

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 report 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).

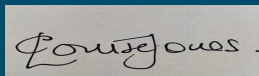
The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing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

		Unrestricted	Restricted	2022 Total	Unrestricted	Restricted	2021 Total
	Note	£	£	£	£	£	£
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.

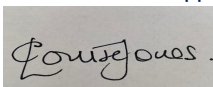
HEALTHWATCH CAMDEN

Balance sheet

As at 31 March 2022

	Note	£	2022 £	2021 £
Fixed assets:				
Tangible assets	11		1,498	88
			<u>1,498</u>	<u>88</u>
Current assets:				
Debtors	12	18,996		49,750
Cash at bank and in hand		150,282		89,805
		<u>169,278</u>		<u>139,555</u>
Liabilities:				
Creditors: amounts falling due within one year	13	22,250		33,844
		<u></u>	<u></u>	<u></u>
Net current assets / (liabilities)			<u>147,029</u>	<u>105,711</u>
Total assets less current liabilities			<u>148,526</u>	<u>105,799</u>
Total net assets / (liabilities)			<u><u>148,526</u></u>	<u><u>105,799</u></u>
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
		<u></u>	<u></u>	<u></u>
Total unrestricted funds			<u>112,708</u>	<u>105,799</u>
Total charity funds			<u><u>148,526</u></u>	<u><u>105,799</u></u>

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 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 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 2022

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 2022

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2022

3 Income from charitable activities

			2022	2021
	Unrestricted	Restricted	Total	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
	<u>7,016</u>	<u>22,340</u>	<u>29,356</u>	<u>10,083</u>
Total income from charitable activities				

4 Income from other trading activities

			2022	2021
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Shared Desk Space	-	-	-	810
	<u>-</u>	<u>-</u>	<u>-</u>	<u>810</u>

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Notes to the financial statements For the year ended 31 March 2022

5 Analysis of expenditure

For this year

	Charitable activity				2022 Total £	2021 Total £
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £		
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

HEALTHWATCH CAMDEN

Notes to the financial statements For the year ended 31 March 2022

5 Analysis of expenditure (continued) For prior year 2021

	Charitable activity				2021 Total £
	Cost of raising funds £	Health advice, information and research £	Governance costs £	Support costs £	
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).

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2022

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2022

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2022

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	-
	0	
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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2022

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.

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2022

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.

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.

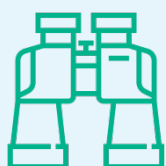


Dr Louise Jones
Healthwatch Camden Chair

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.



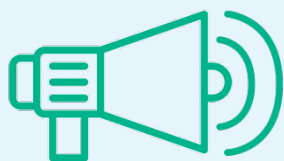
Our values

- 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 our 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	 <p>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.</p>	 <p>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.</p>
Summer	 <p>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.</p>	 <p>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.</p>
Autumn	 <p>We held an online Q&A with local health professionals for those unsure about Long Covid, which was joined by 50 residents.</p>	 <p>Our Domestic Abuse report was published, which was downloaded 137 times and was presented at the Health and Wellbeing Board meeting in December.</p>
Winter	 <p>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.</p>	 <p>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.</p>

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

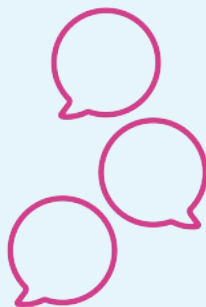
Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



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.



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