

Healthwatch Camden Annual Report & Accounts 2022/23

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

Here to make care better

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

Reference and administrative detail

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

Chief Executive Officer: Stephen Heard

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

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

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

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

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

Charitable objects

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

Our role and remit

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

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

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

Activities, achievements and performance

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

Structure, governance and management

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

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

Structure, governance and management (cont.)

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

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

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

Maintaining independence

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

Financial review

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

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

Reserves policy

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

Risk statement

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

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

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

Public benefit statement

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

Statement of Trustees' responsibilities

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

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

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

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

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

Signed:  _____ Trustee:

Name: _____ Louise Jones _____

Date: _____ 24/11/23 _____

Independent Examiner's Report to the Trustees of Healthwatch Camden

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

Signed  _____

Date: 30 November 2023

Shruti Soni FCCA FCIE

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

Annual Accounts

HEALTHWATCH CAMDEN

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

For the year ended 31 March 2023

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

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

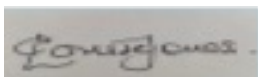
HEALTHWATCH CAMDEN

Balance sheet As at 31 March 2023

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

24/11/23

These financial statements were approved by the board onand signed by its behalf by:



Trustee

Name Louise Jones

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2023

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 2023

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.

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Notes to the financial statements

For the year ended 31 March 2023

1 Accounting policies (continued)

l) Cash at bank and in hand

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

m) Creditors and provisions

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

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

n) Tax

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

2 Income from donations and legacies

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

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

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Notes to the financial statements

For the year ended 31 March 2023

3 Income from charitable activities

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

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

4 Income from investments

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

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Notes to the financial statements For the year ended 31 March 2023

5 Analysis of expenditure

For this year

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

HEALTHWATCH CAMDEN

Notes to the financial statements For the year ended 31 March 2023

5 Analysis of expenditure (continued) For prior year 2022

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

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2023

6 Net incoming resources for the year

This is stated after charging / crediting:

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

7 Staff cost, Trustee remuneration and expenses

Staff costs were as follows:

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

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

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

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

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

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

8 Staff numbers

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

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

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Notes to the financial statements

For the year ended 31 March 2023

9 Related party transactions

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

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

10 Taxation

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

11 Tangible fixed assets

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

All of the above assets are used for charitable purposes.

12 Debtors

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2023

13 Creditors: amounts falling due within one year

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

14 Deferred income

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

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

15 Analysis of net assets between funds

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

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2023

16 Movements in funds

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

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2023

16 Movements in funds (continued)

Purposes of restricted funds

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

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

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

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

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

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

Transfers between funds

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

Purposes of designated funds

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

17 Legal status of the charity

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

Together

we're making health
and social care better

Annual Report 2022–23

healthwatch
Camden



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“

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

Louise Ansari, Healthwatch National Director

Message from our Chair

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

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

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



Dr Louise Jones
Healthwatch Camden Chair



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

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

Healthwatch Camden is your local health and social care champion.

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



Our vision

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



Our mission

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



Our values are:

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

Year in review

Reaching out



322 people

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

1600 people

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

Making a difference to care

We published

four reports

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

Our most popular report was

‘Birth Stories’ which highlighted the struggles people face when accessing local maternity services.



Health and care that works for you



We're lucky to have

seventeen

outstanding volunteers who gave up **37 days** to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£187,000

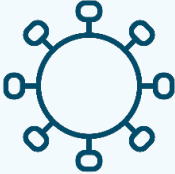







which is the same as the previous year.

We currently employ

four staff

who help us carry out our work.

How we've made a difference this year

Spring	 <p>We launched a report into Long Covid in collaboration with the other North Central London Healthwatch.</p>	 <p>We encouraged local residents and groups to help improve information on vaccines through our Community Champions initiative.</p>
Summer	 <p>We started our Vaccine Roadshow, which connected GPs and communities together to discuss vaccine misinformation.</p>	 <p>We published our 4-year Strategic Plan, setting out our ambition from now until 2026.</p>
Autumn	 <p>We urged the local ICS to improve local maternity services with the launch of our report, 'Birth Stories'</p>	 <p>We started a community engagement project on Hypertension, including measuring the public's blood pressure.</p>
Winter	 <p>We restarted a community engagement project for greater awareness on cervical and bowel cancer screenings, to increase uptake in Camden.</p>	 <p>We published a snapshot report on people's experiences using Camden's Emergency Departments at the two hospitals.</p>

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

How have we made care better, together?

Childrens' Hospital services

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



NHS Dentistry

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



London Ambulance Services

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



Communications access

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



Domestic abuse support

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



Listening to your experiences

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

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Breaking down barriers for life saving screenings

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

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

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

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



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

What difference will this make?

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

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



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

Local community organiser

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Advocating for local mothers and families

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

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

Our recommendations:

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

What difference will this make?

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

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

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

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

Three ways we have made a difference for the community

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

Creating empathy by bringing experiences to life



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

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

Getting services to involve the public



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

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

Improving care over time



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

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



Hearing from all communities

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

This year we have reached different communities by:

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

Empowering the community to look after their hearts

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

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



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

Local resident

Addressing vaccine misconceptions with young people

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

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

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

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





Advice and information

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

This year we've helped people by:

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

Healthwatch
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Help to find dental care in Camden

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

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

“I’m in constant pain and can’t find any help, and I can’t afford to go private.”

Camden resident

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

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

Helping residents with access needs get consistent care from their GP

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

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

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

“Thank you for your advice and sympathy. I did go and have a meeting with the practise manager after our conversation and he listened to my case sympathetically and agreed to put me on his register as a temporary patient.

Thank goodness⁵ for people like you and your Healthwatch organisation.

Charlotte, Camden resident



Volunteering

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

This year our volunteers:

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

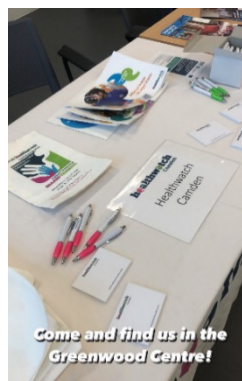
Jiten

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

Hafsa

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

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



Do you feel inspired?

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



www.healthwatchcamden.co.uk/volunteer



020 7383 2402



info@healthwatchcamden.co.uk

Finance and future priorities

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

Our income and expenditure

Income		Expenditure	
Grant income	£187,000	Staff Salaries, Consultant related costs	£151,551
Other income	£21,239	Non-Staff Related costs	£38,082
Total income	£208,239	Total expenditure	£189,633

Next steps

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

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

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

Top three priorities for 2023–24

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



Statutory statements

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

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

The way we work

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

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

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

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

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

Taking people's experiences to decision makers

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

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

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

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

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



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