

# Healthwatch Camden Annual Report & Accounts 2020/21

Charitable Incorporated Organisation Trustees' Report and  
Unaudited Financial Statements – year ended 31<sup>st</sup> March 2021

## Here to make care better

Healthwatch Camden exists to make care better for residents of the London Borough of Camden. This report 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 11<sup>th</sup> May 2021), Paul Webley, Keith Morgan, John Hoar, Shahnaz Ahmed. Saloni Thakrar (resigned 11<sup>th</sup> December 2020) Clarice Neves (resigned 10<sup>th</sup> 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).

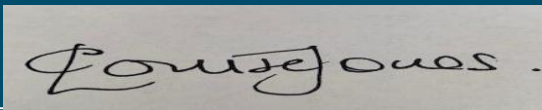
The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing 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: 4<sup>th</sup> 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

				2021			2020
	Note	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
<b>Income from:</b>							
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
<b>Total income</b>		<b>10,893</b>	<b>187,000</b>	<b>197,893</b>	<b>23,728</b>	<b>200,000</b>	<b>223,728</b>
<b>Expenditure on:</b>							
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
<b>Total expenditure</b>		<b>2,237</b>	<b>187,000</b>	<b>189,237</b>	<b>19,433</b>	<b>212,022</b>	<b>231,455</b>
<b>Net income / (expenditure) before net gains / (losses) on</b>		<b>8,656</b>	<b>-</b>	<b>8,656</b>	<b>4,295</b>	<b>(12,022)</b>	<b>(7,727)</b>
Net gains / (losses) on investments		-	-	-	-	-	-
<b>Net income / (expenditure) for the year</b>		<b>8,656</b>	<b>-</b>	<b>8,656</b>	<b>4,295</b>	<b>(12,022)</b>	<b>(7,727)</b>
Transfers between funds		-	-	-	(24,807)	24,807	-
<b>Net movement in funds</b>		<b>8,656</b>	<b>-</b>	<b>8,656</b>	<b>(20,512)</b>	<b>12,785</b>	<b>(7,727)</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		97,143	-	97,143	117,655	(12,785)	104,870
<b>Total funds carried forward</b>	15	<b>105,799</b>	<b>-</b>	<b>105,799</b>	<b>97,143</b>	<b>-</b>	<b>97,143</b>

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.

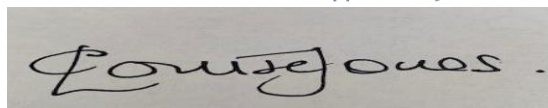


# HEALTHWATCH CAMDEN

## Balance sheet As at 31 March 2021

	Note	£	2021 £	2020 £
<b>Fixed assets:</b>				
Tangible assets	11		88	561
			<u>88</u>	<u>561</u>
<b>Current assets:</b>				
Debtors	12	49,750	2,924	
Cash at bank and in hand		89,805	118,148	
		<u>139,555</u>	<u>121,072</u>	
<b>Liabilities:</b>				
Creditors: amounts falling due within one year	13	33,844	24,490	
			<u>24,490</u>	
<b>Net current assets / (liabilities)</b>			<u>105,711</u>	<u>96,582</u>
<b>Total assets less current liabilities</b>			<u>105,799</u>	<u>97,143</u>
<b>Total net assets / (liabilities)</b>			<u><u>105,799</u></u>	<u><u>97,143</u></u>
<b>The funds of the charity:</b>	14			
Restricted income funds			-	-
Unrestricted income funds:				
Designated funds		57,000	57,000	
General funds		48,799	40,143	
		<u>105,799</u>	<u>97,143</u>	
<b>Total unrestricted funds</b>			<u>105,799</u>	<u>97,143</u>
<b>Total charity funds</b>			<u><u>105,799</u></u>	<u><u>97,143</u></u>

These financial statements were approved by the board on 4<sup>th</sup> November 2021 and signed by its behalf by:



Trustee

Name Dr Louise Jones

# HEALTHWATCH CAMDEN

## Notes to the financial statements

For the year ended 31 March 2021

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### 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 involving 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.

# HEALTHWATCH CAMDEN

## Notes to the financial statements

For the year ended 31 March 2021

### 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 activities 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
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#### 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.



# HEALTHWATCH CAMDEN

## Notes to the financial statements

For the year ended 31 March 2021

### 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

# HEALTHWATCH CAMDEN

## Notes to the financial statements

For the year ended 31 March 2021

### 3 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
<b>Health advice, information and research</b>				
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

# HEALTHWATCH CAMDEN

## Notes to the financial statements For the year ended 31 March 2021

### 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)	-	-
<b>Total expenditure 2021</b>	<b>1,785</b>	<b>187,452</b>	<b>-</b>	<b>-</b>	<b>189,237</b>

#### 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)	-	-
<b>Total expenditure 2020</b>	<b>2,275</b>	<b>229,180</b>	<b>-</b>	<b>-</b>	<b>231,455</b>

Of the total expenditure during the year, £187,000 was restricted (2020: £212,022) and £2,237 was unrestricted (2020:£19,433).

# HEALTHWATCH CAMDEN

## Notes to the financial statements

For the year ended 31 March 2021

### 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
	<u>6,470</u>	<u>10,841</u>

### 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
	<u>134,631</u>	<u>163,297</u>

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
	<u>4.5</u>	<u>6.0</u>



# HEALTHWATCH CAMDEN

## Notes to the financial statements

For the year ended 31 March 2021

### 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 £
<b>Cost or valuation</b>		
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
<b>Depreciation</b>		
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
<b>Net book value</b>		
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



# HEALTHWATCH CAMDEN

## Notes to the financial statements

For the year ended 31 March 2021

### 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
	<b>33,844</b>	<b>24,490</b>

### 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
<b>Net assets as at 31 March 2021</b>	<b>48,799</b>	<b>57,000</b>	<b>-</b>	<b>105,799</b>

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	561	-	-	561
Net current assets	39,582	57,000	-	96,582
<b>Net assets as at 31 March 2020</b>	<b>40,143</b>	<b>57,000</b>	<b>-</b>	<b>97,143</b>

### 15 Movements in funds

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

# HEALTHWATCH CAMDEN

## Notes to the financial statements

For the year ended 31 March 2021

### 15 Movements in funds (continued)

	At 1 April 2019 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2020 £
<b>Restricted funds:</b>					
London Borough of Camden	(12,785)	200,000	(212,022)	24,807	-
<b>Total restricted funds</b>	<b>(12,785)</b>	<b>200,000</b>	<b>(212,022)</b>	<b>24,807</b>	<b>-</b>
<b>Unrestricted funds:</b>					
Designated funds:					
Contingency reserve	57,000	-	-	-	57,000
<b>Total designated funds</b>	<b>57,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>57,000</b>
<b>General funds</b>	<b>60,655</b>	<b>23,728</b>	<b>(19,433)</b>	<b>(24,807)</b>	<b>40,143</b>
<b>Total unrestricted funds</b>	<b>117,655</b>	<b>23,728</b>	<b>(19,433)</b>	<b>(24,807)</b>	<b>97,143</b>
<b>Total funds</b>	<b>104,870</b>	<b>223,728</b>	<b>(231,455)</b>	<b>-</b>	<b>97,143</b>

### 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.

# 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.

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.



Dr Louise Jones  
**Chair**



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# 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**

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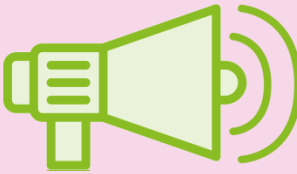
# Highlights from our year

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*).



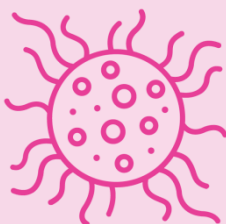
## Improving our communications

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***

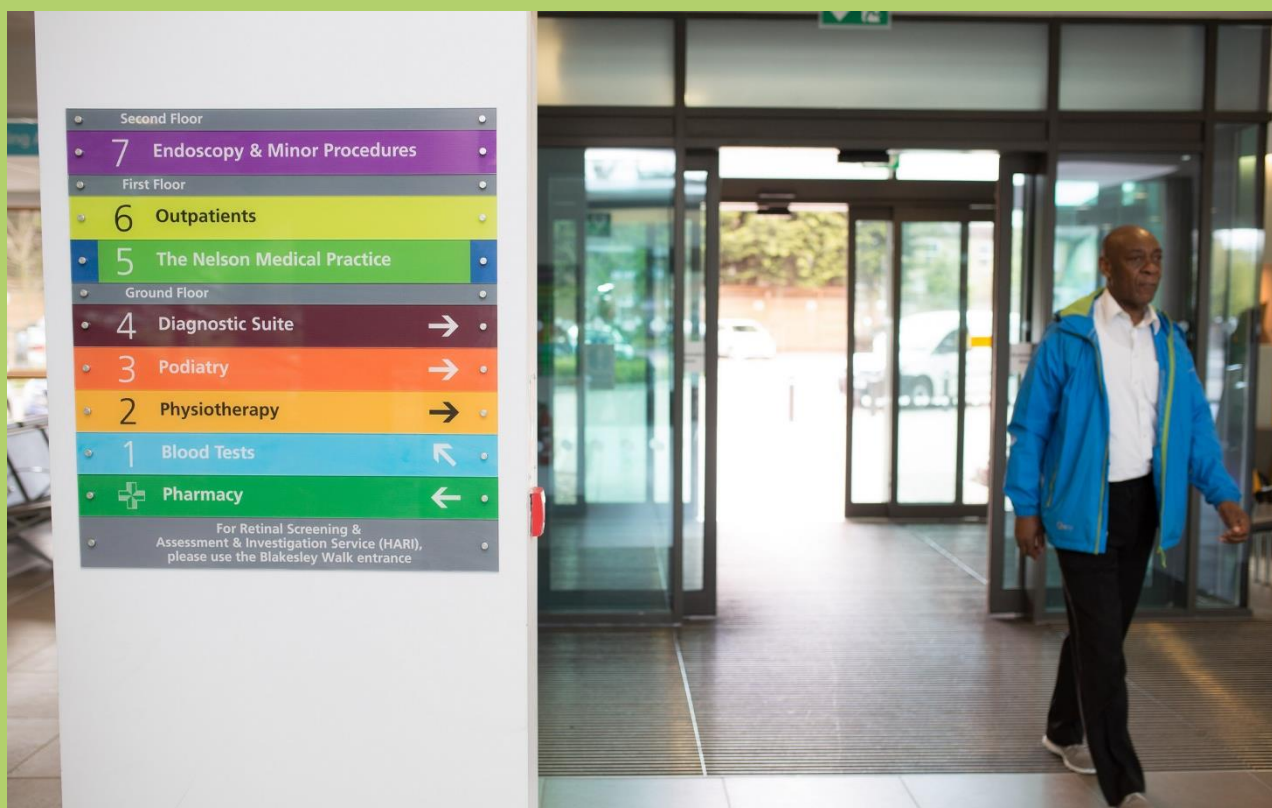
The report's executive summary was translated into the top languages spoken by the people who participated in the survey: Swahili, Bengali, Somali, and Chinese.

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.

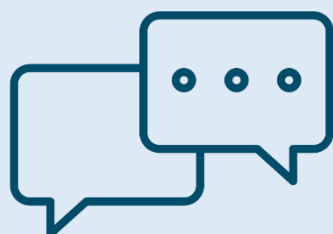


**Healthwatch Camden have played a valuable role in helping us to understand how our patients and the public have been feeling about using our services ... [and the] Q&A event hosted by Healthwatch... provided a valuable opportunity for us to hear from patients and the public and assure them about accessing 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.healthwatchcamden.co.uk](http://www.healthwatchcamden.co.uk)**

**020 7383 2402**

**[info@healthwatchcamden.co.uk](mailto: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.

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## 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

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.



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# 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](http://www.healthwatchcamden.co.uk)**



**020 7383 2402**



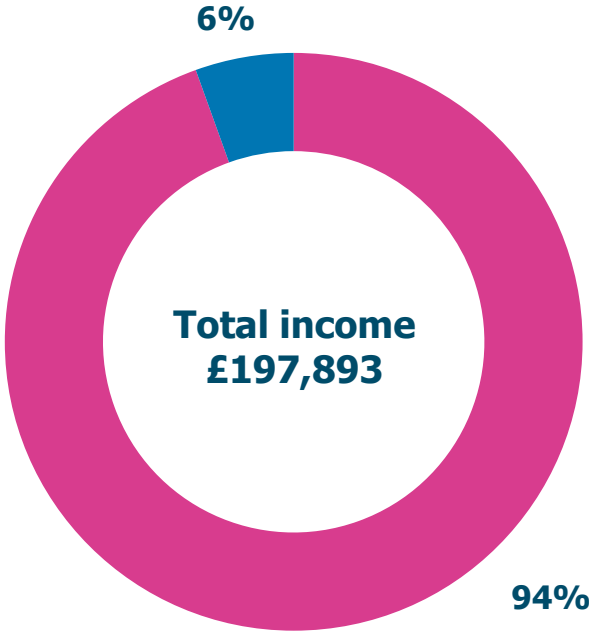
**[info@healthwatchcamden.co.uk](mailto:info@healthwatchcamden.co.uk)**

# Finances

We are funded by Camden Council under the Health and Social Care Act 2012.  
Our core grant this year was £187,000.

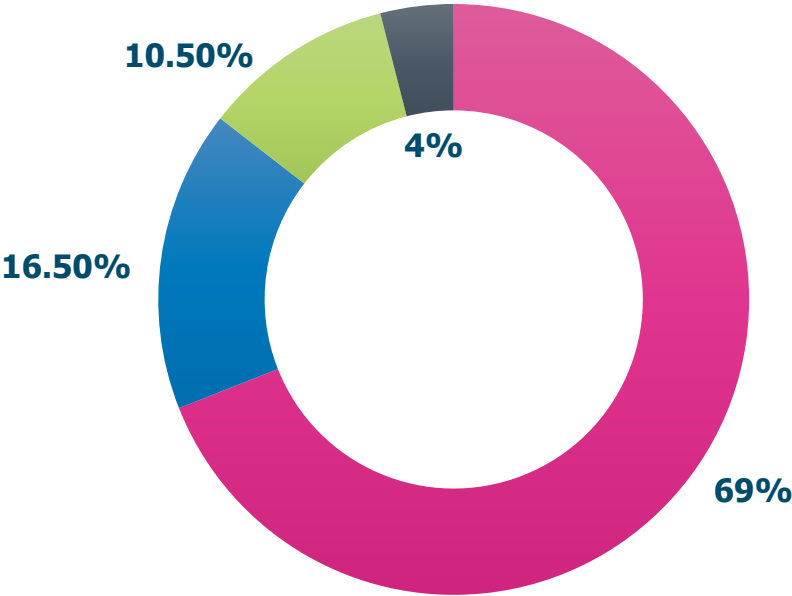
## Income

- Funding from Camden Council
- Additional funding<sup>1</sup>



## 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.*

<sup>1</sup> Grants, contracts and consultancy services with the NHS and Camden Council.

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# 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.

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## 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 led 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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Healthwatch Camden  
85-87  
Bayham Street  
Camden  
London  
NW1 0AG

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[healthwatch-camden](https://www.youtube.com/channel/UCv8v8v8v8v8v8v8v8v8v8v8)