

Healthwatch Camden Annual Report & Accounts 2024/25

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

Here to make care better

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

Reference and administrative detail

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

Chief Executive Officer: Stephen Heard

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

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

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

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

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

Charitable objects

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

Our role and remit

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

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

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

Activities, achievements and performance

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

Structure, governance and management

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

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

Structure, governance, and management (cont.)

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

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

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

Maintaining independence

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

Financial review

The total income for 2024/25 was £222,425 as compared to £222,189 in 2023/24, of which £221,850 (2024: £219,010) was restricted. Total expenditure for 2024/25 was £234,410 as compared to £200,156 in 2023/24, of which £225,801 (2024: £193,771) was restricted. As a result, the net income in 2024/25 decreased to £11,985 from £22,033 in 2023/24.

Unrestricted funds as of 31 March 2025 stood at £108,223 (2024: £116,258) of which general funds were £26,223 (2024: £34,258), and the remaining £82,000 (2024: £82,000) were designated.

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

Reserves policy

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

Risk statement

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

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

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

Public benefit statement

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

Statement of Trustees' responsibilities

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

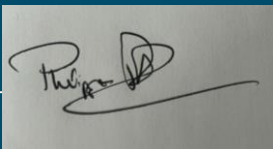
The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing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

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

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

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

Signed: _____ Trustee: :Philippa Robinson



Name: __ Philippa Robinson _____ Date: _____ 21/11/25 _____

Independent Examiner's Report to the Trustees of Healthwatch Camden

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

Signed Shruti Soni

Date: 25 November 2025

Shruti Soni FCCA FCIE

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

Annual Accounts

HEALTHWATCH CAMDEN

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

For the year ended 31 March 2025

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

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

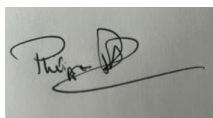
HEALTHWATCH CAMDEN

Balance sheet As at 31 March 2025

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

21/11/25

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



Trustee

Name **Philippa Robinson, Chair**

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2025

1 Accounting policies

a) Basis of preparation

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

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

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

b) Public benefit entity

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

c) Going concern

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

Key judgements (excluding those 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 2025

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 |
|--------------------|---------|

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 2025

1 Accounting policies (continued)

l) Cash at bank and in hand

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

m) Creditors and provisions

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

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

n) Tax

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

2 Income from donations and legacies

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

All income received in 2024 was restricted

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2025

3 Income from charitable activities

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

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

4 Income from investments

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

HEALTHWATCH CAMDEN

Notes to the financial statements
For the year ended 31 March 2025

5 Analysis of expenditure

For this year

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

HEALTHWATCH CAMDEN

Notes to the financial statements
For the year ended 31 March 2025

5 Analysis of expenditure (continued) For prior year 2024

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

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2025

6 Net incoming resources for the year

This is stated after charging / crediting:

	2025 £	2024 £
Depreciation	1,159	1,159

7 Staff cost, Trustee remuneration and expenses

Staff costs were as follows:

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

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

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

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

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

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

8 Staff numbers

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

	2025 No.	2024 No.
Health advice, information and research	5.0	3.5
	<u>5.0</u>	<u>3.5</u>

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2025

9 Related party transactions

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

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

10 Taxation

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

11 Tangible fixed assets

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

All of the above assets are used for charitable purposes.

12 Debtors

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2025

13 Creditors: amounts falling due within one year

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

14 Deferred income

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

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

15 Analysis of net assets between funds

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

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2025

16 Movements in funds

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

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

HEALTHWATCH CAMDEN

Notes to the financial statements

For the year ended 31 March 2025

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.

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.



Annual Report 2024–2025

Health Champions for the People of Camden

Contents

A message from our Chair	3
About us	4
Our year in numbers	5
Working together for change	6
Making a difference in the community	7
Listening to your experiences	8
Hearing from all communities	13
Information and signposting	15
Showcasing volunteer impact	16
Finance and future priorities	18
Statutory statements	20



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

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

Introduction

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

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

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

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

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



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

Dr Louise Jones, Chair of Healthwatch Camden

About us

Healthwatch Camden is your local health and social care champion.

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



Our vision

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



Our mission

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



Our values are:

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

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

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

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

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

Our year in numbers

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

Reaching out:



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

Championing your voice:



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

Statutory funding:



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

Working together for change

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

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

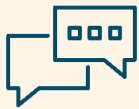
Experiences of people with disabilities shared with ICB



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

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

Experiences of homeless people to help reshape sexual health services



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

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

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



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

Making a difference in the community

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

Creating empathy by bringing experiences to life

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



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

Getting services to involve the public

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



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

Improving care over time

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



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

Listening to your experiences

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

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

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



Endometriosis

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

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

What did we do?

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

Key things we heard:

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

One woman told us...

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

Endometriosis

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

What difference did this make locally?

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

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

Any other local impact?

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

What difference did this make nationally?

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

- Our report was described as 'valuable research' in a registered letter from the Secretary of State for Health and Social Care, Wes Streeting to the Prime Minister, Sir Kier Starmer.
- The Director of the research body, the National Confidential Enquiry into Patient Outcome and Death (NCEPOD) issued a press release supporting our report, saying they hoped our *'recommendations...are adopted to ensure better care in Camden, and that they function as a catalyst for other boroughs to address this important issue'*.
- National charity, Endometriosis UK, issued a press release supporting our report which they said *'highlights...the stark inequalities often faced by under-represented groups'*. They also supported our findings with an online campaign, with their blog attaining over 7,500 views.



WHAT IS ENDOMETRIOSIS >>

MAKE A DONATION >>

INFORMATION

GET SUPPORT

GET INVOLVED

RESEARCH

NEWS

BLOG

SEARCH

ENDOMETRIOSIS UK HOPE NEW HEALTHWATCH CAMDEN REPORT INSPIRES COUNCILS TO TAKE ACTION

A **new report** has been published by Healthwatch Camden that shines a light on the improvements that need to be made for those living with endometriosis in Camden. Whilst this report is for Camden specifically, we hope this will empower other Councils and Integrated Care Boards across the country to call for similar changes that would help improve the lives of those with endometriosis across the UK.



The report highlights the many challenges those with endometriosis face and what changes are needed within the NHS and in wider society to improve care. The recommendations in the report will soon be presented to the MPs for Camden,



**Endometriosis UK
hope that new
Healthwatch Camden
report inspires other
councils to take action**

Listening to your experiences

Action on vaping after young people speak out

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

Key things we heard:



Over
50%

of the young people who experimented with vapes had never smoked before

30%

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



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

"(Vaping) helps from stress."

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

What difference did this make?

The council agreed with our recommendations including:

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

Hearing from all communities

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

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

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

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



Hearing from all communities

Running an event on the early signs of cancer

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

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

What difference did this make?

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

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

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

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

What difference did this make?

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

Information and signposting

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

We have helped people by:

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



Showcasing volunteer impact

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

This year, our volunteers:

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



Showcasing volunteer impact

At the heart of what we do

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

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

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

Emma



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

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

Habibur



Be part of the change.

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



[www.healthwatchcamden.co.uk/
volunteer/](http://www.healthwatchcamden.co.uk/volunteer/)



0207 383 2407



info@healthwatchcamden.co.uk

Finance and future priorities

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

Our income and expenditure:

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

Additional income is broken down into:

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

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

Integrated Care System (ICS) funding

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

Finance and future priorities

Next steps:

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

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

Our top three priorities for the next year are:

1. To understand the factors which influence Bengali women to interact or not interact with diabetes initiatives and messages. To feed back our findings and analysis to our local health commissioners and service providers.
2. To work alongside the North Central London Cancer Alliance to raise screening take up amongst those aged 50–74 in the clinical areas of Bowel Cancer and Lung Cancer, particularly focusing on those groups whose second or third language is English.
3. To carry out further recruitment initiatives and projects to work alongside local academic partners to fill the roles of Enter and View volunteers so that we can progress with our programme of Enter and View work, which has been hampered by challenges in securing appropriate volunteers.

Statutory statements

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

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

The way we work

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

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

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

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

We ensure wider public involvement in deciding our work priorities.

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

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

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

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

Statutory statements

Responses to recommendations

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

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

Taking people's experiences to decision-makers

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

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

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

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

Healthwatch representatives

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

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

Statutory statements

Enter and view

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

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

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

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