



# Our impact

2024 to 2025

## Introduction from our CEO and Chair



Dan Rogers, CEO



Ian Adams MBE, Chair

**“ We’ve amplified thousands of voices, championed inclusive decision-making, and helped shape services that truly reflect the needs of those who use them.**

In a year marked by uncertainty and growing demand, Public Voice has remained focused on amplifying resident voice, empowering communities, and improving services through collaboration, creativity, and care.

At the heart of Public Voice is a belief in people-powered change. Whether through the provision of Healthwatch services across London, co-production forums, or our work in social housing, we’ve amplified thousands of voices, championed inclusive decision-making, and helped shape services that truly reflect the needs of those who use them.

Together with commissioners and community partners, we’ve driven improvements that lead to better outcomes and stronger, more resilient communities. We’ve championed dozens of improvements to services, removing access barriers, enhancing the experience of all, and addressing causes of inequalities across health, social care, housing and beyond.

We’ve helped shape community engagement and worked with decision-making organisations to involve communities and share power. Our teams have helped seldom heard voices to engage effectively in shared decision-making with commissioners, and to embed co-production practices that will continue to benefit from resident voice.



We're proud to have worked alongside more than 750 grassroots organisations in the voluntary sector this year, building local capacity of groups that support residents every day. Through direct funding and fundraising support, we've helped organisations secure over £6 million in grant funding – transforming ideas into impact.

None of this would be possible without the dedication of our staff, associates, and incredible volunteers. Your passion and commitment fuel everything we do. We also extend our heartfelt thanks to our partners and our Board of Directors, whose guidance and collaboration ensure Public Voice continues to thrive and stay true to its mission.

We invite you to explore this report and celebrate the powerful impact we've made together. The stories within are a testament to what's possible when communities are heard, supported, and empowered.





# Impact at a glance



**2076**

people shared their views, informing decision-making and helping to improve and shape services



**7004**

people provided with health, wellbeing or financial support by our services



**18**

improvements made to local services, leading to better access, experience and outcomes for residents



**761**

voluntary and community sector organisations provided with capacity building support



**5**

partners worked with to deliver funded community impact projects and services

# Vision

Our vision is a fair society in which all voices are heard, individuals and communities flourish, and policies and services reflect the priorities of all people.

# Mission

We translate the insights and needs of people into actions to improve public services, leading to reduced inequalities and improved outcomes for the community.

# Values

## Courage

We speak out and show leadership when something needs to change. We believe in the people and communities we work with, and in the possibility of change. We are not afraid to do things differently.

## Collaboration

We are determined to work with others to achieve common goals. We are a trusted and accountable partner for all. We build on collective strengths, and we address weaknesses.

## Integrity

We are honest, and we keep our commitments. We are reflective, constantly learning from the people, communities, and partners we work with. We always ground our work in our knowledge and expertise.

## Inclusion

We value, promote, and celebrate diversity amongst our staff and board, and the people and communities we work with. We put people at the centre of our work, ensuring their priorities direct our decisions.

# What we do

## Community engagement

Carrying out culturally competent engagement and research to gather insights from diverse and seldom heard communities.

## Participation and co-production

Facilitating inclusive forums, where people and providers / commissioners work together equitably on service improvements.



## Community intervention

Designing and scaling community-based services by capacity building grassroots organisations and piloting new interventions.

## Service design and delivery

Working with commissioners to design community-centred services for all, that improve outcomes and reduce inequalities.



## Community engagement

We support commissioners and providers of public services, policy makers, and research project partners to reach, engage and involve residents, patients, the voluntary, community and social enterprise sector, and seldom heard communities, to understand unmet need and gather valuable insights.

We use this evidence to bring about positive change, involving citizens in the design and shaping of public services.

We have a proven track record of successfully translating the insights and needs of people into actions to improve public services, leading to reduced inequalities and improved outcomes for the community.





## Community intervention

By understanding needs and concerns, and identifying gaps in service provision, we are able to design and scale community-based services by capacity building grassroots organisations and piloting new interventions to improve the public and community services people use.

We work with public sector and voluntary sector partners to design, pilot and scale up a range of community services and interventions, offering frontline support to diverse groups in targeted and innovative ways.



## Participation and co-production

Public Voice's work is founded on a belief in and application of the principles of co-production. We create and facilitate participation so residents can work equitably with commissioners and service providers to co-design.

Our team's experience of designing, administering and facilitating participation can be used in a range of settings, from creating ongoing community forums, working/steering groups for specific projects or programmes, or one-off engagement exercises.

We can manage and facilitate a range of forums for residents and service users to meet, share experiences, and engage with providers/commissioners to improve services.







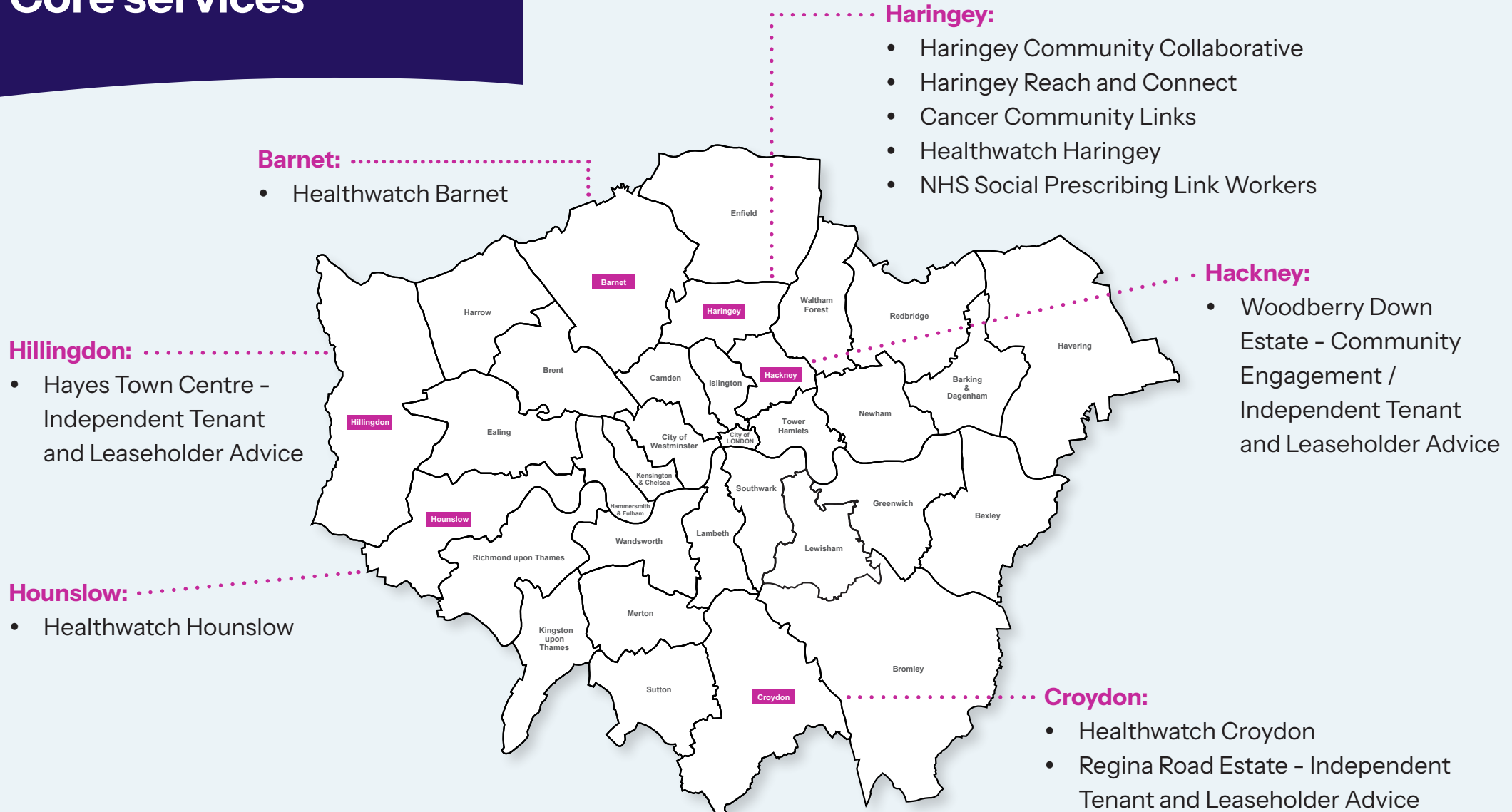
## Service design and delivery

We work with communities and commissioners to co-design innovative services to reduce inequalities and improve outcomes for the community.

Through the services and contracts we deliver we reach and engage with communities, explore and understand unmet need, gather valuable insights, and capture stories of lived experience. Our work inform commissioners and service providers in order to bring about positive change and to shape services for the future.



# Core services





## Haringey Community Collaborative

● Community intervention

● Participation and co-production

The Community Collaborative is delivered by Public Voice in partnership with Mind in Haringey to ensure that the Voluntary and Community Sector (VCS) in Haringey is stronger, able to attract more funding and deliver better services. The Community Collaborative works with and is funded by Haringey Council and the local NHS as the official 'Capacity Building Partner' for the VCS in Haringey, providing comprehensive support to strengthen governance, grow fundraising channels, build capacity, and increase impact.



**£79,230**

awarded directly to  
grassroots organisations



**£6.3 million**

secured by the VCS  
with our support



**761**

VCS organisations  
provided with support





- Community engagement
- Service design and delivery

We run and manage the Healthwatch services in Barnet, Croydon, Haringey and Hounslow. Healthwatch is the independent champion for people who use health and social care services. Our Healthwatch teams make sure the NHS and other health and care providers put people at the heart of care, from understanding their needs, to capturing their experiences and concerns, and speaking out on their behalf. They also help people to find reliable and trustworthy advice and information.

During the last year, local Healthwatch have highlighted the experiences of recent migrants accessing health and social care services; helped strengthen Patient Participation Groups; and helped improve services, such as enhancing access to long-acting reversible contraception and virtual wards.



**400+**

people provided clear advice and information



- Community intervention
- Service design and delivery

We deliver the Reach and Connect service for over 50s in partnership with Mind in Haringey and Vibrance, under contract with Haringey Council. Our team of five 'Community Connectors' provide independent information, guidance and support to enable over 50s to improve their wellbeing, with a focus on signposting, short term support and workshops. By understanding their needs and concerns we are also able to make recommendations to improve the services they use.



**800+**  
socially isolated  
residents supported



**600+**  
people attended the  
Age Well Festival

“ You embody the essence of caring professionals, always going above and beyond to ensure the comfort and wellbeing of those you support







- Community engagement
- Service design and delivery

Our Independent Tenant and Leaseholder Advice (ITLA) service provides advice and support to residents living on social housing estates across London which are going through the process of regeneration. Our team of experienced housing specialists also offer community engagement services to local authorities and developers, advice to local authorities who are planning to ballot their residents, and resident involvement and engagement consultancy.



**1,399**

social housing residents involved in shaping local regeneration plans



## ● Community intervention

We are a key partner in this Information, Advice and Guidance service led by Citizens Advice Haringey and commissioned by Haringey Council. Our team provides local outreach and engagement, identifying needs in the community and targeting specific community groups, with a particular focus on health and social care information and support. We support vulnerable people, enabling them to better navigate services and systems including health, housing and benefits.



**£350,000**

reimbursements or debts  
wiped for residents



**500**

residents facing financial  
hardship supported



### ● Community intervention

Our Social Prescribing team, Cancer Community Links team, and Health and Wellbeing Coach provide a holistic approach to an individual's health and wellbeing, empowering them to have more control. Through supportive relationships with local, voluntary, community and social enterprise (VCSE) organisations, community groups and statutory services, our team make timely, appropriate and supported referrals for individuals who need practical and emotional support – especially those with cancer, long term conditions, the lonely or isolated, and people who have complex social needs which affect their wellbeing.



**100+**

residents living with cancer provided with holistic support



**4,000+**

residents empowered to address health and wellbeing issues and access support

## Spotlight on impact



**832**

socially isolated residents supported to improve their wellbeing



**1,399**

social housing residents involved in shaping local regeneration plans



**515**

voluntary and community sector organisations participated in our learning and networking events



**424**

people provided clear advice and information on accessing health and social care services



**11**

reports published recommending improvements to health and social care services and commissioning



**£79,230**

awarded directly to grassroots organisations



## Spotlight on impact



**£6.3  
million**

grant funding  
secured by  
voluntary sector  
organisations  
with our help and  
support



**18**

improvements  
made to local  
services, leading  
to better access,  
experience and  
outcomes



**23**

volunteers  
provided vital  
support for our  
Healthwatch  
services –  
thank you!



**4,000+**

patients  
supported and  
empowered  
by our social  
prescribing  
network



**102**

people living with  
cancer provided  
with holistic  
support



**£350,000**

reimbursements  
or debts wiped for  
residents, through  
our work with the  
Haringey Advice  
Partnership

# Spotlight on impact

## Engaging communities to inform the development of a giving scheme in Waltham Forest

- Community engagement
- Service design and delivery

### Background

Groundwork London secured City Bridge Foundation funding to launch 'Waltham Forest Giving', the borough's first place-based giving scheme. Public Voice was commissioned to conduct a needs assessment exploring how to shape the giving scheme to best support local people and groups.

### Activities

We carried out desk research, stakeholder interviews, and community surveys to understand local needs, engaging residents, community groups, businesses, council staff, and other giving schemes to ensure broad and inclusive input.

### Impact and outcomes

- Our findings directly influenced the formation of Waltham Forest Giving's strategy and year-one action plan.
- The insights gathered formed the basis for key recommendations that Groundwork London implemented.
- Simple, transparent and accessible grant processes were put in place.
- Collaboration and resource sharing commenced between local groups.
- Core, unrestricted, and multi-year funding to support both existing and new initiatives was made available.



## Spotlight on impact

### Empowering and celebrating older people in Haringey

● Participation and co-production ● Community engagement



#### Background

Led by Public Voice and funded by Haringey Council and partners, the annual, community-led 'Age Well' festival brings together **10** delivery partners and over **40** organisations to celebrate and empower older people, challenge stereotypes, promote intergenerational connections, and support well-being.

#### Activities

The festival features live performances, creative workshops, health activities, and social engagement. Highlights include a fashion show, singing groups, poetry readings, and wellness sessions. Lead up workshops include banner-making, talks, and pledges.

#### Impact and outcomes

- Over **800** attendees participate annually.
- **60** volunteers support the event, enhancing its reach and impact.
- **74%** of attendees rate the festival as “fantastic”.
- The festival significantly helps to raise the profile of older people.
- The diverse programme inspires attendees to embrace healthy habits, build social connections, and reflect on ageing positively.
- The event is particularly successful in involving women and ethnically diverse communities.



# Spotlight on impact

## Making the VCS in Haringey stronger

- Community intervention
- Participation and co-production

### Background

The Haringey Community Collaborative aims to provide strategic leadership and capacity building for the VCS in Haringey. The Collaborative is delivered by Public Voice in partnership with Mind in Haringey and is funded by Haringey Council and the local NHS as the official 'Capacity Building Partner' for the VCS in Haringey.

### Activities

- Finding funding opportunities and providing support to develop funding applications.
- Providing guidance on processes and governance.
- Support to help grow and/or manage community groups or organisations.
- Community networking events and workshops.
- Volunteer recruitment.

### Impact and outcomes

- **£79,230** of funding awarded to VCS organisations.
- **117** grants awarded to Haringey VCS organisations.
- **95** Haringey VCS organisations received funding.
- **28** funders awarded funding to Haringey VCS organisations.
- **£6,316,346** grant funding received by Haringey VCS organisations.
- **246** enquiries supported with one-to-one support.
- **515** attendees at Haringey Community Collaborative forums, events, and training.



# Spotlight on impact

## Improving access for blue badge holders

- Participation and co-production
- Service design and delivery

### Background

Haringey's Joint Partnership Board is managed by Public Voice to bring residents, the council, and NHS staff together in shared decision-making, ensuring lived experience shapes public services. The Board worked with Haringey's Physical Disability Reference Group and Haringey Council to tackle blue badge theft and fraud, and to highlight and address the impacts of Low Traffic Neighbourhoods on disabled people.

### Activities

Planning and launching joint council/police operations targeting blue badge fraud, with annual ward-level checks and additional enforcement at events like Tottenham Hotspur Stadium concerts. Engaging the council to highlight the exclusionary impact of LTNs, and pushing for easier exemption processes to improve accessibility.

### Impact and outcomes

- The formation of a 'Transport Inclusion Group' to advocate for better accessibility across Haringey.
- **550** fraudulent blue badges removed from circulation.
- The introduction of virtual blue badges in Haringey, championed by the Reference Group, significantly improving badge security for genuine users.
- Of Haringey's **10,000** blue badge holders, over **4,000** have now taken up exemptions to LTN restrictions.



# Our priorities



## In the coming year, we aim to:

- Ensure that independent resident voice is strengthened in health and social care – regardless of any national changes to Healthwatch.
- Expand our pioneering Challenge Fund model of co-produced grant funding and capacity building for grassroots organisations in Haringey, via the Community Collaborative.
- Work with a wider range of partners, to increase sharing of decision-making power with communities; and help embed inclusive co-production and participation practices.



# Staff wellbeing

In 2024/25 we once again engaged staff to get their views of being part of Public Voice. We asked them to share their views anonymously – commenting on satisfaction, wellbeing, and suggested areas of improvement.

## Staff wellbeing in numbers

- 3.91 out of 5: Overall job satisfaction (up from 3.87 in 2023/24).
- 4.1 out of 5: Public Voice aligns and works to its core values (up from 3.5 in 2023/24).
- 4.0 out of 5: Public Voice respects, values and appreciates staff (up from 3.9 in 2023/24).

## Our commitments for 2025/26

Based on staff feedback and suggestions, we have committed to various initiatives to enhance the experience of working at Public Voice and supporting staff wellbeing:

- Strengthening our annual learning and development programme, including further training on unconscious bias and diversity.
- Reviewing and updating policies and procedures, including around working in the community. Introduce new wellbeing-related policies.

# Governance

We're a not-for-profit Community Interest Company (CIC) governed by a Board of Directors and managed by a Senior Leadership Team. We are regulated by the Regulator of Community Interest Companies.

## Our board

Our board is responsible for the overall strategic direction and management of the organisation, including financial planning and control. All board members sign a 'Code of Conduct' which amongst other things includes conforming to the Nolan Principles of public office. Board members operate within a constitutional framework which defines the objects of Public Voice.

The board comprises up to eight members, including the Chair, appointed through a transparent selection process. The board has the power to co-opt up to four additional board members to strengthen capacity in specific knowledge and skill areas. Terms are for an initial period of two years, after which the needs of the organisation are re-assessed. At that point, board member positions may be re-advertised, or members may be re-appointed. Directors are normally appointed for two three-year terms.

[Find out more about our board](#)

## Our senior leadership team

The Chief Executive and other members of the senior leadership team are responsible for the management and performance of the organisation and for delivering the strategy that has been approved by the board.

Our senior leadership team is responsible for our culture, performance and processes, endeavouring to lead by our vision – a fair society in which all voices are heard, individuals and communities flourish, and policies and services reflect the priorities of all people. This means investing in the changes we advocate, so we can demonstrate good practice and achieve the right outcomes for the people we work with.

[Find out more about our senior leadership team](#)



# How we're funded



Public Voice is a Community Interest Company (CIC). CICs are a legal form for organisations whose activity benefits the community, rather than being for private gain. Any surplus generated from our activities is reinvested into our organisation and the community.

Public Voice was incorporated in order to promote and support the involvement of local people in the commissioning, provision and scrutiny of services, promote greater equalities, and build the capacity and skills of the community.

## Our funding

Public Voice's funding consists of a mixture of:

- Ongoing contracts for community-based services, commissioned by local authorities and local health commissioners (e.g. NHS Integrated Care Boards).
- One-off projects for public sector and non-profit clients – for example, community engagement, research, or facilitation of participatory forums or networks.
- Grant funding to support core costs, or for specific projects – for example, local voluntary sector capacity building work.
- Income from participation in consortium projects led by another organisation.

## How we're funded >>



### How we use our funding

Our funding is used to:

- Pay for staff and resources to deliver commissioned services.
- Pay for core costs, such as IT equipment, office space and utilities.
- Invest in training and development of our teams.
- Provide onward grant funding for grassroots organisations, for example through our 'Challenge Fund' model.

### Our funders

With thanks to the funders who commission and support our work:

- Clothworkers Foundation
- Croydon Council
- Hackney Council
- Haringey Council
- Hillingdon Council
- Lambeth Council
- North Central London Integrated Care Board
- One Croydon Alliance
- Sutton Council
- Waltham Forest Council

Any surplus generated is used as reserves for future spending, or to reinvest in activities to benefit local communities.





## Contact us



Tel: 020 3196 1900



Email: [hello@publicvoice.uk](mailto:hello@publicvoice.uk)



Web: [www.publicvoice.uk](http://www.publicvoice.uk)