

Healthwatch Camden Annual Report & Accounts 2023/24

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

Here to make care better

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

Reference and administrative detail

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

Chief Executive Officer: Stephen Heard

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

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

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

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

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

Charitable objects

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

Our role and remit

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

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

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

Activities, achievements and performance

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

Structure, governance and management

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

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

Structure, governance, and management (cont.)

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

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

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

Maintaining independence

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

Financial review

The total income for 2023/24 was £222,189 as compared to £208,239 in 2022/23 of which £219,010 (2023: £206,500) was restricted. Total expenditure for 2023/24 was £200,156 as compared to £189,633 in 2022/23 of which £193,771 (2023: £184,305) was restricted. As a result, the net income in 2023/24 Increased to £22,033 from £18,606 in 2022/23.

Unrestricted funds as of 31 March 2024 stood at £116,258 (2023: £119,464) of which general funds were £34,258 (2023: £37,464) and the remaining £82,000 (2023: £82,000) were designated.

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

Reserves policy

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

Risk statement

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

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

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

Public benefit statement

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

Statement of Trustees' responsibilities

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

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

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

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

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

Signed:  _____ Trustee:

Name: _____ Louise Jones _____

Date: _____ 10/12//24 _____

Independent Examiner's Report to the Trustees of Healthwatch Camden

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

Signed Shruti Soni

Date: 11/12/2024

Shruti Soni FCCA FCIE

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

Annual Accounts

HEALTHWATCH CAMDEN

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

For the year ended 31 March 2024

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

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

HEALTHWATCH CAMDEN

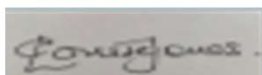
Balance sheet

As at 31 March 2024

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

10/12/24

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



Trustee

Name

Louise Jones, Chair

HEALTHWATCH CAMDEN
Notes to the financial statements
For the year ended 31 March 2024

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 2024

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 2024

1 Accounting policies (continued)

l) Cash at bank and in hand

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

m) Creditors and provisions

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

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

n) Tax

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

2 Income from donations and legacies

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

All income received in 2023 was restricted

HEALTHWATCH CAMDEN
Notes to the financial statements
For the year ended 31 March 2024

3 Income from charitable activities

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

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

4 Income from investments

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

HEALTHWATCH CAMDEN
Notes to the financial statements
For the year ended 31 March 2024

5 Analysis of expenditure

For this year

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

HEALTHWATCH CAMDEN
Notes to the financial statements
For the year ended 31 March 2024

5 Analysis of expenditure (continued)
For prior year 2023

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

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

HEALTHWATCH CAMDEN
Notes to the financial statements

For the year ended 31 March 2024

6 Net incoming resources for the year

This is stated after charging / crediting:

	2024 £	2023 £
Depreciation	1,159	2,046

7 Staff cost, Trustee remuneration and expenses

Staff costs were as follows:

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

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

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

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

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

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

8 Staff numbers

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

	2024 No.	2023 No.
Health advice, information and research	3.5	3.3
	<u>3.5</u>	<u>3.3</u>

HEALTHWATCH CAMDEN
Notes to the financial statements
For the year ended 31 March 2024

9 Related party transactions

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

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

10 Taxation

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

11 Tangible fixed assets

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

All of the above assets are used for charitable purposes.

12 Debtors

	2024 £	2023 £
Other debtors	16,065	5,946
Prepayments	2,629	1,650
	<u>18,694</u>	<u>7,596</u>

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2024

13 Creditors: amounts falling due within one year

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

14 Deferred income

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

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

15 Analysis of net assets between funds

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

	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	<u>37,464</u>	<u>82,000</u>	<u>47,668</u>	<u>167,132</u>

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2024

16 Movements in funds

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

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

HEALTHWATCH CAMDEN
Notes to the financial statements
For the year ended 31 March 2024

16 Movements in funds (continued)

Purposes of restricted funds

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

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

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

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

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

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

NCL ICB Healthwatch Representation - funding to represent NCL healthwatches at NCL ICB committees (admin share)

Investment in digital development - purchase and use of digital pods and website software to broaden HWC's reach and improve presence in community and online settings

Volunteer and intern Recruitment - creating a programme for both volunteers and interns for mid to long term work with HWC and provision of consistent opportunities to support HWC and for ongoing training.

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

Transfers between funds

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

Purposes of designated funds

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

17 Legal status of the charity

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

The value of listening

Healthwatch Camden
Annual Report 2023–2024



healthwatch

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

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair

"Despite the widely publicised challenges faced by the NHS, at Healthwatch Camden our focus is steadily on what we can do to make a difference.

*Raising awareness of treatable conditions, particularly amongst under-represented groups, will always be a key area of our work. This is absolutely critical, because catching serious conditions early, like cancer and heart disease, **saves lives**.*

This year we have been into the local libraries of Camden carrying out blood pressure checks as well as sharing public health information in key public spaces, particularly concerning Cancer Awareness.

Women's health, so often overlooked, has been another focus. We have held six clinician and expert-led events on Endometriosis focusing on women whose first language is not English.

Finally, this year sees the publication of three important reports into Youth Health, focusing on Vaping, Mental Health and Sexual Health.

*As we move forward, I want you to know how dedicated the HWC team are to **listening to what patients say and bringing about change for the better.**"*



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

Dr Louise Jones, Healthwatch Camden Chair



About us

Healthwatch Camden is your local health and social care champion.

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

Our vision

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



Our mission

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



Our values are:

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



Year in review

Reaching out:

480 people

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

1560 people

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



Making a difference to care:

We published

3 reports

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

Our most popular report was

Youth Health: Vaping

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



Health and social care that works for you:

We're lucky to have

23

outstanding volunteers who gave up 36 days to make care better for our community.

We're funded by our local authority.

In 2023 - 24 we received

£187K

which is the same as the previous year.

We currently employ

5 staff

who help us carry out our work.



Collaborative working

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

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

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

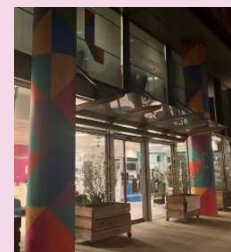


We work closely with Camden Council's Mobile Health Bus which enables us to reach communities who can be harder to connect with

Recent activities include sharing public health information including on our two current campaigns on Endometriosis and Cancer Awareness, as well as carrying out blood pressure checks.



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



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

Specialist Outreach

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

The purpose of these visits are multi faceted:

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



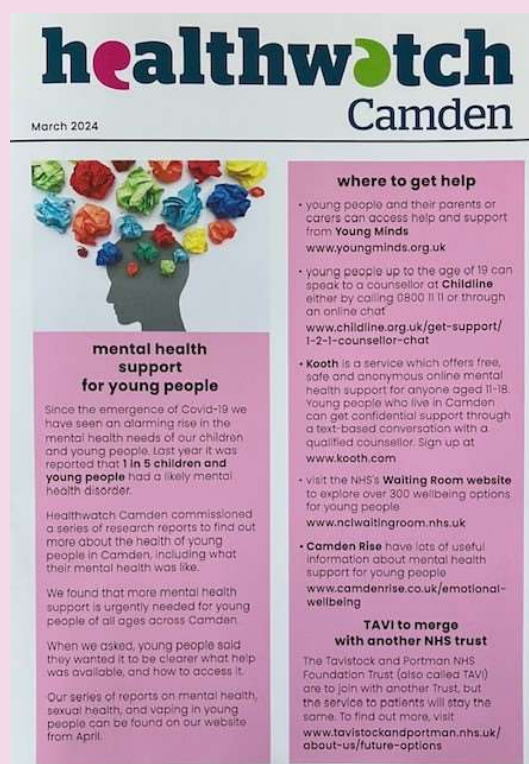
Healthwatch Camden at a local health awareness event

Groups engaged with include **Camden's**

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



Euston Food Bank was one of the organisations we have visited



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



Engaging with all communities

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

Giving Young People a Voice

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

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



We found that:

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

Our recommendations include:

- We recommend specialist services to provide friendly and welcoming hubs at their premises, accessible for all young people
- The Emotional Literacy Support Assistant (ELSA) training programme is provided in more schools and to encourage long term retention of leads
- urgent demand for long-term research into the health impact of e-cigarette use and nicotine addiction on children and young people
- monitoring the range of e-cigarette products available in the market following the ban
- integrating access to sexual health services into RSE lessons, echoing the successful example of Bracknell Forest Council³ where lessons are delivered by trained workers (NHS and VCS services), backed up with a sexual health drop-in and one-on-one information service following the lesson.

Follow up

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

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

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

Vaping teens believe there's no health risk

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

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

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

by TOM FOOT

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

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

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

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

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

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

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

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

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

Cool colours and sweet tastes were also blamed.

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

– See Comment, page 16

LE Michu journe some as wei In a cc Times neede new li which doesn chase paper name: agenc States figure alway latest

FO couni a Tori becom morn gover Burley what execu suggi strugg living for di replie "eme mues but tl same wond storm join R MP's a woke break

Just as cigarettes were being put out, along come vapes

Camden New Journal Comment

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

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

There was in the 2000s a complete revolution of young people turning their backs on tobacco. It began with outlawing smoking in public places and has been cemented through bans on advertising, explicit warnings on packets

showing what is coming down the line, and removing them from shop counter displays.

All this progress has been undone by the vaping industry. Just like cigarettes were advertised in the 1950s and 1960s as beneficial to health, vaping has been presented as a healthy option.

Health officers are conflicted because they see the huge impact on the number of people quitting smoking.

When vapes first came on the scene they were peculiar and complicated-to-use products that billowed huge clouds of vapour into the air. The made smokers – generally

understated types – look ridiculous. Now the vapes look sleek, they are attractive and have sweet-tasting flavours that appeal to the younger generation. Unlike before, they pack the same kind of punch as a cigarette or rollie. The trouble is that they are just as hard to put down, if not harder.

It is likely that inhaling chemical infused vapour into the lungs is better for you than smoking tobacco. But this has not conclusively been proven. Diacetyl is frequently added to flavored e-liquid to enhance the taste. Inhaling diacetyl causes inflammation and may

lead to permanent scarring in the smallest branches of the airways – popcorn lung – which makes breathing difficult. Popcorn lung has no lasting treatment. Young people will probably wonder about that nagging cough without realising the damage that is being done.

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

The government had tough words about the devices before Christmas when a

"ban" was announced. This has now been pushed back to late 2025.

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

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

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

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

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

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



Key Facts

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

Tailored Sessions

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

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



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

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

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



A Few Key facts about the sessions

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



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

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

Women who attended our Endometriosis events



Hearing from all communities

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

This year we have reached different communities by:

- working with local community groups to set up specialised clinician led workshops and talks:
 - ❖ for the Chinese community focusing on the important of screening for **bowel cancer**
 - ❖ for women who have English as a second language and who suffer from **Endometriosis**
 - ❖ to work with under-represented groups to raise **awareness of cancer symptoms**
- carrying out **blood pressure checks** for a wide variety of people who drop into local Camden libraries, as well as other local venues
- **disseminating public health information** and answering health enquiries aboard the Camden Mobile Health bus and at local food banks
- carrying out an ambitious programme of **in-person visits to local community organisations**, focusing on relationship building and listening to health concerns



Advice and information

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

This year we've helped people by:

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

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

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

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

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

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

Making it easier to say what you think

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



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

Empowering patients

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



Volunteering

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

This year our volunteers:

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



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

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



Annie



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

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

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



Ziman

Do you feel inspired?



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



www.healthwatchcamden.co.uk

0207 383 2402

info@healthwatchcamden.co.uk



Finance and future priorities

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

Our income and expenditure

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

Additional income is broken down by:

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

Next steps

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

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

Our top three priorities for the next year are:

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



Statutory statements

Healthwatch Camden 85-87 Bayham Street NW1 0AG

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

The way we work

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

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

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

We ensure wider public involvement in deciding our work priorities.

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

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

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

Responses to recommendations

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

Taking people's experiences to decision-makers

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

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

Healthwatch representatives

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

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

2023 – 2024 Outcomes

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



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