a timely plea for a major push to improve education in schools. It calls for an urgent ban on shopfront promotions and for explicit warnings stickers like you see on tobacco.

The trouble is, as ever with reports like these, will anyone listen?

Endometriosis: reaching the right women through a multi-disciplined approach

Tackling health inequalities in the community requires innovation and integration between private, public and VCSE sectors, and this project is an excellent example of how we work to achieve this at Healthwatch Camden.

We have worked with a number of women's groups, women's charities, both local and national, as well as local schools, NHS clinicians and local women's health leads to achieve this.

Key Facts

- **1 in 10 women** in the UK are affected
- Only diagnosed in **a handful of cases** with the vast majority of women **suffering in silence**
- Accentuated in communities where it may **not always be easy to talk about menstruation**

Tailored Sessions

Together with our partners we devised 6 specialised sessions for women in the community who might be experiencing symptoms of Endometriosis, want to know more about the disease, or are currently trying to obtain a diagnosis. Our report on the findings of this project will be published later in the year.

- These support sessions were led by those with lived experience of endometriosis, GPs, clinicians or other health practitioners.
- We worked with our partner groups to create a warm, welcoming and inclusive atmosphere in the groups where women felt listened to, able to ask questions, and formed discussion groups after each session

Home made food, made by our Living Centre manager, was served at the event, which helped to create a warm and inclusive atmosphere.

Jayanti De, the yoga instructor, who gave a class on yoga for pain relief management.

We were able to find such a specialised instructor through our partnership with the local charity, *Women and Health.*

Endometriosis Campaign

A Few Key facts about the sessions

- A total of over **55** women attended the events, the majority of whom did not have English as a first language
- **3** different area-specific NHS clinicians participated
- We worked with **5** different local community women's group
- **1** charity sector experts (Endo UK) and **1** private sector hormonal consultant also gave specialised advice
- **2** yoga instructors ran specialised pelvic pain relief yoga sessions for the groups
- **6** question and answer sessions took place with a specialist speaker. Many of the attendees have had very negative experiences of the NHS so this was an important part of the journey to begin to establish a more positive relationship and to help build confidence for the women themselves to become advocates for their own health
- **6** home-made meals or cakes made and served

"I'm so grateful to have had the chance to meet other women who are going through the same thing"

"I just feel so much less alone…less isolated after coming"

Women who attended our Endometriosis events

Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- working with local community groups to set up specialised clinician led workshops and talks:

❖ for the Chinese community focusing on the important of screening for **bowel cancer**

❖ for women who have English as a second language and who suffer from **Endometriosis**

❖ to work with under-represented groups to raise **awareness of cancer symptoms**

- carrying out **blood pressure checks** for a wide variety of people who drop into local Camden libraries, as well as other local venues
- **disseminating public health information** and answering health enquiries aboard the Camden Mobile Health bus and at local food banks
- carrying out an ambitious programme of **in-person visits to local community organisations**, focusing on relationship building and listening to health concerns

Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing information people can trust
- Supporting people who are in a state of disconnect with mainstream services
- Digital pods: making it easier for people to say what they think
- Helping people to become more empowered

Supporting people who are in a state of disconnect with mainstream services

A woman approached us asking for information about where she could get help for her school age daughter who was experiencing destabilising mental health episodes of rage and depression.

The mother's experience of the local area's CAMHS had not been positive, and she had decided not to approach that service again, so the daughter was effectively not receiving any care or treatment.

We referred her to several local and national voluntary sector organisations specialising in youth mental health, who provide help and support, many with short or no wait times.

The mother left us feeling a lot more positive about the future for her daughter and her family.

Making it easier to say what you think

This year we have planned and budgeted for the introduction into the borough of two digital feedback pods. These will go into key healthcare and social settings that will provide ways for local people to give their opinions quickly and easily, without needing to engage in a lengthy hardcopy survey.

The digital feedback pods will be introduced initially into the King's Cross Living Centre but they will also accompany our outreach visits, workshops, as well as have the option of going into local GP Dentist surgeries.

Empowering patients

A older man came to see us, who had recently suffered a heart attack who was asking for information about how to go back to see his consultant, as he was feeling unwell. We explained he could do this via his GP (or through emergency services if urgent) and discussed with him whether he felt comfortable to do so. We also explained to him that if he feel comfortable for whatever reason with this current GP, then he could request to see a different GP. He said 'I did not know that' and he seemed more reassured about his rights and how to get the help he needed in the future. He also asked where he could go to get some money advice. We referred him to the money management service which is offered at the King's Cross Living Centre, where we are based.

Volunteering

Thank you so much to all our volunteers, we could not do what we do without you!

This year our volunteers:

- Took blood pressure checks at Camden libraries
- Helped to answer health enquiries aboard the Camden Mobile Health Bus
- Listened and made a note of how people feel about their health and social care
- Supported clinician-led events on Endometriosis

My name is Annie Chen and have found my work as a Community Connector at Healthwatch Camden incredibly fulfilling. Engaging with the local community, conducting blood pressure measurements, and educating residents about hypertension has been a hands-on learning opportunity that has enriched both my academic studies in *Biotech and Pharmaceutical Management* and my personal growth.

Annie

By supporting events like the Endometriosis workshop and cancer awareness campaigns, I have witnessed firsthand the positive influence of empowering individuals to prioritize their health. Also, gathering feedback from patients has allowed me to identify key barriers to healthcare access. It has all been really worthwhile.

My name is Ziman Wu, and I have been working as a research and engagement volunteer with Healthwatch Camden since August 2023.

Ziman

I have been involved in several community events, where I helped to take blood pressure checks. We helped local people gain awareness of their blood pressure level, the health risks and possible causes of low / high bp, and also the services to turn to.

Through this work, I developed stronger interpersonal and communication skills, as well as new knowledge and skills in different areas, such as endometriosis, blood pressure, young people's mental health, etc. By being part of the Healthwatch Camden team, I believe there would be many more things that I can achieve in the future.

Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

www.healthwatchcamden.co.uk

0207 383 2402

info@healthwatchcamden.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£187,000		
Total income	**£222,189**	**Total expenditure**	**£200,156**

Additional income is broken down by:

- £15,160 received from London Catalyst for work on the Endometriosis project.
- £12,000 received from the North Central London Cancer Alliance for work on the cancer awareness campaign to be delivered between 2024 and 2025, of this £1600 was recognized as income in 2024.

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Produce a high level report on the findings of our Endometriosis work.
2. Work with groups with disabilities and groups whose first language is not English to promote higher levels of cancer awareness and how important it is to listen to your body
3. To reach out and listen to the concerns of residents at estate action days, living centre events and at local health bus visits

Statutory statements

Healthwatch Camden 85-87 Bayham Street NW1 0AG

Healthwatch Camden uses the Healthwatch Trademark when undertaking our statutory activities as covered by
the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of six members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met four times and made decisions on matters such as the introduction of the digital feedback pods, and applying for renewed Healthy Hearts funding (which was successful).

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website.

Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us. In our local authority area, for example, we take information to the Health and Wellbeing Board, and Health and Adult Social Care Scrutiny Committee

We also take insight and experiences to decision-makers in the North Central London ICB. For example, we work alongside Barnet, Enfield, Haringey and Islington, sitting on the Primary Care Contracting Committee, the Community Development Committee and the Quality and Safety Committee. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Camden is represented on the Camden Health and Wellbeing Board by Stephen Heard, Chief Executive.

Healthwatch Camden is represented on North Central London Integrated Care Partnerships by Healthwatch Enfield.

2023 – 2024 Outcomes

Project/activity	Outcomes achieved
Healthy Hearts	We have carried out 500+ blood pressure checks
Endometriosis Project	We carried out 6 Events attended by over 55 women
Building relationships in the community	We have carried out 30 number of visits to community organisations
Youth Health research, reports and recommendations	Three well received reports on Mental Health, Sexual Health and Vaping published; recommendations presented to the North Central London ICB, in addition to Camden Council, and local schools.
Cancer awareness campaign	We have been awarded funding to increase awareness of common signs of Cancer, working with the North Central London Cancer Alliance.

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HEALTHWATCH CAMDEN

England & Wales - Charity number 1152552

Accounts

Healthwatch Camden Annual Report & Accounts 2022/23

Charitable Incorporated Organisation Trustees' Report and
Unaudited Financial Statements – year ended 31st March 2023

Here to make care better

Healthwatch Camden exists to make care better for residents of the London Borough of Camden. This reports documents how the organisation used its resources in 2022/23 to pursue its objectives.

Reference and administrative detail

Status: Charitable Incorporated Organisation **Charity Registration No**: 1152552

Chief Executive Officer: Stephen Heard

Registered Office: 85-87 Bayham Street, Camden, London, NW1 0AG

The Charity's governing document is its constitution dated 21 June 2013

Trustees: Louise Jones (chair), Robert Sumerling (resigned June 2023), Philippa Robinson (vice chair), Paul Webley, Keith Morgan, John Hoar, Shahnaz Ahmed (resigned December 2022) Jiten Raval, (Appointed April 2022).

Independent examiner: Shruti Soni Ltd Chartered Certified Accountants, 117a St John's Hill, Sevenoaks TN13 3PE

The trustees present their report and the financial statements for the year ended 31 March 2023 This Trustees Report and the associated Financial Statements have been prepared in accordance with guidance for preparing Charity Accounts and Reports presented in "Accounting and Reporting by Charities: Statement of Recommended Practice" and are therefore in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (effective 1 January 2019) – (Charities SORP FRS 102).

Charitable objects

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by: a) providing information and advice to the general public about local health and social care services b) making the views and experiences of members of the general public known to health and social care providers and commissioners c) enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and care services and facilities and d) providing training and the development of skills for volunteers and the wider community in understanding scrutinizing, reviewing and monitoring local health and care services and facilities.

Our role and remit

Run by and for local people, our role is to ensure that Camden people have a strong **VOICE** in local health and social care services; that they know about the **CHOICES** they can make in these services; and that local people's views lead to positive **CHANGE** in services.

Our remit derives from the key functions and powers of a local Healthwatch organisation, as set out in the 2012 Health and Social Care Act. These are:

- to provide information and advice to the public about local health and care services;
- to make the views and experiences of members of the general public known to health and social care providers and commissioners;
- to enable local people to have a voice in the development, delivery, improvement and equality of access to local health and social care services and facilities;
- to provide support for our volunteers and the wider community in understanding and monitoring local health and social care services and facilities.

Activities, achievements and performance

See *Appendix: Annual report on activity* for information about the charities activities this year.

Structure, governance and management

Healthwatch Camden is a small organisation with 3.3 staff (3.3 full time equivalent) led by Chief Executive, Stephen Heard. Staff have expertise in gathering and reporting people's experiences and views. They reach out to different communities of interest and work with local voluntary organisations to make sure we are hearing from as wide a group of people as possible. Staff have skills in influencing local service providers, and in making alliances to achieve change. Staff are also able to gather information about services and share it via our website and social media, as well as responding to queries by telephone or email.

We benefit from additional expertise by working with community organisations who, for example, assist with interviews in a variety of languages. Some expertise is gained through the use of associates - freelance workers - who contribute to specific projects.

Structure, governance and management (cont.)

We also have a number of active volunteers. Volunteers help us to gather and to disseminate information. Some are trained for specific roles such as 'PLACE' assessments (patient led assessment of the care environment, which takes place in hospitals annually) or to do formal visits to local care services using Healthwatch 'enter and view' powers. We are grateful for the volunteer support organisations in Camden that help us to find suitable volunteers.

The organisation is governed by a board of trustees. This year one trustee was recruited. There are currently seven trustees. Trustees are appointed for a term of three years and may serve two terms consecutively. Trustees are recruited through a mix of open advertising and personal recommendation and all are interviewed. The board reflects a range of skills and experience. All trustees must have a connection with Camden as residents, service users, workers or students. New trustees are provided with an induction briefing. All trustees receive a regular update from the Chief Executive on current issues.

Trustees met formally four times this year. Two of our meetings are held in public each year. In addition, trustees and staff hold an annual 'away-day' to review progress and plan future work. Trustees have also met virtually as required. There are no standing committees, however the board sets up ad hoc task groups from time to time, and different trustees provide oversight and expertise to specific areas of work. This includes oversight of financial management, review of operating policies, staff issues and strategic planning.

Maintaining independence

It is essential to our role that we are independent, so that we may provide unbiased insight and recommendations. Trustees are mindful of their role as representatives of the public interest and both trustees and staff follow the 'Nolan Principles' of conduct in public life. Our role requires us to be well connected with local stakeholders, and to act as a 'critical friend' to the health and social care system. So we always strive to keep a balance between maintaining close and constructive relationships and being demonstrably independent.

Financial review

The total income for 2022/23 was £208,239 as compared to £234,892 in 2021/22 of which £206,500 (2022: £225,896) was restricted. Total expenditure for 2022/23 was £189,633 as compared to £192,165 in 2021/22 of which £184,305 (2022: £190,078) was restricted. As a result the net income in 2022/23 decreased to £18,606 from £42,727 in 2021/22. Unrestricted funds as at 31 March 2023 stood at £119,464 (2022: £112,708) of which general funds were £37,464 (2022: £55,708) and the remaining £82,000 (2022: £57,000) were designated.

The CEO and Board of Trustees are reviewing the organisation's activities to find a way of delivering the service within budget. A new sustainability strategy will also be developed. Trustees regularly review our spending plans, to make sure we are making the best of our Resources."

Reserves policy

Trustees reviewed our reserves policy in December 2022. Current policy is to maintain a reserve of not less than six months' running costs. This is being achieved; our current designated reserve is £82,000. Trustees also aim to create a reserve for development costs, from surplus unrestricted funds. All other funds are available to be used in-year to further the objectives of the charity.

Risk statement

Healthwatch Camden has a risk register, reviewed at least annually. Its biggest risks remain financial. We have legal functions as a local Healthwatch organisation and trustees are mindful that we may not be able to fulfil these if our core income drops any further. We have the ability to refer funding concerns to Healthwatch England, who may intervene on our behalf with our main funders, the London Borough of Camden.

As a small charity with limited technical financial knowledge we had identified a general risk of loss due to fraud; our move to appoint a qualified independent financial service has helped to minimise this risk by creating a further layer of oversight.

Trustees consider that all general operational risks are being well managed and present a low risk overall. Trustees are satisfied that risk management in use is proportionate and sufficient.

Public benefit statement

Public benefit statement The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

Statement of Trustees' responsibilities

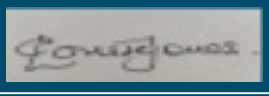
The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgments and accounting estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Trust will continue in operation.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the Trust's transactions and disclose with reasonable accuracy at any time the financial position of the Trust and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

This report was approved by the Trustees on 24/11/23 and signed on their behalf by:

Signed:  Trustee:

Name: ____Louise Jones_____ Date: _____24/11/23_____

Independent Examiner's Report to the Trustees of Healthwatch Camden

I report on the financial statements of the charity for the year ended 31 March 2023 as set out on pages 8 to 20.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed Date: 30 November 2023

Shruti Soni FCCA FCIE

Shruti Soni Ltd • Chartered Certified Accountants
117a St. John's Hill
Sevenoaks
TN13 3PE

Annual Accounts

HEALTHWATCH CAMDEN

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Income from:							
Donations and legacies	2	-	187,000	**187,000**	1,980	203,556	205,536
Charitable activities							
Health advice, information and research	3	1,500	19,500	**21,000**	7,016	22,340	29,356
Investments		239	-	**239**	-	-	-
Total income		1,739	206,500	**208,239**	8,996	225,896	234,892
Expenditure on:							
Raising funds	5	-	1,780	**1,780**	-	1,894	1,894
Charitable activities							
Health advice, information and research	5	5,328	182,525	**187,853**	2,087	188,184	190,271
Total expenditure		5,328	184,305	**189,633**	2,087	190,078	192,165
Net income / (expenditure) before net gains / (losses) on		(3,589)	22,195	**18,606**	6,909	35,818	42,727
Net income / (expenditure) for the year		(3,589)	22,195	**18,606**	6,909	35,818	42,727
Transfers between funds		10,345	(10,345)	**-**	-	-	-
Net movement in funds		6,756	11,850	**18,606**	6,909	35,818	42,727
Reconciliation of funds:							
Total funds brought forward		112,708	35,818	**148,526**	105,799	-	105,799
Total funds carried forward	16	119,464	47,668	**167,132**	112,708	35,818	148,526

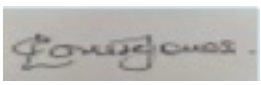
All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 16 to the financial statements.

HEALTHWATCH CAMDEN

Balance sheet
As at 31 March 2023

	Note	£	2023 £	£	2022 £
Fixed assets:					
Tangible assets	11		**548**		1,498
			548		1,498
Current assets:					
Debtors	12	**7,596**		18,996	
Cash at bank and in hand		**184,212**		150,282	
		191,808		169,278	
Liabilities:					
Creditors: amounts falling due within one year	13	**25,224**		22,250	
Net current assets / (liabilities)			**166,584**		147,028
Total assets less current liabilities			**167,132**		148,526
Total net assets / (liabilities)			**167,132**		148,526
The funds of the charity:	15				
Restricted income funds			**47,668**		35,818
Unrestricted income funds:					
Designated funds		**82,000**		57,000	
General funds		**37,464**		55,708	
Total unrestricted funds			**119,464**		112,708
Total charity funds			**167,132**		148,526

These financial statements were approved by the board on 24/11/23 .....and signed by its behalf by:



Trustee

Name Louise Jones

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Healthwatch Camden is a charitable incorporated organisation registered with Charity Commission with registration number 1152552. Its 85-87 Bayham Street, Camden, London, NW1 0AG. The accounts are presented in GBP rounded to £1.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. The departure has involved following the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

b) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Key judgements (excluding those invloving estimates) that the charitable company has made which have a significant effect on the accounts include Depreciation rates for tangible Fixed Assets.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether ‘capital’ grants or ‘revenue’ grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting policies (continued)

f) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

g) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose

Expenditure on charitable activities includes the costs of performances and choral singing activties undertaken to further the purposes of the charity and their associated support costs

Other expenditure represents those items not falling into any other heading

h) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, support costs, being cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of estimated staff time attributable to each activity.

Cost of raising funds	1%
Health advice, information and research	97%
Governance costs	2%

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Office Equipment	2 years

k) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1 Accounting policies (continued)

l) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

m) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

2 Income from donations and legacies

	Unrestricted £	Restricted £	**2023 total Total £**	2022 Total £
London Borough of Camden	-	187,000	**187,000**	187,000
Camden Giving	-	-	**-**	16,556
Verve Communications	-	-	**-**	1,980
	-	187,000	**187,000**	205,536

Of the total income from donations of £205,536 in 2022, £1,980 was unrestricted and £203,556 was restricted.

3 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Health advice, information and research				
NCL CCG	-	14,500	**14,500**	2,376
Voluntary Action Camden	-	-	**-**	2,000
Healthwatch England - AIS	-	-	**-**	8,640
Healthwatch Islington	1,250	-	**1,250**	-
London Ambulance Service	-	5,000	**5,000**	-
Clare Mont	-	-	**-**	2,500
NHS CQC	-	-	**-**	140
NCL CCG - Post COVID	-	-	**-**	13,700
Other	250	-	**250**	-
Total income from charitable activities	1,500	19,500	**21,000**	29,356

Of the total income from charitable activities of £29,356 in 2022, £7,016 was unrestricted and £22,340 was restricted.

4 Income from investments

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Bank interest	239	-	**239**	-
	239	-	**239**	-

5 Analysis of expenditure

For this year

	Charitable activity					
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £	**2023 Total £**	2022 Total £
Staff costs (Note 7)	1,328	122,176	2,656	6,640	**132,800**	139,685
Recruitment	-	-	-	751	**751**	7,630
Consultants and engagement	-	9,489	-	-	**9,489**	9,309
Board Expenses	-	-	895	-	**895**	1,867
Accountancy and payroll fees	-	-	7,510	-	**7,510**	7,655
Independent examination	-	-	1,890	-	**1,890**	1,860
Marketing and design	-	3,034	-	-	**3,034**	347
Meetings and events	-	725	-	-	**725**	50
Office equipment and consumables	-	-	-	2,727	**2,727**	10,540
Other staff costs	-	-	-	8,511	**8,511**	4,178
Rent and insurance	-	-	-	2,726	**2,726**	2,335
Research	-	8,332	-	-	**8,332**	3,540
General office expenses & depreciation	-	-	-	10,243	**10,243**	3,169
	1,328	143,756	12,951	31,598	**189,633**	192,165
Support costs	316	30,650	632	(31,598)	**-**	-
Governance costs	136	13,447	(13,583)		**-**	-
Total expenditure 2023	**1,780**	**187,853**	**-**	**-**	**189,633**	**192,165**

5 Analysis of expenditure (continued)

For prior year 2022

	Charitable activity				
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £	**2022 Total £**
Staff costs (Note 7)	1,397	128,510	2,794	6,984	**139,685**
Recruitment	-	-	-	7,630	**7,630**
Consultants and engagement	-	9,309	-	-	**9,309**
Board Expenses	-	-	1,867	-	**1,867**
Accountancy and payroll fees	-	-	7,655	-	**7,655**
Independent examination	-	-	1,860	-	**1,860**
Marketing and design	-	347	-	-	**347**
Meetings and events	-	50	-	-	**50**
Office equipment and consumables	-	-	-	10,540	**10,540**
Other staff costs	-	-	-	4,178	**4,178**
Rent and insurance	-	-	-	2,335	**2,335**
Research	-	3,540	-	-	**3,540**
General office expenses & depreciation	-	-	-	3,169	**3,169**
	1,397	141,756	14,176	34,836	**192,165**
Support costs	348	33,791	697	(34,836)	**-**
Governance costs	149	14,724	(14,873)		**-**
Total expenditure 2022	**1,894**	**190,271**	**-**	**-**	**192,165**

Of the total expenditure during the year, £184,305 was restricted (2022: £190,078) and £5,328 was unrestricted (2022:£2,087).

6 Net incoming resources for the year

This is stated after charging / crediting:

	2023 £	2022 £
Depreciation	2,046	1,586
Operating lease rentals:		
Property	-	2,335

7 Staff cost, Trustee remuneration and expenses

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	122,132	128,114
Social security costs	8,343	8,799
Employer's contribution to defined contribution pension schemes	2,325	2,772
	132,800	139,685

No employee earned more than £60,000 during the year (2022: nil).

The total employee benefits including pension contributions of the key management personnel were £60,530.35 (2022: £57,954.08). The Charity considers its key management personnel comprise the Executive Director and Trustees.

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

No trustees' expenses representing any payment or reimbursement of travel and subsistence costs were paid during the year (2022: nil).

No trustees were reimbursed any expenses incurred in relation to their duties as trustees.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2023 No.	2022 No.
Health advice, information and research	3.3	4.0
	3.3	4.0

9 Related party transactions

There are no related party transactions to disclose for 2023 (2022: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	IT Equipment	Total
	£	£
Cost or valuation		
At the start of the year	9,796	9,796
Additions in year	1,097	1,097
At the end of the year	10,893	10,893
Depreciation		
At the start of the year	8,298	8,298
Charge for the year	2,047	2,047
At the end of the year	10,345	10,345
Net book value		
At the end of the year	548	548
At the start of the year	1,498	1,498

All of the above assets are used for charitable purposes.

12 Debtors

	2023	2022
	£	£
Other debtors	5,946	18,996
Prepayments	1,650	-
	7,596	18,996

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	4,665	2,991
Taxation and social security	2,832	2,929
Other creditors	617	-
Accruals	1,860	1,830
Deferred income	15,250	14,500
	25,224	22,250

14 Deferred income

Deferred income comprises grant from North Central London CCG (£11,250) and Cancer Alliance (£4,000) to be used for the next financial year 2023-24.

	2023 £	2022 £
Balance at the beginning of the year	14,500	-
Amount released to income in the year	(14,500)	-
Amount deferred in the year	15,250	14,500
Balance at the end of the year	15,250	14,500

15 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	548	-	-	548
Net current assets	36,916	82,000	47,668	166,584
Net assets as at 31 March 2023	37,464	82,000	47,668	167,132

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	1,498	-	-	1,498
Net current assets	54,210	57,000	35,818	147,028
Net assets as at 31 March 2022	55,708	57,000	35,818	148,526

16 Movements in funds

	At 1 April 2022 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2023 £
Restricted funds:					
London Borough of Camden	30,358	187,000	(159,345)	(10,345)	**47,668**
Camden Giving	2,662	-	(2,662)	-	
Healthwatch England AIS - A&E project	1,500	-	(1,500)	-	-
NCL CCG - Post COVID research	1,298	-	(1,298)	-	-
NCL CCG - Community Connectors	-	14,500	(14,500)	-	-
London Ambulance Services	-	5,000	(5,000)	-	-
Total restricted funds	35,818	206,500	(184,305)	(10,345)	**47,668**
Unrestricted funds:					
Designated funds:					
Contingency reserve	57,000	-	-	25,000	**82,000**
Total designated funds	57,000	-	-	25,000	**82,000**
General funds	55,708	1,739	(5,328)	(14,655)	**37,464**
Total unrestricted funds	112,708	1,739	(5,328)	10,345	**119,464**
Total funds	148,526	208,239	(189,633)	-	**167,132**

	At 1 April 2021 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2022 £
Restricted funds:					
London Borough of Camden		187,000	(156,642)	-	**30,358**
Camden Giving	-	16,556	(13,894)	-	**2,662**
Healthwatch England AIS - A&E project	-	8,640	(7,140)	-	**1,500**
NCL CCG - Post COVID research		13,700	(12,402)	-	**1,298**
Total restricted funds	-	225,896	(190,078)	-	**35,818**
Unrestricted funds:					
Designated funds:					
Contingency reserve	57,000	-	-	-	**57,000**
Total designated funds	57,000	-	-	-	**57,000**
General funds	48,799	8,996	(2,087)	-	**55,708**
Total unrestricted funds	105,799	8,996	(2,087)	-	**112,708**
Total funds	105,799	234,892	(192,165)	-	**148,526**

16 Movements in funds (continued)

Purposes of restricted funds

Grant from London Borough of Camden is to cover costs of core services provided by the charity which are: Information, Policy and insight and Community engagement.

Camden Giving was designed to make our organisation more accessible and reachable to people, specifically with disabilities and accessibility requirements

Healthwatch England AIS involved interviewing health care providers and patients on their experience of providing or receiving translation and interpretation services.

NCL CCG - Post COVID - this was in place to speak to residents around their experiences with long covid, from symptoms to access to recovery/therapy services as well as drawing out key themes. This fed into a wider report which was compiled across 5 local healthwatch.

NCL CCG - Community Connectors This is a heart health project funded by the ICB which we are to recruit volunteers and community groups to raise awareness of healthy blood pressure practices and lifestyle adjustments to incorporate healthy living and preventing cardiovascular diseases.

London Ambulance Services - a short review of patient experiences of the London ambulance service which was fed back to the LAS themselves for formal reporting.

Transfers between funds

Transfer from restricted to unrestricted funds represents the accumulated depreciation to be charged to restricted funds

Purposes of designated funds

Current policy is to maintain a reserve of not less than 4 months of the charity's running cost.

17 Legal status of the charity

The charity is a Charitable Incorporated Organisation and has no share capital.

Together

we're making health and social care better

Annual Report 2022–23

healthwatch Camden

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

"This year has seen vast changes in how our health and social care is organised with the formation of Integrated Care Systems, requiring collaboration across the board. Healthwatch Camden works diligently with colleagues within these systems and with other Healthwatch leaders across North Central London to ensure the needs of patients remain at the heart of planning and delivery of care.

Collaborative working is key in most areas of life and Healthwatch Camden aims to act as an imaginative and fruitful partner across our networks.

In the aftermath of the pandemic there are many ongoing and emergent challenges, not least amongst these is the cost of living pressures. Even though it affects us in different ways, it still affects us all, and has been shown to impact our health. Challenges also highlighted by the industrial action taken by many healthcare workers in recent weeks must be addressed effectively in the coming months through further understanding and collaboration.

Dr Louise Jones
Healthwatch Camden Chair

In the coming year, we shall work hard on both preventive and reactive healthcare strategies. We are grateful for the cooperation of the public in helping us to collect data to support our policy initiatives.

We look forward to presenting our findings to local decision makers to ensure that the patient voice remains heard both loudly and clearly."

Healthwatch Camden is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

Our vision

To connect residents, care providers, and the local authority to make health and care services in Camden the most people-focused in the country.

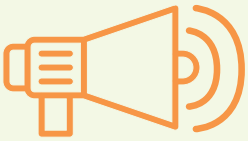
Our mission

To reduce health inequalities by gathering community insights, empowering residents, identifying gaps in services, and influencing evidence-based change.

Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Collaborating** with the community and healthcare leaders to achieve the best possible impact on patient experiences.
- **Empowering** residents to have a strong voice, by giving them the tools they need to access better care.

Reaching out



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

1600 people
came to us for clear advice and information about topics such as mental health and the cost of living crisis.

Making a difference to care

We published
four reports
about the improvements people would like to see to health and social care services.

Our most popular report was
'Birth Stories' which highlighted the struggles people face when accessing local maternity services.

Health and care that works for you

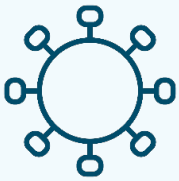
We're lucky to have
seventeen
outstanding volunteers who gave up 37 days to make care better for our community.

We're funded by our local authority. In 2022-23 we received
£187,000
which is the same as the previous year.

We currently employ
four staff
who help us carry out our work.

How we've made a difference this year

Spring



We launched a report into Long Covid in collaboration with the other North Central London Healthwatch.

We encouraged local residents and groups to help improve information on vaccines through our Community Champions initiative.

Summer

We started our Vaccine Roadshow, which connected GPs and communities together to discuss vaccine misinformation.

We published our 4-year Strategic Plan, setting out our ambition from now until 2026.

Autumn

We urged the local ICS to improve local maternity services with the launch of our report, 'Birth Stories'

We started a community engagement project on Hypertension, including measuring the public's blood pressure.

Winter

We restarted a community engagement project for greater awareness on cervical and bowel cancer screenings, to increase uptake in Camden.

We published a snapshot report on people's experiences using Camden's Emergency Departments at the two hospitals.

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Childrens' Hospital services

In response to our 2014 report, Great Ormond Street Hospital reviewed its food service and implemented positive changes for children..

Communications access

In 2016 we brought recommendations from D/deaf, visually impaired, and those with learning disabilities to local GPs and the CCG, creating a "quick wins list" in implementing the Accessible Information Standard.

NHS Dentistry

Over the pandemic we echoed public concern over the waits for NHS dentists, creating a transparent resource for residents on wait times.

Domestic abuse support

After our 2021 report on services available for survivors, the Council announced £400k more funding for DVA services, as well as a relaunch of the IRIS referral service as a direct result of our recommendations.

London Ambulance Services

After sending the LAS a letter of recommendation based on resident feedback, they have committed to two of our proposals: mandatory 'bedside manner' training and a target of faster return calls for patients with urgent clinical needs.

Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Breaking down barriers for life saving screenings

Cervical cancer screenings save around 2,000 lives a year in the UK. But uptake in Camden is lower than the national average, particularly among the Chinese community, for cultural and accessibility reasons as well as a lack of knowledge.

With the help of local groups and clinicians, Healthwatch Camden hosted sessions in the community to break down the barriers the community might face around cervical and bowel cancer screenings.

We invited the local Chinese community to join us for information events where they could ask any questions they had about the screening process and were given advice to help feel more empowered at their next screening.

With the help of a local nurse and speakers from UCLH's Bowel Cancer Prevention Team, we were able to tackle rumours and misconceptions about the screening process, and encourage screening uptake.

- 80 people joined our in-person events and we distributed 100s of resources.
- All our resources were translated and we had translators on hand at the events
- Feedback suggests a large increase in confidence in the screening processes.

What difference will this make?

Holding accessible and informative events like these have been proven to increase confidence and uptake of cancer screenings.

Our work was presented at a share and learn event at UCLH with the North Central London Cancer Alliance and we have been in talks with the West London Cancer Alliance and Royal Marsden NHS Foundation Trust to develop meaningful strategies for creating better pathways across London for Chinese people to attend life-saving screenings.

"Many of the ladies commented that the talk was very informative and helpful. They now understand the importance of Cervical screening and the information on the HPV was also very useful. We hope there will be another opportunity for Healthwatch to come back in future."

Local community organiser

Advocating for local mothers and families

As of 2022, data showed that access to specific maternity services in Camden, such as perinatal mental health services, was well below the NHS Long-Term Plan ambition. The 'Better Births Strategy' also confirmed the quality of care every pregnant woman should receive.

Our research aimed to identify gaps and put forward recommendations to support the wellbeing of women giving birth in Camden. We interviewed local mothers as well as local midwives to understand their experiences throughout their pregnancy, their labour, and their post-natal experiences.

Our recommendations:

1. Every woman should be given a birth plan during her pregnancy, and plans must be completed before average premature dates.
2. Staff should work towards better communication with patients as many feel as there is a gap in communication.
3. Robust and mandatory training should be given to all staff, giving clear standards and ran at least annually.
4. Echoing the NHS CORE20PLUS5 initiative, 75% of patients by 2024 should have one point of contact, such as one midwife, throughout the care cycle.

What difference will this make?

We understand that the NHS works tirelessly to provide maternity care services, however feedback from local mothers show that there is still room for improvement. These recommendations also address health inequalities in Camden, especially inequalities based on language and race. We have been lobbying various bodies, including the North Central London ICS by presenting our recommendations to:

- The local CPPEG group, which is chaired by the ICB
- The 'Start Well' team in the ICB.
- Relevant local hospital Trusts.
- Director of Integration in the ICS.
- Camden Children, Schools and Families Scrutiny Committee.
- Local MPs Sir Kier Starmer and Tulip Siddiq.

"I didn't have a written birth plan. The midwife asked me if I wanted to have my baby at home. They did not have a plan for me to go into hospital. I can't even remember them asking me about choices, they just told me. I was 5 months pregnant before I even got to see a GP."

- **A local mother who gave birth in Camden**

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Local community groups shared with us and local clinicians their experiences and concerns with vaccines, as part of a 'Vaccine Roadshow'. This allowed the local Public Health to be better informed about vaccine misinformation, specifically around side effects or how it aligns with pre-existing illnesses such as diabetes or heart conditions.

Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

We went to local African and South Asian communities and listened to their experiences using the London Ambulance Service in order to create a letter of recommendations to the Service. These recommendations included: better communication, improvements to digital infrastructure, and greater mental health training.

Improving care over time

Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Since our 2021 report, *Surviving Domestic Abuse: Improving systems that support victims*, we have been working closely with the Council, local community groups, and the Metropolitan Police to create safer and better services for victims of domestic abuse.

Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

Discussing issues with people who don't speak English
Commissioning groups helping those struggling from socio-economic deprivation
Gave local young people the chance to discuss health issues such as vaccines and mental health with a clinician.

Empowering the community to look after their hearts

Over 60,000 Camden residents are thought to have hypertension, yet only around 24,000 are diagnosed. Rates of hypertension are much higher in Black and South Asian communities.

We worked with Black and South Asian communities and local clinicians to discuss hypertension, and the ways you can keep it low. We also trained community connectors to take blood pressure readings, going out to the community groups and beyond to help residents look after their hearts.

> "It was such a useful event because there were a lot of discussion points to be discussed and questions to be asked on this topic. It was helpful to carry out the blood pressure tests. This has prompted me to take my blood pressure medication properly because my blood pressure was so high on that day!
>
> **Local resident**

Addressing vaccine misconceptions with young people

Providing accurate and accessible information on vaccines was a top priority for us at the start of this year with the continued rollout of the COVID vaccine. We noticed that vaccine uptake was low in Camden, especially among non-white communities.

We worked with a local youth group to create sessions where they could ask a clinician anything about the science behind vaccines, and the efficacy of the COVID vaccine.

Many of these children had never spoke to a GP outside of an appointment, so it became a vital opportunity to create further discussions around mental health and healthy living.

We plan to work with this group to do research on young people's mental health next year.

Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

Providing up to date information people can trust
Helping people access the services they need
Helping people access NHS dentistry
Supporting people to look after their health during the cost of living crisis

Help to find dental care in Camden

One of the most common questions Healthwatch Camden gets asked is: "Where can I find a dentist?", with many requiring urgent care as a result of a backlog of appointments and long waiting times.

The impact of delayed treatment has resulted in people living with considerable pain, developing medical resistance and dental conditions worsening.

> "I'm in constant pain and can't find any help, and I can't afford to go private."
>
> **Camden resident**

Healthwatch Camden's advice and information has meant people who need urgent treatment know their options and have clear information.

Healthwatch Camden regularly contact local dentists to find out average wait times for new NHS patients, and provide a signposting service for those who are struggling to find dentists near them.

Helping residents with access needs get consistent care from their GP

GP appointments are one of the most sought after services in Camden, and many have told us they have issues seeing a GP, especially if they have access needs.

One resident came to us as they were receiving treatment in Camden whilst being registered with a GP outside of London. Because of this treatment they were staying with family in Camden, but still needed to speak to a GP regularly,

They tried to register as a temporary resident for a Camden GP surgery, but was denied, so called Healthwatch Camden to find out what their next steps would be. After providing them with the advice and information they needed, they were able to appeal this refusal and could finally register as a temporary resident and get the care they needed.

> "Thank you for your advice and sympathy. I did go and have a meeting with the practise manager after our conversation and he listened to my case sympathetically and agreed to put me on his register as a temporary patient.
>
> Thank goodness for people like you and your Healthwatch organisation.
>
> **Charlotte, Camden resident**

Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

Visited communities to promote their local Healthwatch and what we have to offer
Collected experiences and supported their communities to share their views
Went out into the community to take blood pressure readings as part of a wider project
Reviewed dentist wait times to improve accessibility for residents.
Helped us with our research, by talking to local people about their experiences and working with us to create reports.

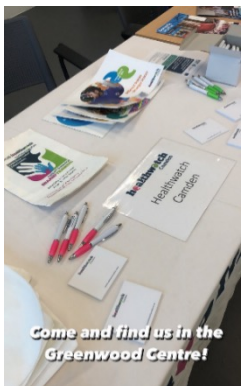
Jiten

"My first year as a Trustee has been rewarding and fulfilling. I've thoroughly enjoyed complementing the hard working Healthwatch Camden team, Board and volunteers. Their reports clearly highlight the shortcomings in health and social care provision and the need for both local and central government intervention."

Hafsa

“It's been an amazing experience working with Healthwatch Camden over the last few months. It's given me the opportunity to connect with and better understand the experiences of people in my community.

Being able to amplify community voices and power to make a real difference is important to me, and Healthwatch Camden has been a fantastic place to work towards doing that. The team's passion and commitment are truly inspiring, and I'm really grateful to be working with them"



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

www.healthwatchcamden.co.uk/volunteer

020 7383 2402

info@healthwatchcamden.co.uk

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income	
Grant income	£187,000
Other income	£21,239
Total income	**£208,239**

Expenditure	
Staff Salaries, Consultant related costs	£151,551
Non-Staff Related costs	£38,082
Total expenditure	**£189,633**

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Reassure and empower residents, ensuring they feel involved and heard consistently in local transitions, such as post-covid stability and the Integrated Care System.
2. Conduct effective and insightful research into health of young people in Camden, including co-production with schools and youth groups.
3. Continue empowering residents to become more aware of hypertension, and providing blood pressure checks with effective advice.

Statutory statements

Healthwatch Camden, 85-87 Bayham Street, Camden, NW1 0AG.

Healthwatch Camden uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of eight members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met six times and made decisions on matters such as our 4-year Strategic Plan, and staffing restructure.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and social media.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we take information to the Health and Wellbeing Board, Violence Against Women and Girls Board, and the Adult Social Care Scrutiny Committee.

We also take insight and experiences to decision makers in the North Central London Integrated Care System. For example, we have input on the Primary Care Commissioning Committee, Quality and Safety Committee, and the Engagement Committee. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch Camden is represented on the Camden Health and Wellbeing Board by Director Stephen Heard. During 2022/23 our representative has effectively carried out this role by presenting our work, our Strategic Plan, representing the views of residents, and providing effective scrutiny and oversight.

Healthwatch Camden is represented as part of the North Central London (NCL) Healthwatch Network on selected NCL Integrated Care Board committees by Emma Whitby, Chief Executive of Healthwatch Islington.

healthwatch Camden

Healthwatch Camden
85-87 Bayham Street,
Camden, London
NW1 0AG
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@Healthwatchcam
@Healthwatchcam

HEALTHWATCH CAMDEN

England & Wales - Charity number 1152552

Accounts

Healthwatch Camden Annual Report & Accounts 2021/22

Charitable Incorporated Organisation Trustees' Report and
Unaudited Financial Statements – year ended 31st March 2022

Here to make care better

Healthwatch Camden exists to make care better for residents of the London Borough of Camden. This reports documents how the organisation used its resources in 2021/22 to pursue its objectives.

Reference and administrative detail

Status: Charitable Incorporated Organisation **Charity Registration No**: 1152552

Chief Executive Officer: Stephen Heard

Registered Office: 85-87 Bayham Street, Camden, London, NW1 0AG

The Charity's governing document is its constitution dated 21 June 2013

Trustees: Louise Jones (chair), Robert Sumerling (vice-chair), Sanjay Ganvir (resigned March 2022), Philippa Robinson, Paul Webley, Keith Morgan, John Hoar, Shahnaz Ahmed. Jiten Raval (appointed March 2022).

Independent examiner: Shruti Soni Ltd Chartered Certified Accountants, 117a St John's Hill, Sevenoaks TN13 3PE

The trustees present their report and the financial statements for the year ended 31 March 2022 This Trustees Report and the associated Financial Statements have been prepared in accordance with guidance for preparing Charity Accounts and Reports presented in "Accounting and Reporting by Charities: Statement of Recommended Practice" and are therefore in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (effective 1 January 2019) – (Charities SORP FRS 102).

Charitable objects

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by: a) providing information and advice to the general public about local health and social care services b) making the views and experiences of members of the general public known to health and social care providers and commissioners c) enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and care services and facilities and d) providing training and the development of skills for volunteers and the wider community in understanding scrutinizing, reviewing and monitoring local health and care services and facilities.

Our role and remit

Run by and for local people, our role is to ensure that Camden people have a strong **VOICE** in local health and social care services; that they know about the **CHOICES** they can make in these services; and that local people's views lead to positive **CHANGE** in services.

Our remit derives from the key functions and powers of a local Healthwatch organisation, as set out in the 2012 Health and Social Care Act. These are:

- to provide information and advice to the public about local health and care services;
- to make the views and experiences of members of the general public known to health and social care providers and commissioners;
- to enable local people to have a voice in the development, delivery, improvement and equality of access to local health and social care services and facilities;
- to provide support for our volunteers and the wider community in understanding and monitoring local health and social care services and facilities.

Activities, achievements and performance

See *Appendix: Annual report on activity* for information about the charities activities this year.

Structure, governance and management

Healthwatch Camden is a small organisation with four staff (3.2 full time equivalent) led by Chief Executive, Stephen Heard. Staff have expertise in gathering and reporting people's experiences and views. They reach out to different communities of interest and work with local voluntary organisations to make sure we are hearing from as wide a group of people as possible. Staff have skills in influencing local service providers, and in making alliances to achieve change. Staff are also able to gather information about services and share it via our website and social media, as well as responding to queries by telephone or email.

We benefit from additional expertise by working with community organisations who, for example, assist with interviews in a variety of languages. Some expertise is gained through the use of associates - freelance workers - who contribute to specific projects.

Structure, governance and management (cont.)

We also have a number of active volunteers. Volunteers help us to gather and to disseminate information. Some are trained for specific roles such as 'PLACE' assessments (patient led assessment of the care environment, which takes place in hospitals annually) or to do formal visits to local care services using Healthwatch 'enter and view' powers. We are grateful for the volunteer support organisations in Camden that help us to find suitable volunteers.

The organisation is governed by a board of trustees. This year two trustees were recruited. There are currently eight trustees. Trustees are appointed for a term of three years and may serve two terms consecutively. Trustees are recruited through a mix of open advertising and personal recommendation and all are interviewed. The board reflects a range of skills and experience. All trustees must have a connection with Camden as residents, service users, workers or students. New trustees are provided with an induction briefing. All trustees receive a regular update from the Chief Executive on current issues.

Trustees met formally five times this year. Four of our meetings are held in public each year. In addition, trustees and staff hold an annual 'away-day' to review progress and plan future work. Trustees have also met virtually as required. There are no standing committees, however the board sets up ad hoc task groups from time to time, and different trustees provide oversight and expertise to specific areas of work. This includes oversight of financial management, review of operating policies, staff issues and strategic planning.

Maintaining independence

It is essential to our role that we are independent, so that we may provide unbiased insight and recommendations. Trustees are mindful of their role as representatives of the public interest and both trustees and staff follow the 'Nolan Principles' of conduct in public life. Our role requires us to be well connected with local stakeholders, and to act as a 'critical friend' to the health and social care system. So we always strive to keep a balance between maintaining close and constructive relationships and being demonstrably independent.

Financial review

The total income for 2021/22 was £234,892 as compared to £197,893 in 2020/21 of which £225,896 (2021: £187,000) was restricted. Total expenditure for 2021/22 was £192,165 as compared to £189,237 in 2020/21 of which £190,078 (2021: £187,000) was restricted. As a result the net income in 2021/22 increased to £42,727 from £8,656 in 2020/21. Unrestricted funds as at 31 March 2022 stood at £112,708 (2021: £105,799) of which general funds were £55,708 (2021: £48,799) and the remaining £57,000 (2021: £57,000) were designated.

The CEO and Board of Trustees are reviewing the organisation's activities to find a way of delivering the service within budget. A new sustainability strategy will also be developed. Trustees regularly review our spending plans, to make sure we are making the best of our Resources.

Reserves policy

Trustees reviewed our reserves policy in October 2017. Current policy is to maintain a reserve of not less than four months' running costs. This is being achieved; our current designated reserve is £57,000. Trustees also aim to create a reserve for development costs, from surplus unrestricted funds. All other funds are available to be used in-year to further the objectives of the charity.

Risk statement

Healthwatch Camden has a risk register, reviewed at least annually. Its biggest risks remain financial. We have legal functions as a local Healthwatch organisation and trustees are mindful that we may not be able to fulfil these if our core income drops any further. We have the ability to refer funding concerns to Healthwatch England, who may intervene on our behalf with our main funders, the London Borough of Camden.

As a small charity with limited technical financial knowledge we had identified a general risk of loss due to fraud; our move to appoint a qualified independent financial service has helped to minimise this risk by creating a further layer of oversight.

Trustees consider that all general operational risks are being well managed and present a low risk overall. Trustees are satisfied that risk management in use is proportionate and sufficient.

Public benefit statement

Public benefit statement The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

Statement of Trustees' responsibilities

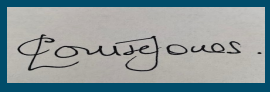
The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgments and accounting estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Trust will continue in operation.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the Trust's transactions and disclose with reasonable accuracy at any time the financial position of the Trust and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

This report was approved by the Trustees on 19/10/22 and signed on their behalf by:

Signed:  Trustee: Chair of Trustees

Name: Dr Louise Jones Date: 19th October 2022

Independent Examiner's Report to the Trustees of Healthwatch Camden

I report on the financial statements of the charity for the year ended 31 March 2022 as set out on pages 8 to 20.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed Shruti Soni Date: 21/10/2022

Shruti Soni FCCA FCIE

Shruti Soni Ltd • Chartered Certified Accountants
117a St. John's Hill
Sevenoaks
TN13 3PE

Annual Accounts

HEALTHWATCH CAMDEN

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2022

	Note	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Income from:							
Donations and legacies	2	1,980	203,556	**205,536**	-	187,000	187,000
Charitable activities							
Health advice, information and research	3	7,016	22,340	**29,356**	10,083	-	10,083
Other trading activities		-	-	**-**	810	-	810
Total income		8,996	225,896	**234,892**	10,893	187,000	197,893
Expenditure on:							
Raising funds	5	-	1,894	**1,894**	-	1,785	1,785
Charitable activities							
Health advice, information and research	5	2,087	188,184	**190,271**	2,237	185,215	187,452
Total expenditure		2,087	190,078	**192,165**	2,237	187,000	189,237
Net income / (expenditure) before net gains / (losses) on		6,909	35,818	**42,727**	8,656	-	8,656
Net income / (expenditure) for the year		6,909	35,818	**42,727**	8,656	-	8,656
Transfers between funds		-	-	**-**	-	-	-
Net movement in funds		6,909	35,818	**42,727**	8,656	-	8,656
Reconciliation of funds:							
Total funds brought forward		105,799	-	**105,799**	97,143	-	97,143
Total funds carried forward	16	112,708	35,818	**148,526**	105,799	-	105,799

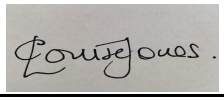
All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 16 to the financial statements.

Balance sheet

As at 31 March 2022

	Note	£	2022 £	£	2021 £
Fixed assets:					
Tangible assets	11		**1,498**		88
			1,498		88
Current assets:					
Debtors	12	**18,996**		49,750	
Cash at bank and in hand		**150,282**		89,805	
		169,278		139,555	
Liabilities:					
Creditors: amounts falling due within one year	13	**22,250**		33,844	
Net current assets / (liabilities)			**147,029**		105,711
Total assets less current liabilities			**148,526**		105,799
Total net assets / (liabilities)			**148,526**		105,799
The funds of the charity:	15				
Restricted income funds			**35,818**		-
Unrestricted income funds:					
Designated funds		**57,000**		57,000	
General funds		**55,708**		48,799	
Total unrestricted funds			**112,708**		105,799
Total charity funds			**148,526**		105,799

These financial statements were approved by the board on 19th October 2022 and signed by its behalf by:



Trustee Name: Dr Louise Jones, Chair of Trustees 19th October 2022

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Healthwatch Camden is a charitable incorporated organisation registered with Charity Commission with registration number 1152552. Its 85-87 Bayham Street, Camden, London, NW1 0AG. The accounts are presented in GBP rounded to £1.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. The departure has involved following the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

b) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Key judgements (excluding those invloving estimates) that the charitable company has made which have a significant effect on the accounts include Depreciation rates for tangible Fixed Assets.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether ‘capital’ grants or ‘revenue’ grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting policies (continued)

f) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

g) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose

Expenditure on charitable activities includes the costs of performances and choral singing activties undertaken to further the purposes of the charity and their associated support costs

Other expenditure represents those items not falling into any other heading

h) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, support costs, being cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of estimated staff time attributable to each activity.

Cost of raising funds	1%
Health advice, information and research	97%
Governance costs	2%

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Office Equipment	2 years

k) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1 Accounting policies (continued)

l) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

m) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

2 Income from donations and legacies

	Unrestricted £	Restricted £	**2022 total Total £**	2021 Total £
London Borough of Camden	-	187,000	**187,000**	187,000
Camden Giving	-	16,556	**16,556**	-
Verve Communications	1,980	-	**1,980**	-
	1,980	203,556	**205,536**	187,000

3 Income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Health advice, information and research				
NCL CCG	2,376	-	**2,376**	-
Voluntary Action Camden	2,000	-	**2,000**	-
Healthwatch England - AIS	-	8,640	**8,640**	-
Clare Mont	2,500	-	**2,500**	-
NHS CQC	140	-	**140**	3,725
NCL CCG - Post COVID	-	13,700	**13,700**	-
Public Health	-	-	**-**	1,060
Camden Public health	-	-	**-**	3,000
Other	-	-	**-**	2,298
Total income from charitable activities	7,016	22,340	**29,356**	10,083

4 Income from other trading activities

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Shared Desk Space	-	-	**-**	810
	-	-	**-**	810

5 Analysis of expenditure

For this year

	Charitable activity					
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £	**2022 Total £**	2021 Total £
Staff costs (Note 7)	1,397	128,510	2,794	6,984	**139,685**	134,631
Recruitment	-	-	-	7,630	**7,630**	2,071
Consultants and engagement	-	9,309	-	-	**9,309**	4,574
Board Expenses	-	-	1,867	-	**1,867**	724
Accountancy and payroll fees	-	-	7,655	-	**7,655**	5,962
Independent examination	-	-	1,860	-	**1,860**	1,600
Intern and volunteer expenses	-	-	-	-	**-**	260
Marketing and design	-	347	-	-	**347**	426
Meetings and events	-	50	-	-	**50**	3,224
Office equipment and consumables	-	-	-	10,540	**10,540**	11,017
Other staff costs	-	-	-	4,178	**4,178**	2,703
Rent and insurance	-	-	-	2,335	**2,335**	6,470
Research	-	3,540	-	-	**3,540**	11,585
Professional fees	-	-	-	-	**-**	1,398
General office expenses & depreciation	-	-	-	3,169	**3,169**	2,592
	1,397	141,756	14,176	34,836	192,165	189,237
Support costs	348	33,791	697	(34,836)	**-**	-
Governance costs	149	14,724	(14,872)		**-**	-
Total expenditure 2022	**1,894**	**190,271**	**-**	**-**	**192,165**	**189,237**

5 Analysis of expenditure (continued)

For prior year 2021

	Charitable activity				
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £	2021 Total £
Staff costs (Note 7)	1,346	123,861	2,692	6,732	**134,631**
Recruitment	-	-	-	2,071	**2,071**
Consultants and engagement	-	4,574	-	-	**4,574**
Board Expenses	-	724	-	-	**724**
Accountancy and payroll fees	-	-	5,962	-	**5,962**
Independent examination	-	-	1,600	-	**1,600**
Intern and volunteer expenses	-	260	-		**260**
Marketing and design	-	426	-	-	**426**
Meetings and events	-	3,224	-	-	**3,224**
Office equipment and consumables	-	-	-	11,017	**11,017**
Other staff costs	-	-	-	2,703	**2,703**
Rent and insurance	-	-	-	6,470	**6,470**
Research	-	11,585	-	-	**11,585**
Professional fees	-	-	-	1,398	**1,398**
General office expenses & depreciation	-	-	-	2,592	**2,592**
	1,346	144,654	10,254	32,983	189,237
Support costs	330	31,993	660	(32,983)	-
Governance costs	109	10,805	(10,914)		-
Total expenditure 2021	**1,785**	**187,452**	**-**	**-**	**189,237**

Of the total expenditure during the year, £190,078 was restricted (2021: £187,000) and £1,586 was unrestricted (2021:£2,237).

6 Net incoming resources for the year

This is stated after charging / crediting:

	2022 £	2021 £
Depreciation	**1,586**	748
Operating lease rentals:		
Property	**2,335**	6,470

7 Staff cost, Trustee remuneration and expenses

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	**128,114**	116,928
Redundancy and termination costs	**-**	8,000
Social security costs	**8,799**	6,834
Employer's contribution to defined contribution pension schemes	**2,772**	2,869
	139,685	134,631

No employee earned more than £60,000 during the year (2021: nil).

The total employee benefits including pension contributions of the key management personnel were £57,954.08 (2021: £42,421). The Charity considers its key management personnel comprise the Executive Director and Trustees.

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

No trustees' expenses representing any payment or reimbursement of travel and subsistence costs were paid during the year (2021: nil).

No trustees were reimbursed any expenses incurred in relation to their duties as trustees.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2022 No.	2021 No.
Health advice, information and research	**4.0**	4.5
	4.0	4.5

9 Related party transactions

There are no related party transactions to disclose for 2022 (2021: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	IT Equipment £	Total £
Cost or valuation		
At the start of the year	6,801	**6,801**
Additions in year	2,995	**2,995**
At the end of the year	9,796	**9,796**
Depreciation		
At the start of the year	6,713	**6,713**
Charge for the year	1,586	**1,586**
At the end of the year	8,299	**8,299**
Net book value		
At the end of the year	1,498	**1,498**
At the start of the year	88	88

All of the above assets are used for charitable purposes.

12 Debtors

	2022 £	2021 £
Other debtors	**18,996**	49,750
	18,996	49,750

13 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	**2,991**	8,514
Taxation and social security	**2,929**	3,153
Accruals	**1,830**	22,177
Deferred income	**14,500**	-
	22,250	33,844

14 Deferred income

Deferred income comprises grant from North Central London CCG to be used for the next financial year 2022-23.

	2022 £	2021 £
Balance at the beginning of the year	**-**	-
Amount released to income in the year	**-**	-
Amount deferred in the year	**14,500**	-
Balance at the end of the year	**14,500**	-

15 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	1,498	-	-	**1,498**
Net current assets	54,210	57,000	35,818	**147,029**
Net assets as at 31 March 2022	**55,708**	**57,000**	**35,818**	**148,526**

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	88	-	-	**88**
Net current assets	48,711	57,000	-	**105,711**
Net assets as at 31 March 2021	**48,799**	**57,000**	**-**	**105,799**

16 Movements in funds

	At 1 April 2021 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2022 £
Restricted funds:					
Camden Giving	-	16,556	(13,894)	-	**2,662**
Healthwatch England AIS	-	8,640	(7,140)	-	**1,500**
NCL CCG - Post COVID	-	13,700	(12,402)	-	**1,298**
London Borough of Camden	-	187,000	(156,642)	-	**30,358**
Total restricted funds	-	225,896	(190,078)	-	**35,818**
Unrestricted funds: Designated funds: Contingency reserve	57,000	-	-	-	**57,000**
Total designated funds	57,000	-	-	-	**57,000**
General funds	48,799	8,996	(2,087)	-	**55,708**
Total unrestricted funds	105,799	8,996	(2,087)	-	**112,708**
Total funds	105,799	234,892	(192,165)	-	**148,526**

	At 1 April 2020 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2021 £
Restricted funds:					
London Borough of Camden	-	187,000	(187,000)	-	**-**
Total restricted funds	-	187,000	(187,000)	-	**-**
Unrestricted funds: Designated funds: Contingency reserve	57,000	-	-	-	**57,000**
Total designated funds	57,000	-	-	-	**57,000**
General funds	40,143	10,893	(2,237)	-	**48,799**
Total unrestricted funds	97,143	10,893	(2,237)	-	**105,799**
Total funds	97,143	197,893	(189,237)	-	**105,799**

Purposes of restricted funds

Grant from London Borough of Camden is to cover costs of core services provided by the charity which are: Information, Policy and insight and Community engagement.

Camden Giving was designed to make our organisation more accessible and reachable to people, specifically with disabilities and accessibility requirements

Healthwatch England AIS involved interviewing health care providers and patients on their experience of providing or receiving translation and interpretation services.

NCL CCG - Post COVID - this was in place to speak to residents around their experiences with long covid, from symptoms to access to recovery/therapy services as well as drawing out key themes. This fed into a wider report which was compiled across 5 local healthwatch.

16 Movements in funds (continued)

Purposes of designated funds

Current policy is to maintain a reserve of not less than 4 months of the charity's running cost.

17 Legal status of the charity

The charity is a Charitable Incorporated Organisation and has no share capital.

healthwatch Camden

Championing What Matters to you

Healthwatch Camden Annual Report 2021-22

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Message from our chair

Like everyone, Healthwatch Camden has adjusted to life under the shadow of COVID 19. Coping with unavoidable restrictions, we have worked hard to remain connected to our community.

We have used technology to hold online Q&A sessions on topical issues, such as the COVID vaccine and Long COVID, enabling the public to hear directly from local public health experts and GP's. We enhanced these sessions with BSL interpreters and voice to text services.

We have worked directly with residents and collected data on a number of concerns such as domestic abuse, experiences of long COVID and access to dental care. This has led to the production of a number of key reports and recommendations.

We continue to work both separately and together with other Healthwatch across our CCG, soon to become the new Integrated Care System, to represent as strongly as possible the voice of all our residents and stakeholders.

In partnership with local Public Health officials, primary care and other voluntary organisations, we have begun a series of Roadshow Events in Community Centres across the Borough. We focus on health issues of relevance to various age groups and enable engagement on issues such as vaccine hesitancy, hypertension, obesity and diabetes. In this way we hope to tackle health inequalities at a grass roots level.

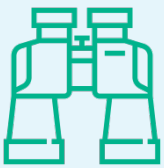
Healthwatch Camden remains active and vibrant going forward. We shall use all our efforts to re-establish and maximise face to face working in the coming year so that all voices are heard by the local authority and health and social care providers across our Borough.

Dr Louise Jones
Healthwatch Camden Chair

About us

Your health and social care champion

Healthwatch Camden is your local health and social care champion. From signposting services to reporting on patient experiences and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.

Our mission

To make sure people's experiences help make health and care better.

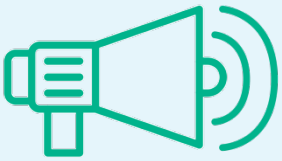
Our values

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Our year in review

Find out how we have engaged and supported people.

Reaching out



419 people

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

Over 260 people

came to us for clear advice and information about topics such as mental health, dentistry, and COVID-19.

Making a difference to care

We published

4 reports

about the improvements people would like to see to health and social care services.

Our most popular report was

'Surviving Domestic Abuse'

which highlighted the struggles people have on accessing systems that support victims.

Health and care that works for you

We're lucky to have

21 volunteers and interns

who gave up 93 days to make care better for our community.

We're funded by out local authority. In 2021-22 we received:

£187,000

Which is equal to the previous year.

We also currently employ

4 staff members

who help us carry out this work.

How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Spring

Vaccine hesitancy was explored locally with residents of ethnic minority, and used what we found to support residents to arrive at an informed view about COVID-19 vaccination.

We contacted all 33 dental practices in Camden and created a report which provided a snapshot of the dental care situation in Camden during the COVID-19 pandemic.

Summer

In collaboration with the local Cancer Alliance, we raised awareness about common signs of cancers, the importance of screening, and how to access help through your GP.

We held a series of interviews with victims of domestic abuse in Camden and launched an online survey for those who want to share their experiences anonymously.

Autumn

We held an online Q&A with local health professionals for those unsure about Long Covid, which was joined by 50 residents.

Our Domestic Abuse report was published, which was downloaded 137 times and was presented at the Health and Wellbeing Board meeting in December.

Winter

In collaboration with other North Central London Healthwatch, we produced a report detailing Long Covid experiences and guidance, with over 300 residents involved through surveys, interviews and focus groups.

To ease anxieties about Omicron and the vaccine, we held an online Q&A with a panel of four health professionals. The recording of this event has since been posted to our website.

Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feedback to services to help them improve.

Surviving Domestic Abuse: Improving systems that support victims

Thanks to the nine female survivors of domestic abuse, and an additional six people who came to us anonymously, we were able to document their experiences to suggest recommendations to local organisations.

Our findings demonstrated that to meet the needs of victims of domestic abuse, services need to take a more holistic approach to design and implement domestic abuse support programs.

This includes access to mental health support, safe and accessible housing, primary care and other health care services, help with filing police reports, access to legal aid and benefits, and more.

The number of cases where domestic abuse was selected as a presenting issue in Camden has increased by

127%

(1,129 in 2019 compared to 1,430 in 2020)

We used the findings of this report to issue recommendations to local organisations, including Camden Council, the North Central London CCG, and the Camden Police. Our recommendations included:

- Providing interpreters for domestic abuse survivors when they are seeking help, either in health services, social care services, or legal services.
- NCL CCG should work with Primary Care Networks to fund signposting services for victims of domestic abuse. We would welcome the opportunity to work with NCL CCG and PCN to develop this work further.
- Patients should be able to easily get an in-person appointment if they have concerns about privacy at home.
- Camden GPs should ask questions around domestic abuse and feeling safe at home as part of standard care and continue to make appropriate referrals where needed.

In December 2021, Camden Council announced an extra £400,000 a year to expand services to tackle domestic abuse and further support survivors and their families.

"Qualified professionals should be able to see the patterns. I am having to justify to [social workers] again, I am mentally exhausted."

An anonymous victim of domestic abuse in Camden.

Accessing dentistry during COVID-19

COVID-19 has created challenges for patients and service providers alike. We know that Camden's dentists have been working around the clock to support patients in need during the pandemic.

We spoke to all 33 dental practices with NHS contracts in Camden and asked them a series of questions about their availability, and found that the amount of NHS activity contracted to deliver varied by the dental practice. Still, waiting times soared, or new patients were hardly taken in.

There is currently an unmet need of NHS dentistry in Camden, exacerbated by the pandemic. This issue is particularly pronounced for anyone who is not deemed to be an 'existing' patient with a dentist or is considered a 'new' NHS patient.

Healthwatch Camden will be working with Camden & Islington Public Health to determine whether a needs assessment of dentistry within the borough is needed. These findings will also be shared with the Local Dental Committee and the NHS.

> "Ministers have pledged reform. Simply telling dentists to do more with less will not provide the care our patients desperately need."
>
> Eddie Crouch, British Dental Association chair

We presented our report on NHS dentistry in Camden to the Health and Social Care Scrutiny Committee on the 14th September and supported Healthwatch England's open letter to the government calling for change.

Little changes have been made despite Healthwatch England's pressure on government, as around nine of out ten NHS dental practices across England are now closed to new routine patients as of May 2022*.

However, we revisited this project a year later found that Camden is performing better than the national average: 10 out of 33 dentists are accepting appointments from new patients, and 28 are accepting appointments from existing patients.

* via The Times, *https://www.thetimes.co.uk/article/nine-out-of-ten-nhs-dental-practices-in-england-closed-to-new-routine-patients-dm0qjxqx5*

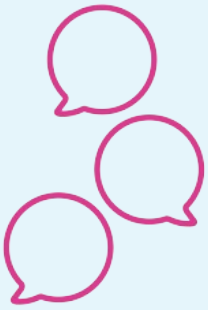
Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life

It's important for the NHS and social care services to step back and see the bigger picture, through hearing personal experiences, and the impact on people's lives. This provides a deeper understanding than using data alone, can challenge assumptions and motivate people to think and work more creatively.

As part of our joint report with other North London Healthwatch on Long Covid, we used our platform on social media to highlight local people's stories with Long Covid. Alice, Mr. Miah, Emma, and Beeja's experiences were showcased to remind local health services of the need for formal Long Covid relief.



Getting services to involve the public

We urged the North Central London CCG, Camden Council and Public Health teams to reach out to those who are hesitant in taking the COVID-19 vaccine.

In a report about vaccine uptake among ethnic minorities in Camden, nearly one-third of survey responders who did not want the vaccine said they would reconsider their decision if they had more information. Throughout the year, we have hosted multiple Q&As on vaccines, boosters, and COVID variants.

Improving care over time

Change takes time. We often work behind the scenes with health and care services to consistently raise issues and push for changes.

Camden is an extremely diverse area, and we have always strived to make equality, diversity, and inclusion a core part of our work. Over the years we have researched Camden's health and social care sector through the lens of our residents of ethnic minority, to address inequalities or racial disparities in care. This year, our reports have constantly aimed to share the experiences of these residents, to urge local services to make sure care is equal for all.

Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we helped people by:

- Providing up to date information on COVID-19
- Linking people to reliable information they could trust
- Supporting the COVID-19 vaccination and booster programme
- Promoting the early detection of cancer

Signposting people who needed additional support with COVID

We saw a huge disparity in the type and the accessibility of information regarding COVID, variants, and vaccines In Camden.

We consistently updated our website and social media with the newest and most accurate information and on COVID in the area, as well as signposting walk-in vaccination centres.

We also wanted to hold a space for those who were still unsure on COVID and vaccine information, especially among those for whom English is not their first language. Over the winter, we hosted multiple COVID-related Q&As over Zoom, featuring qualified health professionals, and uploaded to our website with transcriptions for accessibility.

Highlighting the importance of the early detection of cancer

With 1 in 8 women being diagnosed with breast cancer during their lifetime, it is vital that we know how to detect it, and detect it early – so it could save a life.

We hosted several events across Camden, such as with the local Irish Women Group to promote the importance of early cancer detection.

These sessions included early signs and symptoms, answers to common questions about cancer, and the ways in which residents can access local support for cancer and the issues that come with it.

Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year our volunteers:

- Assisted our research and in-depth studies by collecting data from our community
- Supported evidence gathering for projects, such as telephone interviews
- Carried out website and telephone reviews for local services on the information they provide and assessing their accessibility.
- Building our local outreach by helping out at community events

Eileen

I interned at Healthwatch Camden as a part of my study abroad with IES Health Practice and Policy earlier this spring.

Healthwatch was a great opportunity to learn more about health care and public health in the UK and further develop my communications and research skills in a new context. I got to see how specific health issues interacted with the system at a local level.

I helped run Healthwatch's social media in addition to helping with projects on Long Covid and vaccination, all of which built on my previous experiences in political communications and journalism. The team was so great to work with and I hope they found my work helpful, especially during a period of transition.

Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

www.healthwatchcamden.co.uk
020 7383 2402
info@healthwatchcamden.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income	
Funding received from local authority	£187,000
Additional funding*	£38,896
Donations and Other Income	£8,996
Total income	£234,892

*Additional funding from:
- NCL CCG
- Voluntary Action Camden
- Healthwatch England – AIS
- Clare Mont
- NHS CQC

Expenditure	
Staff costs	£139,685
Recruitment	£7,630
Consultants and engagement	£9,309
Board Expenses	£1,867
Accountancy and payroll fees	£7,655
Independent examination	£1,860
Marketing and design	£347
Meetings and events	£50
Office equipment and consumables	£10,540
Other staff costs	£4,178
Rent and insurance	£2,335
Research	£3,540
General office expenses and depreciation	£3,169
Total expenditure	£192,165

Top three priorities for 2022–23

1. Report on the status of maternity services in Camden, especially among ethnic minorities.
2. Understand why people utilise A&E services and Urgent Care Centres specifically for their needs.
3. Successful roll out of our strategy for the next four years.

Statutory statements

About us

Healthwatch Camden, 85-87 Bayham Street, Camden, London, NW1 0AG.

Charity number 1152552.

Healthwatch Camden uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of 8 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2021/22 the board met 8 times and made decisions on matters such as the approval of recommendations made for our Domestic Abuse report, and updates on policies such as EDI training and flexible working.

We ensure wider public involvement in deciding our work priorities. We use our outreach programmes as an insight into unmet needs, as we are able to directly hear their thoughts. We also look for patterns in our signposting or information inquiries about certain care or services.

Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2021/22 we have been available by phone, by email, provided a webform on our website, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by continuing our good relationship with local groups, such as the Henna Asian Women's Group or the Young Camden Foundation.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website and promote it on e-bulletins and on social media.

healthwatch

Healthwatch Camden
85-87 Bayham Street, Camden, London, NW1 0AG
www.healthwatchcamden.co.uk

t: 020 7383 2402

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@ healthwatchcam

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healthwatchcam

HEALTHWATCH CAMDEN

England & Wales - Charity number 1152552

Accounts

Healthwatch Camden Annual Report & Accounts 2020/21

Charitable Incorporated Organisation Trustees' Report and
Unaudited Financial Statements – year ended 31st March 2021

Here to make care better

Healthwatch Camden exists to make care better for residents of the London Borough of Camden. This reports documents how the organisation used its resources in 2020/21 to pursue its objectives.

Reference and administrative detail

Status: Charitable Incorporated Organisation **Charity Registration No**: 1152552

Chief Executive Officer: Stephen Heard

Registered Office: 85-87 Bayham Street, Camden, London, NW1 0AG

The Charity's governing document is its constitution dated 21 June 2013

Trustees: Louise Jones (chair), from October 2020, Robert Sumerling (vice-chair), Sanjay Ganvir, Philippa Robinson (appointed 11th May 2021), Paul Webley, Keith Morgan, John Hoar, Shahnaz Ahmed. Saloni Thakrar (resigned 11th December 2020) Clarice Neves (resigned 10th September 2020)

Independent examiner: Shruti Soni Ltd Chartered Certified Accountants, 117a St John's Hill, Sevenoaks TN13 3PE

The trustees present their report and the financial statements for the year ended 31 March 2021 This Trustees Report and the associated Financial Statements have been prepared in accordance with guidance for preparing Charity Accounts and Reports presented in "Accounting and Reporting by Charities: Statement of Recommended Practice" and are therefore in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (effective 1 January 2015) – (Charities SORP FRS 102).

Charitable objects

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by: a) providing information and advice to the general public about local health and social care services b) making the views and experiences of members of the general public known to health and social care providers and commissioners c) enabling local people to have a voice in the development, delivery, improvement and equality of access to local health and care services and facilities and d) providing training and the development of skills for volunteers and the wider community in understanding scrutinizing, reviewing and monitoring local health and care services and facilities.

Our role and remit

Run by and for local people, our role is to ensure that Camden people have a strong **VOICE** in local health and social care services; that they know about the **CHOICES** they can make in these services; and that local people's views lead to positive **CHANGE** in services.

Our remit derives from the key functions and powers of a local Healthwatch organisation, as set out in the 2012 Health and Social Care Act. These are:

- to provide information and advice to the public about local health and care services;
- to make the views and experiences of members of the general public known to health and social care providers and commissioners;
- to enable local people to have a voice in the development, delivery, improvement and equality of access to local health and social care services and facilities;
- to provide support for our volunteers and the wider community in understanding and monitoring local health and social care services and facilities.

Activities, achievements and performance

See *Appendix: Annual report on activity* for information about the charities activities this year.

Structure, governance and management

Healthwatch Camden is a small organisation with four staff (3.2 full time equivalent) led by Chief Executive, Stephen Heard. Staff have expertise in gathering and reporting people's experiences and views. They reach out to different communities of interest and work with local voluntary organisations to make sure we are hearing from as wide a group of people as possible. Staff have skills in influencing local service providers, and in making alliances to achieve change. Staff are also able to gather information about services and share it via our website and social media, as well as responding to queries by telephone or email.

We benefit from additional expertise by working with community organisations who, for example, assist with interviews in a variety of languages. Some expertise is gained through the use of associates - freelance workers - who contribute to specific projects.

Structure, governance and management (cont.)

We also have a number of active volunteers. Volunteers help us to gather and to disseminate information. Some are trained for specific roles such as 'PLACE' assessments (patient led assessment of the care environment, which takes place in hospitals annually) or to do formal visits to local care services using Healthwatch 'enter and view' powers. We are grateful for the volunteer support organisations in Camden that help us to find suitable volunteers.

The organisation is governed by a board of trustees. This year two trustees were recruited. There are currently nine trustees. Trustees are appointed for a term of three years and may serve two terms consecutively. Trustees are recruited through a mix of open advertising and personal recommendation and all are interviewed. The board reflects a range of skills and experience. All trustees must have a connection with Camden as residents, service users, workers or students. New trustees are provided with an induction briefing. All trustees receive a regular update from the Chief Executive on current issues.

Trustees met formally nine times this year. Four of our meetings are held in public each year. In addition, trustees and staff hold an annual 'away-day' to review progress and plan future work. Trustees have also met virtually as required. There are no standing committees, however the board sets up ad hoc task groups from time to time, and different trustees provide oversight and expertise to specific areas of work. This includes oversight of financial management, review of operating policies, staff issues and strategic planning.

Maintaining independence

It is essential to our role that we are independent, so that we may provide unbiased insight and recommendations. Trustees are mindful of their role as representatives of the public interest and both trustees and staff follow the 'Nolan Principles' of conduct in public life. Our role requires us to be well connected with local stakeholders, and to act as a 'critical friend' to the health and social care system. So we always strive to keep a balance between maintaining close and constructive relationships and being demonstrably independent.

Financial review

Healthwatch Camden receives a core grant from the London Borough of Camden. In 2020/21 this was set at £187,000 (2019/20 - £200,000). The grant will remain at £187,000 in 2021/2022, beyond that the grant will be reviewed and the actual amount is yet to be confirmed.

In 2019/20 we reported a deficit between income and expenditure of £7,727. However, for 2020/21 there is a surplus of income over expenditure of £8,656. General funds increased from £40,143 at 31 March 2020 to £48,799 at 31 March 2021.

The CEO and Board of Trustees are reviewing the organisation's activities to find a way of delivering the service within budget. A new sustainability strategy will also be developed. Trustees regularly review our spending plans, to make sure we are making the best of our Resources."

Reserves policy

Trustees reviewed our reserves policy in October 2017. Current policy is to maintain a reserve of not less than three months' running costs. This is being achieved; our current designated reserve is £57,000. Trustees also aim to create a reserve for development costs, from surplus unrestricted funds. All other funds are available to be used in-year to further the objectives of the charity.

Risk statement

Healthwatch Camden has a risk register, reviewed at least annually. Its biggest risks remain financial. We have legal functions as a local Healthwatch organisation and trustees are mindful that we may not be able to fulfil these if our core income drops any further. We have the ability to refer funding concerns to Healthwatch England, who may intervene on our behalf with our main funders, the London Borough of Camden.

As a small charity with limited technical financial knowledge we had identified a general risk of loss due to fraud; our move to appoint a qualified independent financial service has helped to minimise this risk by creating a further layer of oversight.

Trustees consider that all general operational risks are being well managed and present a low risk overall. Trustees are satisfied that risk management in use is proportionate and sufficient.

Public benefit statement

Public benefit statement The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

Statement of Trustees' responsibilities

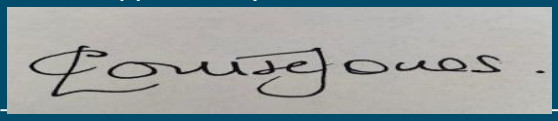
The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgments and accounting estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Trust will continue in operation.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the Trust's transactions and disclose with reasonable accuracy at any time the financial position of the Trust and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

This report was approved by the Trustees on 26/10/2021 and signed on their behalf by:

Signed:  Trustee: Chair

Name: Dr Louise Jones Date: 4th November 2021

Independent Examiner's Report to the Trustees of Healthwatch Camden

I report on the financial statements of the charity for the year ended 31 March 2021 as set out on pages 8 to 18.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed Shruti Soni Date: 5th November 2021

Shruti Soni FCCA FCIE

Shruti Soni Ltd • Chartered Certified Accountants
117a St. John's Hill
Sevenoaks
TN13 3PE

Annual Accounts

HEALTHWATCH CAMDEN

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2021

	Note	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Income from:							
Donations and legacies	2	-	187,000	**187,000**	-	200,000	200,000
Charitable activities							
Health advice, information and research	3	10,083	-	**10,083**	21,937	-	21,937
Other trading activities		810	-	**810**	1,791	-	1,791
Total income		10,893	187,000	**197,893**	23,728	200,000	223,728
Expenditure on:							
Raising funds	5	-	1,785	**1,785**	-	2,275	2,275
Charitable activities							
Health advice, information and research	5	2,237	185,215	**187,452**	19,433	209,747	229,180
Total expenditure		2,237	187,000	**189,237**	19,433	212,022	231,455
Net income / (expenditure) before net gains / (losses) on		8,656	-	**8,656**	4,295	(12,022)	(7,727)
Net gains / (losses) on investments		-	-	-	-	-	-
Net income / (expenditure) for the year		8,656	-	**8,656**	4,295	(12,022)	(7,727)
Transfers between funds		-	-	-	(24,807)	24,807	-
Net movement in funds		8,656	-	**8,656**	(20,512)	12,785	(7,727)
Reconciliation of funds:							
Total funds brought forward		97,143	-	**97,143**	117,655	(12,785)	104,870
Total funds carried forward	15	105,799	-	**105,799**	97,143	-	97,143

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 15 to the financial statements.

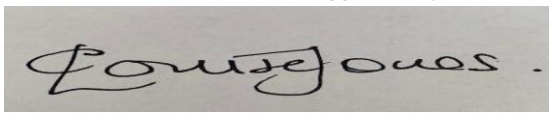
HEALTHWATCH CAMDEN

Balance sheet

As at 31 March 2021

	Note	£	2021 £	£	2020 £
Fixed assets:					
Tangible assets	11		**88**		561
			88		561
Current assets:					
Debtors	12	**49,750**		2,924	
Cash at bank and in hand		**89,805**		118,148	
		139,555		121,072	
Liabilities:					
Creditors: amounts falling due within one year	13	**33,844**		24,490	
Net current assets / (liabilities)			**105,711**		96,582
Total assets less current liabilities			**105,799**		97,143
Total net assets / (liabilities)			**105,799**		97,143
The funds of the charity:	14				
Restricted income funds			-		-
Unrestricted income funds:					
Designated funds		**57,000**		57,000	
General funds		**48,799**		40,143	
Total unrestricted funds			**105,799**		97,143
Total charity funds			**105,799**		97,143

These financial statements were approved by the board on 4th November 2021 and signed by its behalf by:



Trustee

Name Dr Louise Jones

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Healthwatch Camden is a charitable incorporated organisation registered with Charity Commission with registration number 1152552. Its 85-87 Bayham Street, Camden, London, NW1 0AG. The accounts are presented in GBP rounded to £1.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. The departure has involved following the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

b) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Key judgements (excluding those invloving estimates) that the charitable company has made which have a significant effect on the accounts include Depreciation rates for tangible Fixed Assets.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether ‘capital’ grants or ‘revenue’ grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting policies (continued)

f) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

g) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose

Expenditure on charitable activities includes the costs of performances and choral singing activties undertaken to further the purposes of the charity and their associated support costs

Other expenditure represents those items not falling into any other heading

h) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, support costs, being cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of estimated staff time attributable to each activity.

Cost of raising funds	1%
Health advice, information and research	97%
Governance costs	2%

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Office Equipment	2 years

k) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1 Accounting policies (continued)

l) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

m) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

2 Income from donations and legacies

	Unrestricted £	Restricted £	2021 total Total £	2020 Total £
London Borough of Camden	-	187,000	**187,000**	200,000
	-	187,000	**187,000**	200,000

3 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Health advice, information and research				
NHS Care Quality Commission	-	-	-	2,500
Camden Public Health	3,000	-	**3,000**	-
Care Quality Commission	3,725	-	**3,725**	-
BAME Older People	-	-	-	9,954
Camden Disability Action	-	-	-	2,062
Public Health Engalnd	1,060	-	**1,060**	6,750
Other	2,298	-	**2,298**	671
Total income from charitable activities	10,083	-	**10,083**	21,937

4 Income from other trading activities

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Hosting & Facilitating Events	-	-	-	657
Shared Desk Space	810	-	**810**	1,134
	810	-	**810**	1,791

5 Analysis of expenditure

For this year

	Charitable activity				
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £	2021 Total £
Staff costs (Note 7)	1,346	123,861	2,693	6,732	**134,631**
Recruitment	-	-	-	2,071	**2,071**
Consultants and engagement	-	5,298	-	-	**5,298**
Accountancy and payroll fees	-	-	5,962	-	**5,962**
Independent examination	-	-	1,600	-	**1,600**
Intern and volunteer expenses	-	260	-	-	**260**
Marketing and design	-	426	-	-	**426**
Meetings and events	-	3,224		-	**3,224**
Office equipment and consumables	-	-	-	11,017	**11,017**
Other staff costs	-	-	-	2,703	**2,703**
Rent and insurance	-	-	-	6,470	**6,470**
Research	-	11,585	-	-	**11,585**
Professional fees	-	-	-	1,398	**1,398**
General office expenses & depreciation	-	-	-	2,592	**2,592**
	1,346	144,654	10,255	32,983	189,237
Support costs	330	31,993	660	(32,983)	-
Governance costs	109	10,805	(10,914)		-
Total expenditure 2021	**1,785**	**187,452**	**-**	**-**	**189,237**

For prior year

	Charitable activity				
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £	2020 Total £
Staff costs (Note 7)	1,633	150,233	3,266	8,165	**163,297**
Recruitment	-	-	-	1,850	**1,850**
Consultants and engagement	-	4,864	-	-	**4,864**
Accountancy and payroll fees	-	-	7,265	-	**7,265**
Independent examination	-	-	1,800	-	**1,800**
Intern and volunteer expenses	-	308	-		**308**
Marketing and design	-	4,173	-	-	**4,173**
Meetings and events	-	2,145	18,741	-	**20,886**
Office equipment and consumables	-	-	-	6,937	**6,937**
Other staff costs	-	-	-	1,223	**1,223**
Rent and insurance	-	-	-	11,340	**11,340**
Research	-	4,500	-	-	**4,500**
General office expenses & depreciation	-	-	-	3,012	**3,012**
	1,633	166,223	31,072	32,527	231,455
Support costs	325	31,551	651	(32,527)	-
Governance costs	317	31,405	(31,722)		-
Total expenditure 2020	**2,275**	**229,180**	**-**	**-**	**231,455**

Of the total expenditure during the year, £187,000 was restricted (2020: £212,022) and £2,237 was unrestricted (2020:£19,433).

6 Net incoming resources for the year

This is stated after charging / crediting:

	2021 £	2020 £
Depreciation	748	748
Operating lease rentals:		
Property	6,470	10,841

7 Staff cost, Trustee remuneration and expenses

Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	116,928	137,931
Redundancy and termination costs	8,000	12,158
Social security costs	6,834	9,811
Employer's contribution to defined contribution pension schemes	2,869	3,397
	134,631	163,297

No employee earned more than £60,000 during the year (2020: nil).

The total employee benefits including pension contributions of the key management personnel were £42,421 (2020: £44,796). The Charity considers its key management personnel comprise the Executive Director and Trustees.

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

No trustees' expenses representing any payment or reimbursement of travel and subsistence costs were paid during the year (2020: nil).

No trustees were reimbursed any expenses incurred in relation to their duties as trustees.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2021 No.	2020 No.
Health advice, information and research	4.5	6.0
	4.5	6.0

9 Related party transactions

There are no related party transactions to disclose for 2021 (2020: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties. Some trustees donate back out of pocket expenses incurred.

10 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	IT Equipment	Total
	£	£
Cost or valuation		
At the start of the year	4,915	**4,915**
Additions in year	176	**176**
At the end of the year	5,091	**5,091**
Depreciation		
At the start of the year	4,354	**4,354**
Charge for the year	649	**649**
At the end of the year	5,003	**5,003**
Net book value		
At the end of the year	88	**88**
At the start of the year	561	561

All of the above assets are used for charitable purposes.

12 Debtors

	2021	2020
	£	£
Other debtors	**49,750**	2,424
Prepayments	-	500
	49,750	2,924

13 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	8,514	4,461
Taxation and social security	3,153	1,864
Accruals	22,177	17,841
Deferred income	-	324
	33,844	24,490

14 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	88	-	-	88
Net current assets	48,711	57,000	-	105,711
Net assets as at 31 March 2021	48,799	57,000	-	105,799

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	561	-	-	561
Net current assets	39,582	57,000	-	96,582
Net assets as at 31 March 2020	40,143	57,000	-	97,143

15 Movements in funds

	At 1 April 2020 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2021 £
Restricted funds:					
London Borough of Camden	-	187,000	(187,000)	-	-
Total restricted funds	-	187,000	(187,000)	-	-
Unrestricted funds:					
Designated funds:					
Contingency reserve	57,000	-	-	-	57,000
Total designated funds	57,000	-	-	-	57,000
General funds	40,143	10,893	(2,237)	-	48,799
Total unrestricted funds	97,143	10,893	(2,237)	-	105,799
Total funds	97,143	197,893	(189,237)	-	105,799

15 Movements in funds (continued)

	At 1 April 2019 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2020 £
Restricted funds:					
London Borough of Camden	(12,785)	200,000	(212,022)	24,807	-
Total restricted funds	(12,785)	200,000	(212,022)	24,807	-
Unrestricted funds:					
Designated funds:					
Contingency reserve	57,000	-	-	-	**57,000**
Total designated funds	57,000	-	-	-	**57,000**
General funds	60,655	23,728	(19,433)	(24,807)	**40,143**
Total unrestricted funds	117,655	23,728	(19,433)	(24,807)	**97,143**
Total funds	104,870	223,728	(231,455)	-	**97,143**

Purposes of restricted funds

Grant from London Borough of Camden is to cover costs of core services provided by the charity which are: Information, Policy and insight and Community engagement.

16 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property		Equipment	
	2021 £	2020 £	**2021 £**	2020 £
Less than one year	-	15,000	-	-
	-	15,000	-	-

17 Legal status of the charity

The charity is a Charitable Incorporated Organisation and has no share capital.

healthwatch Camden

On equal terms

Then and now

Healthwatch Camden Annual Report 2020-21

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Message from our Chair

The past year has been exceptionally difficult for everyone. Throughout the year, we continued to focus on the COVID-19 pandemic, and the various ways we can support the community.

Dr Louise Jones
Chair

We are proud of the remarkable work we have done in reaching out to seldom heard communities of the Borough and highlighting the disproportionate impact the pandemic has had on some communities.

Healthwatch Camden has worked hard to help our diverse community rise to the challenges posed by COVID-19. Moving online, we held 'question and answer' sessions which allowed the public to hear from local healthcare leaders on both hospital and GP services. We also enabled grass-roots conversations with BAME communities in their own first languages about the vaccine programme.

- Our most far-reaching data gathering was a large survey asking people about 'Life in Lockdown'. The findings were translated into four languages and it was one of the first reports of its kind. It has been widely used by the health and care system.
- We were delighted to have been commissioned by our North Central London partners to provide data to inform the new Integrated Care System, as well as working on several other collaborative projects. For example, the Care Quality Commission (CQC) selected us as a partners in a national review of 'Do Not Attempt Cardiopulmonary Resuscitation' orders during the COVID-19 pandemic.
- For many who lost loved ones, the future may seem extra painful, but we are a strong team at Healthwatch Camden and commit to being a reliable and responsive resource across Camden as we move forward in recovery from the pandemic.

About us

Here to make health and care better

We are the independent champion for people who use health and social care services in Camden. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our goals

1 Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.

2 Providing a high quality service

We want everyone who shares can experience or seeks advice from us to get a high quality service and to understand the difference their views make.

3 Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.

"Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone's views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people's lives."

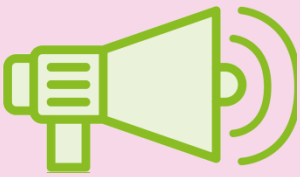
Sir Robert Francis QC, Chair of Healthwatch England

Highlights from our year

Our work this year has included:

Collaborating with voluntary groups

Collaborated with a number of voluntary organisations to gather insight on the impact of COVID-19, leading us to hear the views of almost **1,900** residents (*pages 6 & 10*).

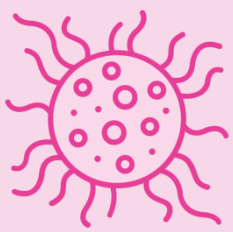


Improving our communications

Increased our digital presence: nearly doubling our website visits with **42,000** page views, increased social media followers, regular content (*42 blogs*), a dedicated COVID-19 information page with **11,000** page views, and increased media presence (*quoted in local media 17 times*).

Amplifying voices

We developed a better understanding of the experiences of **223** Black, Asian and Minority Ethnic residents, children with SEND, refugees, young people (*page 13*) – on COVID 19. We also raised awareness about the temporary closure of children's A&E services (*page 14*).



Responding to the pandemic

Acted as a bridge between residents and statutory bodies, GPs, and hospitals by organising three online Q&A events attended by **480** residents which addressed residents' concerns on accessing GP surgeries and hospitals (*page 8*), and the COVID-19 vaccine (*page 13*).

Life in Lockdown: Then and now

Then: COVID-19 emerged as an unprecedented challenge

We worked with the voluntary and community sector to understand people's experiences of accessing health and care services under the new conditions, and the impact the pandemic was having on people's health, wellbeing, and services.

To find answers, we adopted a two-part process to gather insight from residents – a questionnaire conducted online and by phone, and in-depth weekly interviews over six consecutive weeks from April to July to gather detailed personal stories from 8 residents about life under lockdown.

The survey also had strong support from Camden GPs and hospitals. Between May and June, Healthwatch Camden partnered with four GP practices in Camden to send the survey link out via their text messaging system to entire GP patient lists.

We also participated in online focus groups and community meetings to discuss the experiences of different community groups, targeting those who are seldom heard.

Now: Public bodies have a better understanding of the pandemic

We reported sixteen key findings after surveying 1600 local residents, which provided useful insights to the health and care system to help them prepare for the future pandemics. We learned that the impacts of COVID-19 were far-reaching.

These findings were cited in Camden Council's report 'Building Equal Foundations' which subsequently made recommendations for the health and care system to tackle health inequalities for BAME communities.

People expressed concerns about lack of clarity on COVID-19 information by government and media, changes in accessing health services, falling ill with COVID, negative impact on health and wellbeing of friends and family, challenges working and educating from home, job insecurity, food insecurity, and views on the subsequent easing of the lockdown.

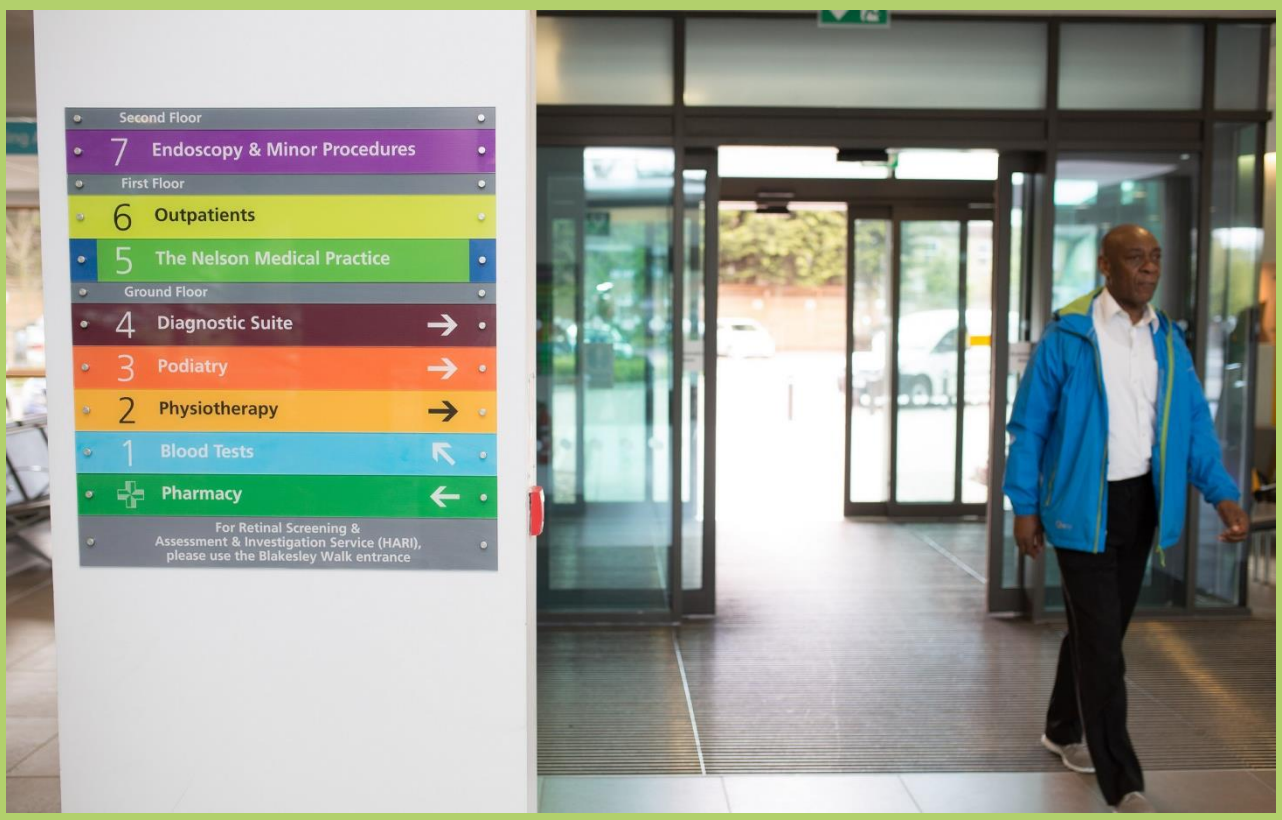
> **… I'd like to offer our thanks to those involved in conducting the Healthwatch survey, and to the residents who took part … we have been using and will continue to use the results of this work to help inform our strategy as we move forward.** ***Kat Myers, Director of Participation, Partnerships and Communications at Camden Council***

The report's executive summary was translated into the top languages spoken by the people who participated in the survey: Swahili, Bengali, Somali, and Chinese.

We communicated the findings in multiple ways:

- Sent personalised cover letters and suggested next steps to leaders within Camden Council, which they responded to, highlighting how they were use the findings.
- Presented key findings to the Health and Wellbeing Board.
- Presented the report at many other forums, including the North Central London CCG Senior Executive Meeting and its Patient Participation and Engagement Group.
- Local media highlighted the issues we raised in the report.
- Published seven blogs highlighting various issues faced by different communities especially from parents of children with SEND, carers, refugees, young people and older people.

Read our 'Life in Lockdown' report here.



Accessing health services: Then and now

Then: Uncertainty and concerns about accessing GPs and hospitals

Throughout the pandemic, we were hearing concerns of residents regarding accessing GP surgeries and hospitals. Concerns included:

- Many people had routine or long-awaited appointments with NHS providers cancelled at the start of lockdown. People reported a subsequent lack of communication leaving many feeling they had been forgotten. People would have liked a phone call or remote appointments as an interim measure.

- In our 'Life in Lockdown' report, we found out that people delayed accessing care they needed for a range of reasons including feeling their needs were not a priority and fear of contracting COVID-19.

- Many people found it difficult to book appointments using the NHS online system, which was accelerated by the pandemic. This included e-Consult or other similar mobile phone Apps.

Now: Residents better informed about how to access health services during pandemic

After we raised concerns about accessing the health care services at the Health & Wellbeing Board, the Board set up a sub-group to enhance and coordinate communications about how and when to access services during the pandemic.

We had heard about a reluctance to access health and care services, because of fears about catching COVID-19 and of 'burdening' the NHS. One of the aims of the sub-group was to alleviate fears and anxiety around accessing health care.

As part of this work, we developed partnerships with local Hospitals and GPs to setup two separate 'question and answer' (Q&A) events:

- 'Ask your Local Hospitals' in August 2020 - Chief executives of Camden's two main hospitals, Kate Slemeck from Royal Free Hospital and Marcel Levi from UCLH answered pressing concerns from residents.
- 'Ask your GP' in November – Senior leaders from NCL CCG and local GPs answered patient questions about accessing GP services after lockdown.

> **Healthwatch Camden have played a valuable role in helping us to understand how our patients and the public have been feeling about using our services … [and the] Q&A event hosted by Healthwatch… provided a valuable opportunity for us to hear from patients and the public and assure them about accessing our services.**
> ***Kate Slemeck, chief executive of the Royal Free Hospital***

Both of these events helped reassure local people about the provision of primary care and hospital services in Camden during the COVID-19 pandemic, and to provide an opportunity for members of the public to submit questions to the expert panel.

Over 340 people attended the two events over Zoom or called in to listen, and over 100 questions were submitted in advance. The panellists reassured residents that they are taking infection control seriously and have new policies in place to keep patients safe.

Share your views with us
If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.
www.healthwatchamden.co.uk
020 7383 2402
info@healthwatchcamden.co.uk

COVID & Health Inequalities: Then and now

Then: A new vaccination programme

When news arrived that a COVID-19 vaccination was available, we foresaw that this could present a challenge to existing health inequalities. There is a significant risk that the vaccination rollout could exacerbate inequalities by determining which groups are safe from COVID-19 and which are not.

During various outreach activities, we noticed that there were comparatively high levels of vaccine hesitancy among several communities.

In discussion with the NHS and other local partners we identified a need to better understand the level of hesitancy, reasons for this hesitancy and potential solutions.

We worked with three local community organisations and surveyed 223 people from Black, Asian, and Minority Ethnic communities about their views on the COVID-19 vaccination over February 2021.

For 80% of responders, English was not their first language, and the survey was translated and conducted by representatives from local community organisations.

Now: Timely insight into reasons for vaccine hesitancy and potential solutions

We found that there appeared to be an opportunity to increase vaccine uptake among people from Black, Asian, and Minority Ethnic communities, as nearly one-third of survey responders who did not want the vaccine said they would reconsider their decision if they had more information.

We were able to demonstrate to public health bodies the need to co-produce customised informational campaigns with those who showed greater vaccine hesitancy.

Nearly three in five Black residents in Camden indicated that they were 'unlikely', or 'unsure' about getting the COVID-19 vaccine. One of the main reasons was the lack of information, but mistrust in public bodies was also a key feature in responses.

> **There were no platforms for the African community to receive any information and most of the information was provided by people who didn't look like them.** ***Chikwaba Oduka, Leader of the African Health Forum***

For the overwhelming majority of participants, this was the first time they had been asked about their views on the COVID-19 vaccine. This provided a unique insight into local concerns.

Some of the key findings in our report 'Black, Asian and Minority Ethnic views on the COVID-19 vaccine' were as follows:

- The more knowledge someone felt they had about the vaccine, the greater the likelihood of them wanting to be vaccinated.
- Younger people and people from Black or Black British backgrounds were less likely to get the vaccine.

We presented the report to North Central London Clinical Commissioning Group, Camden Council and Public Health teams, and urged them to consider the proposed next steps within the report. In particular, to work with communities who are hesitant to co-produce information campaigns.

The work also highlighted the benefits of working with the local voluntary and community sector to gain trust and achieve better population health among seldom heard groups.

To find out more Black, Asian and Minority Ethnic views on the COVID-19 vaccine :: Healthwatch Camden

Responding to COVID-19

Healthwatch played an important role in helping people to get the information they need through the pandemic. We also collected insights and shared them with local partners to ensure services are operating as best as possible during the pandemic.

During the pandemic we helped residents of Camden by:

- Providing up to date advice on COVID-19 and vaccination via social media channels, e-bulletins and website.
- Publishing guest blogs on issues concerning local residents by healthcare professionals, voluntary sector partners, and volunteers.
- Promoting our telephone line for people who are digitally excluded to be able to talk to our team about their concerns e.g. through food parcels and posters.
- By engaging with residents and the voluntary sector on a regular basis to understand their experiences of the pandemic.
- Compiling key resources in accessible formats e.g. different languages, Easy-Read, BSL.

Q & A session on the COVID-19 vaccine

After the launch of the COVID-19 vaccine, we were receiving a lot of feedback from local people about the lack of enough information on the vaccine. Some were worried about having to make a decision and unaware of whom to approach to get their concerns addressed.

With much misinformation circulating about the vaccine, we decided to hold a 'Q&A' event on the COVID-19 vaccine in February 2021. The event was organised for the public and local partners to engage with Camden's GPs, public health specialists and other NHS leaders.

72% of attendees learnt something new about the COVID-19 vaccine. Around 1 in 5 reported being more likely to get the vaccine because of attending the event.

Over 140 people attended – on Zoom or via phone – many of whom reported difficulty in obtaining answers to their questions elsewhere. Residents had a variety of questions, from understanding the ingredients of the vaccine to its effectiveness, and the potential side effects. The event was covered in local media and encouraged local residents to take up the vaccination.

> **So informative and well-organised. Thank you so much to everyone for taking the time to do this. I have shared the recording to reassure people with fears and worries.** ***A Camden resident***

Other activities related to COVID-19

Test, Track & Trace Campaign for Camden Council: Camden council engaged us to run a focus group to test key messages from its Test, Track & Trace campaign, with a focus on the seldom heard groups. Our findings helped the Council in designing communication messages to encourage the residents to take up testing.

Young people and impact of COVID on their mental health: We surveyed 48 young people (under the age of 24 years) to understand the impact of COVID-19 on this age group. The majority (7 in 10) reported that that COVID-19 had impacted their mental health. The findings were shared with local voluntary sector to support future grant funding.

Refugees: We interviewed several refugees and asylum seekers on their experiences during the lockdown. We found out that the refugees found the information very difficult to understand and 1 in 4 refugees had difficulty accessing healthcare services.

Older people and digital exclusion: We spoke with 23 members of Age UK Camden's Older Peoples Advisory Group (OPAG) to find out about their experience of using digital services to access health and social care. We found out that the digital access to healthcare is difficult for people with disabilities - especially people with sensory impairments, learning disabilities, or mobility issues; and for people whose first language isn't English.

Engaged with Faith Leaders around the COVID-19 vaccine rollout: Interviewed ten faith leaders from five different faiths so that North London Partners NHS could make an informed decision about the use of religion data to monitor COVID-19 vaccine uptake.

Top areas that people have contacted us about:

We heard from many people about the challenges in accessing NHS dental services. We decided to collaborate with local dental services and published a blog informing residents on how NHS dental services work. We have been raising this issue with the Local Dental Committee and will undertake in-depth work on the topic this year.

NHS Dental Services

Enquiries about the COVID-19 vaccine have ranged from concerns about myths to the logistics involved in the uptake of the vaccine. We reported these at our weekly attendance of the Vaccine Communications Group that oversaw the vaccine rollout. We also worked with the NHS to provide and promote accurate information.

COVID-19 vaccine

Case Study – Closure of A&E service for children

We learnt that emergency services for children in one of the leading hospitals in Camden were temporarily closing. However, we found that only 1 in 10 people were aware of the change.

We issued 2 press releases seeking more clarity on this service changes from NHS partners, and highlighted the lack of awareness of the issue amongst local residents. The issue also was covered in local media.

We made a statutory referral of our concerns to the Health & Adult Social Care Scrutiny Committee at Camden Council.

Contact us to get the information you need

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www.healthwatchcamden.co.uk

020 7383 2402

info@healthwatchcamden.co.uk

Volunteers

At Healthwatch Camden we are supported by 18 volunteers who help us find out what people think is working, and what improvements people would like to make to services.

This year our volunteers helped us:

- Analyse the high amounts of qualitative data from the survey we undertook to understand the experiences of residents during 'lockdown'. This led to our report, 'Life in Lockdown.'
- With survey outreach including posting in Facebook groups and other online groups, and also printing flyers and posting them around council estates.
- With a project commissioned by North London Partners to find out if NHS should be using religion data in their measurement of take up of the COVID-19 vaccine.
- Conduct interviews with refugees and sharing the findings – with support from Healthwatch Camden – in a blog: Refugees finding Covid-19 information 'very difficult' to understand.

Young volunteer - Sharon

"During the pandemic I felt I wanted to help out and get involved with my community in some way. I have always wanted to volunteer for Healthwatch and this felt like the perfect time. I also wanted to develop more skills, as an university student, being able to volunteer on the side is a great way to learn and develop new skills that complement your studies."

Promoting Survey - Caroline

"I first volunteered with Healthwatch Camden to help promote a survey about people's health experiences during the pandemic. I volunteered because I think Healthwatch's work is important. Especially right now, given the last year and continuing impact of Covid. I've also really enjoyed it. The team have always been friendly and given very clear information on what to do. It's been interesting work and I feel I've contributed to something valuable."

Supporting engagement - Julie

"Already planning to volunteer in the health sector on 2020, I wanted to volunteer for Health Watch Camden, partly because I already work with different communities in the borough, but also because of the important role they play in listening to local views, ideas and experiences about health and social care in Camden to help influence change. I performed a variety of tasks from phoning GP surgeries to checking answerphone messages, making connections with local residents in relation to completing a COVID-19 survey, to note taking at webinars and focus groups and qualitative data analysis."

Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Camden

www.healthwatchcamden.co.uk

020 7383 2402

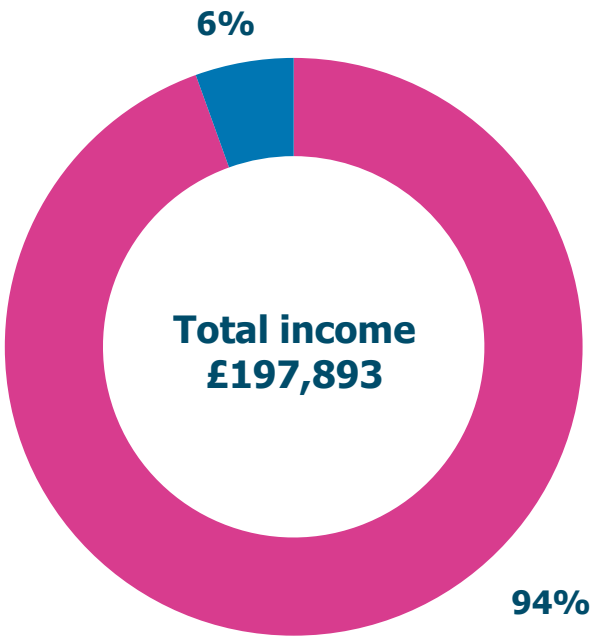
info@healthwatchcamden.co.uk

Finances

We are funded by Camden Council under the Health and Social Care Act 2012.
Our core grant this year was £187,000.

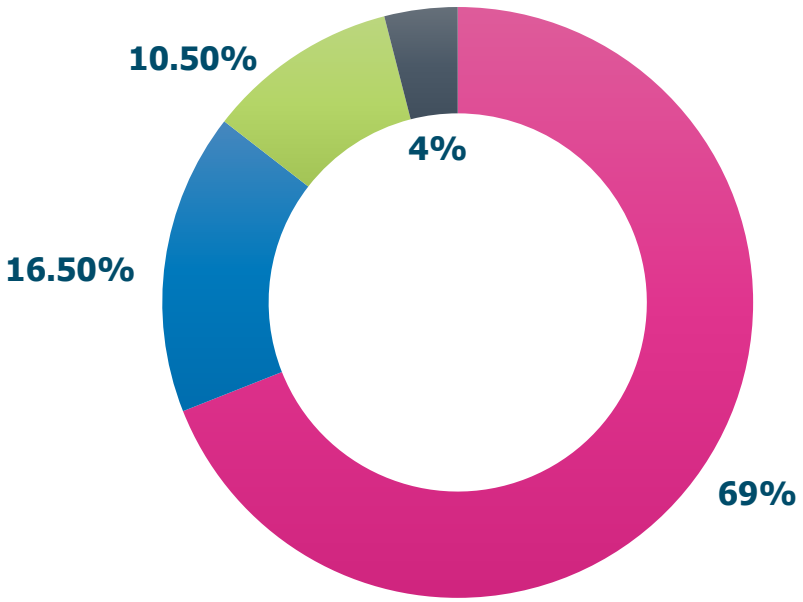
Income

- **Funding from Camden Council**
- **Additional funding[1]**



Allocation of resources

- **Staff Costs**
- **Overheads**
- **Other Costs**
- **Surplus**



We ended the year with a small surplus of 4% of our income (£8,656).

Full and final accounts will be submitted to the Charity Commission in January 2022.

[1] Grants, contracts and consultancy services with the NHS and Camden Council.

Next steps & thank you

Top five topics for our work in 2021-22

- Understanding the needs of survivors of Domestic Abuse.
- Access to Long COVID or 'Post Covid Syndrome' support services.
- Access to primary care services, including dentistry and GP services.
- Promotion of early cancer diagnosis.
- Providing support and challenge to the implementation of the new Health & Wellbeing Strategy for Camden and the development of the Integrated Care Partnership.

Thank you

We would like to thank a number of people that have supported us this year.

- Residents who shared their views and experience with us.
- All of our amazing volunteers, staff, and the voluntary organisations that we have been able to work with.
- Commissioners and service providers, in particular: our local GP practices, The Royal Free London NHS Foundation Trust, University College London Hospitals NHS Foundation Trust, Camden Council and its Public Health Team, Camden Clinical Commissioning Group and the North Central London Clinical Commissioning Group.
- Our Trustees: Dr Louise Jones (Chair), John Hoar, Keith Morgan, Paul Webley, Robert Sumerling (Vice-Chair), Sanjay Ganvir and Shahnaz Ahmed.
- Saloni Thakrar who stepped down as Chair in December 2020 having overseen a successful transition of the role to trustee Dr Louise Jones. Saloni provided dedicated service to the Trustee Board over five years and is now engaged in setting up a new charity.

Healthwatch Camden have really helped us get detailed feedback on the impact of Covid … [we] have a much more detailed understanding of the experiences of refugees, carers, disabled people and other marginalised groups as a result … [t]his means that the Camden Local Care Partnership is better prepared to support vulnerable people … Thank you Healthwatch for everything you are doing! ***Sally MacKinnon, Director of Integration, North Central London Clinical Commissioning Group***

Statutory statements

Registered address

Healthwatch Camden, 85-57 Bayham Street, Camden, London NW1 0AG

Charity number

1152552

Use of trademark

Healthwatch Camden uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of 7 members who work voluntarily to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

In the financial year 2020-21, the board met nine times and made decisions on matters such as our COVID-19 response plan, our risk register, and ways to develop our digital presence.

We regularly network with voluntary and community organisations in the Borough to reach as wide a range of people as possible. Our Board of Trustees, who all live or work in Camden, guide our work and make sure that what we do is led by what matters to local people.

Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services.

During 2020/21 we have been available by phone, by email, provided a webform on our website, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers.

This year we worked with three local voluntary and community organisations to reach local people, mostly of Black, Asian, and Minority Ethnic backgrounds. Most of these people couldn't speak English, so the voluntary organisations translated the survey into different languages that really helped us in understanding their views on the COVID-19 vaccine.

We are particularly grateful for the support of our partners: Kings Cross Brunswick Neighbourhood Association (KCBNA), the African Health Forum, and the Santé Refugee Mental Health Access Project.

Responses to recommendations and requests

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch Camden is represented on the Camden Health and Wellbeing Board by Matthew Parris, Director. A key concern for us has been the disproportionate impact of the COVID-19 pandemic on the Black, Asian and Minority Ethnic communities in Camden.

We presented reports on the differences in experiences of different groups, particularly Black, Asian and other ethnic minority groups (BAME). This lead to a discussion among Board Members about strengthening communications with these groups. We continue to participate in this forum and utilise our communications channels to support public health messages.

> **Patients and the public want to shape NHS services to local need. The NHS needs to hear that so we can co-produce something for that need. Healthwatch bridges that and keeps the debate relevant - with evidence from patients, carers and the public … its invaluable to listen to and learn from what they say.** ***Graeme Caul, Borough Director, Central and North West London Foundation Trust***

This annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website, and promote it through our social media channels, and e-bulletin. We also share the annual report with local public bodies and the voluntary and community sector. It is available in alternative formats.

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