



THAMES VALLEY
AIR AMBULANCE



ANNUAL REPORT AND ACCOUNTS

From 1st April 2022 to 31st March 2023

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FOREWORD

When we set out on the next step of our journey together, by launching our new strategy, we did so with the knowledge that we had a great team to work towards this vision. And our supporters and volunteers are vital members of that team.

You continue to stand by us, helping us to give your loved ones the best chance when the worst happens, despite the challenges you have faced during the pandemic and more recently the cost-of-living crisis.

Together we will make a difference. Together we save lives.

In this report, I am proud to share with you the impact that partnership has on patient care, along with our ambitious plans for the coming years. Our planned deficit budget of £1.6m represents an exciting investment in the future of the charity, with the aim to break even again in two to three years' time.

Without you this would not be possible. Thank you.

Sarah Roberts, Chair of Trustees

Sarah Roberts



FOREWORD CONTINUED

FOREWORD

Our patients are at the heart of everything we do. Protecting, saving and reviving lives goes to the very centre of our mission and purpose. It's what we do.

But we couldn't do any of that without investment. Investing in our people, our kit, our future. At the beginning of 2022 we set out the next steps of our journey together in a comprehensive strategy, our vision for how our charity will serve its community for years to come.

The first year of that plan has seen us invest in the service we deliver to our patients and in our fundraising team, to deliver future income to ensure the charity can continue to operate.

Bringing our air operations in-house is a milestone moment for us as an organisation, allowing us to operate with greater flexibility and respond more readily to patient needs.

Patient numbers are increasing and last year was no different as we were called out to more than 3,000 critically ill people for the first time. Our service is needed now more than ever which is why we are working hard to provide a service which saves lives today and will continue to save lives in the future.

Amanda McLean, Chief Executive Officer

Amanda McLean



We know that none of this would be possible without the support of our community. It fuels us, each and every day. Thank you for being one of the most important members of our team.



OUR PURPOSE

To give everybody within our community the best chance of surviving and recovering from an emergency.



OUR MISSION

Together, we'll do everything in our power to protect, save and revive lives, with the best critical care at the scene and beyond.



WE ARE THAMES VALLEY AIR AMBULANCE

Protecting, saving and reviving lives, together.

Put simply, if you or someone you care about were to suffer a critical injury or life-threatening medical emergency, you would want to know help was nearby. That's why we exist.

We are here, bringing hospital-level care to anyone in our community who needs us. We are by your side on possibly the worst day of your life, and beyond, as you begin to rebuild your life.

We have been making this lifesaving difference since 1999 and our promise to you – our dedicated supporters – is that we will continue to be here for as long as we are needed. But we are ambitious. We want to do more.

In 2022, we launched a new strategy in which we set ourselves eight goals. These lay out the key steps we will take towards achieving our mission and how they will power our work on this journey.



We reach the patients who need us.



Our future is sustainable and financially secure.



We deliver consistent and outstanding critical care.



Our community are connected and engaged.



We care beyond the scene.



Our people are skilled, supported, motivated and proud of the difference we make.

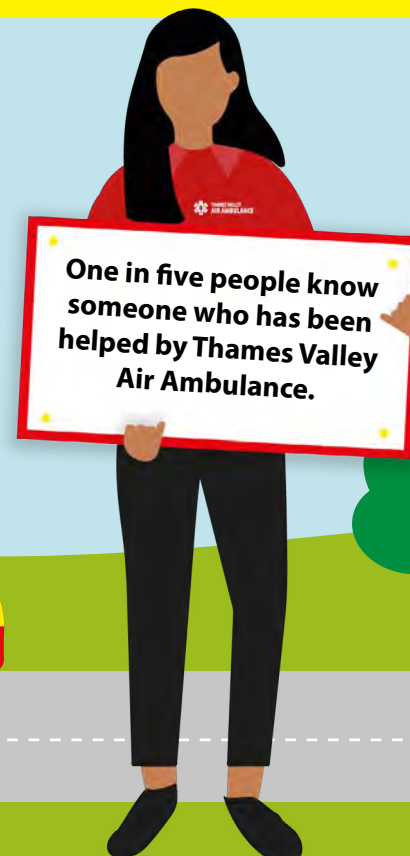


We collaborate for greater impact.



Our governance, systems and processes are robust and transparent.

FIND OUT MORE ABOUT OUR STRATEGY



OUR VALUES

It's not just what we do that matters, it's the way that we do it. Having a set of values to underpin our everyday actions means we can keep ourselves on track to protect, save and revive lives in our community.

These values and behaviours act as our compass, guiding us as we steer towards our goals. They are more than words on paper, but something we seek to embody in our actions, interactions and decisions.

READ MORE ABOUT OUR VALUES

WE CARE NO MATTER WHAT

- ▲ We are kind to ourselves and each other
- ▲ We are welcoming and take time to listen
- ▲ We are compassionate and conscientious
- ▲ We put patients at the heart of everything we do
- ▲ We are passionate about the positive difference we make

WE DO THE RIGHT THING

- ▲ We remain true to our purpose
- ▲ We are open, honest and transparent
- ▲ We respect and trust each other
- ▲ We are fair and do not judge
- ▲ We learn from our mistakes

WE GO ABOVE AND BEYOND

- ▲ We are professional and proud of our work
- ▲ We do everything in our power to make a difference
- ▲ We strive to be the best we possibly can be
- ▲ We are innovative and forward thinking
- ▲ We constantly look to learn and improve

TOGETHER WE ARE THAMES VALLEY AIR AMBULANCE

- ▲ We are united by our mission
- ▲ We collaborate to achieve our goals
- ▲ We support and appreciate each other
- ▲ We share our expertise and learn from others
- ▲ We celebrate our successes

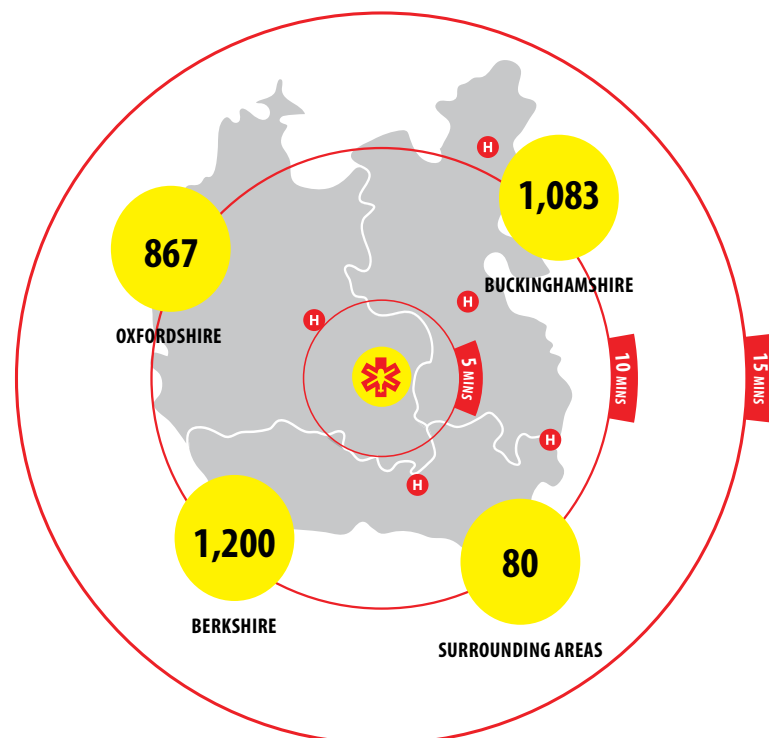
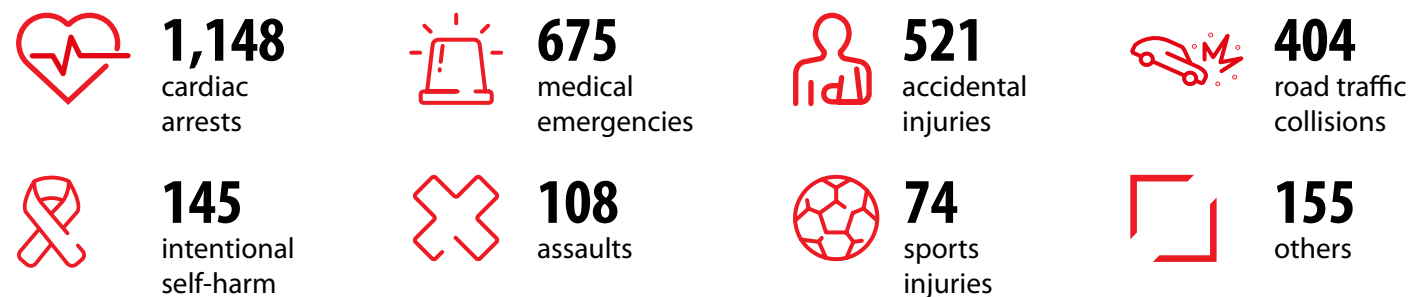
OUR IMPACT IN NUMBERS

FROM 1ST APRIL 2022
TO 31ST MARCH 2023

We were called out a record 3,230 times, reaching 2,030 patients – more than ever before. Our busiest month was December with call outs topping 300 for the first time, 305 in total.

We record every call out as a separate figure to patient numbers. Not every call out results in treatment, but our crew are ready for every eventuality.

WE RESPONDED TO:



CALL OUTS BY REGION

We can be called out to respond to critically ill and injured patients in surrounding areas, during peak periods or in times of need. This is reciprocated between all air ambulance services.

Put yourself in the pilot seat and see the impact of your support in your local area with our Mission Map:

EXPLORE OUR MISSION MAP

 Hospital  RAF Benson

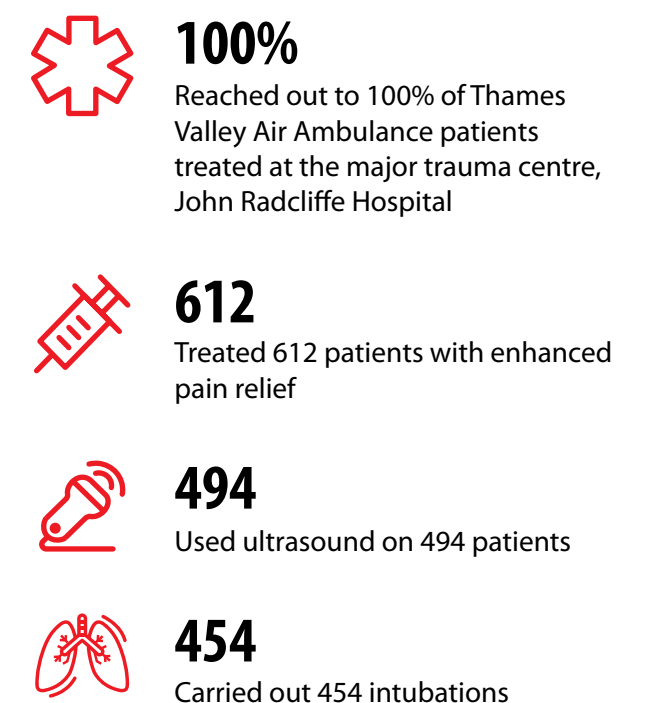
WE WERE DISPATCHED:



Speed is vital when a patient is critically ill or injured, so we dispatch the most appropriate emergency vehicle to reach the incident.



LAST YEAR WE:



WHEN WE'RE NEEDED MOST: IAN'S STORY

Ian could be any one of us. He was having a normal day, he'd gone shopping to a place he'd been countless times before. Then the worst happened.

He doesn't remember the day being any different, he doesn't remember feeling ill before he collapsed, he doesn't remember the commotion as shop workers rushed to use the community defibrillator which initially saved his life. But Ian will never forget the actions of the Thames Valley Air Ambulance crew who, supported by the land ambulance paramedics, worked to stabilise his heart rate enough to be taken to hospital.

Ian had suffered an out-of-hospital cardiac arrest, a medical emergency when the heart stops pumping blood around the body effectively which just one in 10 patients survive. Ian survived despite the odds thanks to the bystanders who went to his aid, the skilled work of South Central Ambulance Service paramedics and a Thames Valley Air Ambulance crew who were called to assist him.

Ian said: "The whole thing came out of the blue, I don't have coronary heart disease or anything like that." After the on-scene paramedics had treated Ian and

got his heart beating in a more regular rhythm, critical care paramedic James and doctor Henry were called to help. Despite the emergency treatment, Ian still wasn't safe to move to hospital.

Doctor Henry decided a pre-hospital emergency anaesthetic (PHEA) was the best course of action. This is a skilled procedure which is carried out by a critical care team where drugs are given to the patient to stop them breathing independently and induce a coma, a tube is then inserted into the patient's lungs to ensure they are getting enough oxygen.

The crew then accompanied Ian on his way to Wexham Park Hospital to be on hand should he need any further treatment. Ian spent just over two weeks in hospital and during that time was given an ICD (implantable cardioverter defibrillator), which will shock his heart should the same thing happen again.

[READ MORE LIFESAVING STORIES](#)



"I think Thames Valley Air Ambulance is tremendous and I am always happy to help them. I am full of admiration and gratitude. Without them I might have had another cardiac arrest on the way to hospital. This was a life-changing experience for all sorts of reasons. It just shows you the fragility of human life!"

Ian Duncalf, Former Patient

YEAR IN REVIEW



The new financial year marked the start of our ambitious new strategy – setting out our vision for the future and how we intend to make steps towards that.



A generous donation allowed us to expand our Aftercare service, by adding our first team member based in the major trauma centre hospital.



Critical Care Paramedic Mark Hodgkinson became our first Consultant Paramedic.



We hosted our first Cardiac Arrest Symposium, sharing best practice on the treatment of out-of-hospital cardiac arrests across the medical profession.

APRIL – JUNE



Our critical care crews were welcomed by Marlow Fire Station to use their facilities as a southern standby point for our Critical Care Response Vehicles.



Our skilled crews were featured in the latest series of Emergency Helicopter Medics, telling the stories behind the statistics.

JULY – SEPTEMBER



A new cohort of trainee paramedics and PHEM doctors were welcomed to the charity and put through their paces at our annual three-day intensive Foundations of Critical Care course.



National Air Ambulance Week marked an exciting milestone as we unveiled our new helicopter – G-TVLY.

OCTOBER – DECEMBER



Restart a Heart Day marked an opportunity to share our knowledge and skills around CPR and its importance.

We took delivery of our first green vehicle in the shape of a fully electric blood van, thanks to LeasePlan's continued generous support.



We shared news of our busiest year yet, since we became an independent healthcare provider.

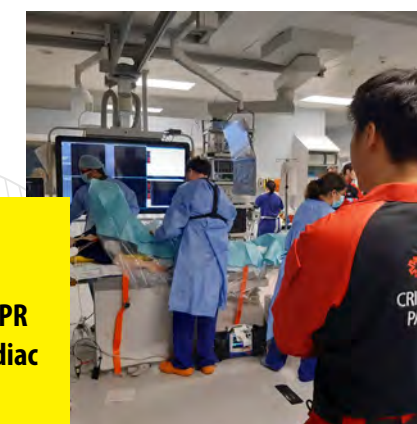
We joined a trial to carry whole blood on board our vehicles for treating patients suffering from severe blood loss.



Our clinicians shared their experiences of working over the festive period and how being able to give the gift of life to the patients we are called to makes being away from family at this time of year a little more bearable.

JANUARY – MARCH

A partnership with Harefield Hospital saw the introduction of E-CPR for out-of-hospital cardiac arrest patients in the Thames Valley region.



External validators worked with us to review and update the content of our clinical competency assessment as well as assessing the members of our medical team, to provide independent assurance they are safe, competent and fair in their delivery of education and assessment.

STRATEGIC REPORT

STRATEGIC REPORT

REACHING THE PATIENTS WHO NEED US

We are needed now more than ever before; this year we've reached a record number of patients and for the first time were called out more than 3,000 times.

Following the restrictions of the Covid-19 pandemic, our communities have gone back to their active lives and we have seen an increase in the average number of missions per day. Reaching the patients who need us has never been more important. Patients like Helen Hide-Wright, who could be any one of us. We were there to give her the best chance on her worst day, when she was involved in a devastating road traffic collision.

Read Helen's story on [page 24](#).

BRINGING OUR AIR OPERATIONS UNDER OUR WING

Bringing our air operations in-house means we now have more control over the way we operate our entire fleet of emergency vehicles. We can be more flexible in our approach which has allowed our Critical Care Response Vehicles to take the lead during the hours of darkness, when we receive fewer call outs and there are greater restrictions on flying.

Our pilots have clocked up 116 hours of flying time since our new helicopter G-TVLY came online in November. Annually our CCRVs travel the equivalent of more than five times round the Earth's Equator, ensuring we can provide enhanced medical care to patients as quickly as possible. Read more about our air operations on [page 17](#).



USING DATA TO GUIDE US

We use our data to guide us, to give us insight into where we can make the tweaks needed to be there as and when we are needed. What may seem like a seemingly small change can make all the difference to a patient facing life or death.

We continually review our dispatch process to help us identify the right patients who would benefit from our care. We have continued to evolve this process and the criteria we use to determine where our critical care skills would be most effective.

Through these tweaks and the use of data we continually review our processes, striving to ensure that as few patients as possible are missed because our team are already delivering lifesaving care elsewhere.

Changes to the way dispatch decisions are made have also contributed to this reduction. We have removed the time it could take to reach a patient as a consideration when deciding whether our crews should be sent to an incident. Now decisions are made based solely on clinical factors, rather than time constraints which our data tells us can be misjudged.

New software has also allowed us to more reliably record data from the scene of an incident. It records details like our arrival time and location so our review of patient care can be better informed, improving the dispatch process.

“Operating our own Air Operator Certificate gives us the freedom to respond to our own data to implement changes which have patient care at their heart, as and when we require.”

James Hamilton, Pilot

CONTINUOUSLY EVOLVING OUR CARE

Patient care is at the heart of all the choices we make. None more so than the decision to relocate our ground operations to our headquarters in Stokenchurch. This change, anticipated to take place in winter 2023/24, will see our CCRVs on the road more quickly when heading to their standby points and when responding to a call out, when every second counts. Our air operations will remain at RAF Benson.

The move will benefit our crews who have outgrown our space at RAF Benson and also give them continuous access to our training suite in our head office. It represents another key milestone in our history and will be a considerable focus for the year ahead.

We have launched an 18-month pilot of a Critical Care Staff Responder scheme which means our critical care paramedics can volunteer to be on call outside of our normal hours of operation, 2am to 7am when we know we receive far fewer calls. These medics can respond, day or night, in their own vehicles, equipped with the advanced skills and core equipment they need to make a difference. This pilot will continue over the next year, as we gather the learnings that help us to evolve the available care to critically ill and injured patients outside of our core operating hours.



A MILESTONE MOMENT: AIR OPERATIONS INDEPENDENCE

At the heart of our decision to take on our air operator certificate (AOC) is the commitment to put our patients first. Managing our own AOC is the next step in our evolution as an independent healthcare provider.

It means we can make decisions about the way we operate and respond to call outs based on our data and in line with our timelines, with patient needs at the forefront. We are now directly and legally responsible for all aspects of our operating approvals, and for the compliance and safety of the flight operations and the associated aircraft airworthiness management of the aircraft.

Managing our own helicopter was part of Thames Valley Air Ambulance's long-term strategy to ensure we are as patient-centred and efficient as we can be.

Our new helicopter G-TVLY came online last year. The Airbus 135 has a top speed of 135mph and, after take-off, will continue to enable our crews to fly anywhere in Berkshire, Buckinghamshire and Oxfordshire within 15 minutes. It has been modified to meet the needs of critical care including stripping out unnecessary weight, such as unused cabling, so the aircraft is lighter and more fuel efficient.

It also has state-of-the-art avionics, including flight management computers with digital mapping – much like you would find in a car sat nav. Once airborne it requires an area the size of two tennis courts to land safely.

[WATCH A 360 VIDEO OF G-TVLY](#)

Top speed of
135MPH



G-TVLY requires an area the size of two tennis courts to land safely.

DELIVERING OUTSTANDING AND CONSISTENT CRITICAL CARE

Continuing to provide outstanding patient care, and having that recognised by the Care Quality Commission, influences all we do. To that end our robust clinical governance remains in place. We are confident we continue to provide outstanding care, but this strategy is not about standing still. Our mission says we will do everything in our power – and this year has been about establishing foundations to enable further growth in the next few years.

LEADING THE WAY IN TRAINING AND EDUCATION

We have introduced two new clinical roles which promote our in-house training standards, welcoming our Assistant Director of Operations – Clinical Education and Consultant Paramedic in the last year. Our Consultant Paramedic champions our standards, practice development and aims to represent us on a national stage in a bid to drive through standardisation of the role of critical care paramedics.

Their work informs the critical care competencies which our clinical teams work towards and are now ratified by external professionals. Virtual reality (VR) training trial has been undertaken to help our critical care paramedics train on those competencies.

Our annual Foundations of Critical Care course (formally known as the HEMS crew course) provides our new team members with an intensive three-day opportunity to learn in realistic and immersive scenarios. They are put through their paces with all the sights and the sounds of an emergency environment.



CHAMPIONING SHARED LEARNINGS

Our first Cardiac Arrest Symposium, held in person and welcoming virtual delegates, was an opportunity to share our knowledge and learnings on how to treat out-of-hospital cardiac arrests. Read more on [page 20](#).

External conferences also allow our PHEM doctors and critical care paramedics to share their expertise on a range of medical treatments and interventions. In the past year this included the London Trauma Conference, the Royal College of Emergency Medicine Annual Scientific Conference and publishing a paper discussing the care of cardiac arrest patients where standard treatments have failed to restore the normal rhythm of the heart.

We are creating a specific presentation for partner agencies to help them understand our work and the areas in which we can help. These presentations will be delivered by our clinical education team next year and are part of our work to be sure we are there for all the patients who would benefit from our critical care skills.

“Reviewing guidelines and pushing boundaries for patient care across the UK is central to my role. This work gives us a voice both nationally and internationally in developing best practice and raising the profile of what we do in patient care and critical care.”

Mark Hodkinson, Consultant Paramedic.



SMALL CHANGES CAN MAKE A BIG DIFFERENCE

In March, we joined nine other air ambulances nationally in an 18-month trial, SWiFT (Study of Whole blood in Frontline Trauma), led by the NHS Blood and Transplant service, to add whole blood to the blood products we carry, to treat trauma patients who are suffering severe blood loss.


Through a partnership with Harefield Hospital, eligible out-of-hospital cardiac arrest patients will now be able to receive a pioneering E-CPR treatment, where a machine is used to take over the heart's function while the causes of the cardiac arrest are treated.

The expansion of our Aftercare team (see [page 22](#)) has given our crews access to more information about what happens next to our patients. This in turn has and will continue to inform our critical care of those patients. Today's patients helping those of tomorrow.

Mirroring the NHS, we have introduced a review process to learn from all instances where a patient has died in our care or in the month following our treatment. This gives us another opportunity to continually review our care and promote best practice. Our experiences treating traumatic cardiac arrest patients help develop procedures in the same way,

which is why we take part in an annual review of these instances. We are also sharing our learnings around surgical procedures and sedation, as part of two annual audits. As a critical care service, we treat the sickest patients more often and can share this knowledge with our peers to see if anything can be learned from this.

Our goal is to have a PHEM doctor as part of the critical care crew on every core shift – cars and aircraft. Working towards this target, we have put in place an updated contract with most of our doctors directly employed (on a part-time basis) by Thames Valley Air Ambulance. This enables us to build a cohort of skilled and experienced doctors to work across all hours of our operation.

 **246**
Administered Pre-Hospital
Emergency Anaesthesia
(PHEA) to 246 patients

 **80**
80 hours of training were
made available to our crew

 **78%**
78% of our shifts were
covered by a doctor and
critical care paramedic
team

CARDIAC ARREST SYMPOSIUM

Hundreds of critical care paramedics, doctors and nurses working in pre-hospital medicine, emergency medicine and critical care attended our Cardiac Arrest Symposium in September.

Cardiac arrest accounted for more than a third of the call outs we received last year so it was a natural choice for the theme of the conference. The event is part of our commitment to share knowledge and collaborate for greater impact on the communities we serve and beyond.

We aim to continue to be an outstanding provider of clinical education and this symposium was another step towards that goal. Our vision is to push the boundaries of outstanding care for the patients of tomorrow.

The symposium was led jointly by Doctor James Raitt, Thames Valley Air Ambulance Research Lead and Hannah Hirst, Critical Care Paramedic. Highlights included talks from internationally renowned speakers on teamwork and non-technical skills, as well as techniques in cardiac arrest management beyond the existing guidelines. This included emerging techniques

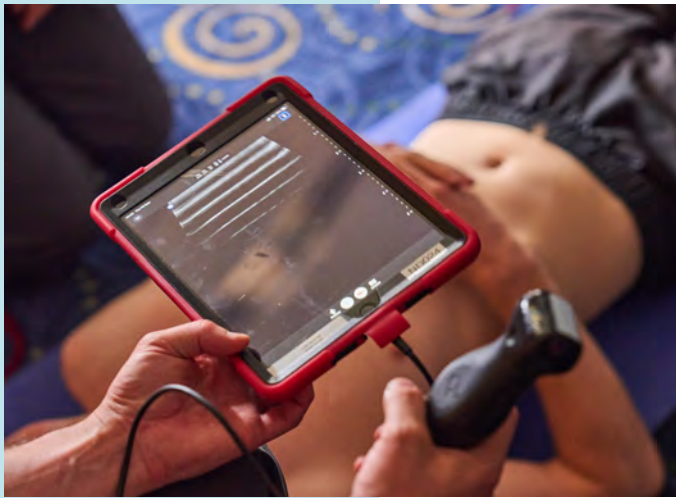
such as haemodynamic guided CPR (using additional monitoring techniques to guide treatment during cardiac arrest) and ECMO CPR (using a special pump to support blood flow during cardiac arrest) as well as post-ROSC care (what to do when the patient’s heart restarts) and when to stop resuscitation.

Those who attended in person took part in workshops on ultrasound in cardiac arrest, airway management, high fidelity simulations and vascular access.

Virtual access was provided free of charge as the symposium aimed to make those already involved and confident in cardiac arrest management able to deliver the best cardiac arrest care for their patients. The free virtual conference engaged around 220 virtual delegates at its peak (plus a further 179 views of the recording) and was attended in person by 25 external delegates alongside many of our own crew.

“This was one of the best continuing professional development days I have ever attended. The expertise and willingness of the team to share their knowledge was really appreciated. Thank you!”

Cardiac arrest symposium attendee



STRATEGIC REPORT CONTINUED

CARING BEYOND THE SCENE



For those who have been seriously ill or injured, or family members who have lost a loved one, the future can be daunting. The role of our Aftercare team is to be there for someone when their life has turned upside down. When they are juggling a hundred and one things, we are there to listen, explain, and signpost to extra resources.

This year we have transformed the care we offer to patients and their loved ones, by expanding our Aftercare team. We are connecting with more patients earlier in their recovery and have seen a threefold increase in patients contacted by the Aftercare team.

For patient Helen, that support came in the form of answers to her questions and a listening ear as she unpicked the traumatic road traffic collision which had come close to robbing her two teenaged children of their mother. We were by her side, helping her to make sense of what had happened to her. Read Helen's story on [page 24](#).

PROVIDING A SEAMLESS JOURNEY OF CARE

When we first set up our Aftercare service we focused on connecting with patients on their return into the community. But, thanks to a generous donation, we have been able to expand the team, supporting patients and their families from the hospital bedside and beyond.

Our team now has a dedicated manager based at the John Radcliffe Hospital in Oxford where more than 50% of our patients are treated. As the major trauma centre for our area, by definition our most seriously injured and critically ill patients are admitted here.

This new role means we provide a seamless journey of care, from the moment help is called and the critical care we provide at the scene, to the hospital bedside, and as our patients go on to rebuild their lives back in the community.

As well as on site in Oxford, we work with all the centres which make up the Thames Valley Trauma Network to reach out to patients and their families.



A VIRTUOUS CIRCLE OF LEARNING

The introduction of the hospital based role allows us to give clinical feedback to our crews for every patient that we treat and accompany to the John Radcliffe hospital.

The impact of this cannot be understated. For every member of our critical care team this has improved their working lives. As well as supporting our medics' personal welfare, data on patient treatment can also support clinical development. Access to this information has helped our crews to improve and refine their clinical decision making skills. It has created a positive feedback loop where clinical feedback from today's patient's influences the way we care for tomorrow's.

We conducted a service evaluation among our crew to measure the impact of gathering patient outcome information and then sharing it with them. The response was overwhelmingly positive. We were also invited to present our findings at the Oxford School of Emergency Medicine. A second service evaluation is due to be carried out in September.

THE RIPPLE EFFECT OF TRAUMA

Our Aftercare team supports everyone linked to an incident which our critical care crews have attended, whether it's the day after, six weeks later or even years down the line. We also know the ripple effect of a traumatic incident can have on bystanders in particular which is why we have started recording their presence and reaching out to them. To add to this support, we signpost to many specialist agencies to facilitate ongoing care, such as Sudden Cardiac Arrest UK for anyone that may have performed CPR.

With the expansion of the Aftercare team and the removal of restrictions caused by COVID, we are now able to deliver more face to face patient reunions than ever before. Meeting the crew who were by their side when the worst happened can be a key milestone in the recovery of our patients and their families.



1,044

The number of follow-up contacts more than doubled from the previous year (481 to 1,044)



100%

100% of clinicians said the introduction of the clinical feedback service has had a positive effect on their experience



STRATEGIC REPORT CONTINUED

PATIENT STORY: HELEN AND EXPANDING THE AFTERCARE TEAM

Expanding the Aftercare team with our hospital based Aftercare manager means that we are able to see more of our patients that have been admitted to the John Radcliffe hospital than ever before, providing a continuous circle of care from the incident to treatment and on to recovery. There is no limit to this, and for Helen, the community-based support has been invaluable.

BY YOUR SIDE THROUGH IT ALL: HELEN'S STORY

Expanding the Aftercare team means we now reach all of our patients who are admitted to the John Radcliffe Hospital, providing a continuous circle of care from the incident to treatment and on to recovery. There is no limit to this, and for patient Helen, the community-based support has been invaluable.

For Helen, what happened after her devastating road traffic collision had just as much of an impact on her life as what happened during it. Not only did Thames Valley Air Ambulance critical care crews save her life, our Aftercare service was instrumental in helping her rebuild it too.

When her car collided head-on with an oncoming lorry, Helen was left with extensive, life-threatening injuries. The impact had shattered the right-hand side of her body. Thames Valley Air Ambulance

crews worked with the land ambulance at the scene to give her the best chance of survival.

She said: "The air ambulance did not just save me, they saved my children. If I had died I do not know what would have happened to them. I know I've had life-changing injuries, for my children to lose me would have been life-changing for them. It horrifies me, the thought of what would have happened next to them, without a mum."

Aftercare have been by Helen's side ever since, listening, supporting and answering any questions she has, helping her to come to terms with what has happened. From lifesaving treatment to life-changing Aftercare.



MAKING
AN IMPACT
TOGETHER



MAKING AN IMPACT TOGETHER

COLLABORATING WITH OTHERS

There's a reason our mission begins with the word 'together'. It is the cornerstone of all that we do, underpinning our values and our purpose. We couldn't do what we do in isolation, we work with others every single day.

We partner with South Central Ambulance Service and the other emergency services including fire services and Thames Valley Police, to provide better outcomes for our patients. We share our knowledge with local hospitals, present at conferences and carry out research to evolve and inform our practice. We proactively train with our partners to strengthen our relationships at the scene of an incident and ensure we deliver the best possible patient care.

We also work closely with several regulatory bodies, including the Care Quality Commission (CQC), Charity Commission, Companies House, the Fundraising Regulator, Information Commissioners Office (ICO) and Civil Aviation Authority (CAA) to maintain and improve our high standards.

But collaboration is more than that. It gives our work greater impact – for our patients, our community and society. We take actions which mean our work is more effective within our community and extends our influence beyond our geographical boundaries.



Peer-to-peer: our clinicians and professionals attend the Air Ambulance UK conference, collaborate through several specialist fora, and take a leading role in AAUK's sustainability group and parliamentary liaison.



Sharing our learnings: we attended and presented our findings at RCEM ASC Belfast; London Trauma Conference and ERC Antwerp. As well as contributing to medical journals and publications with case studies and research.



Evolving care: we joined nine other air ambulances to trial the use of whole blood when treating patients suffering from severe blood loss.



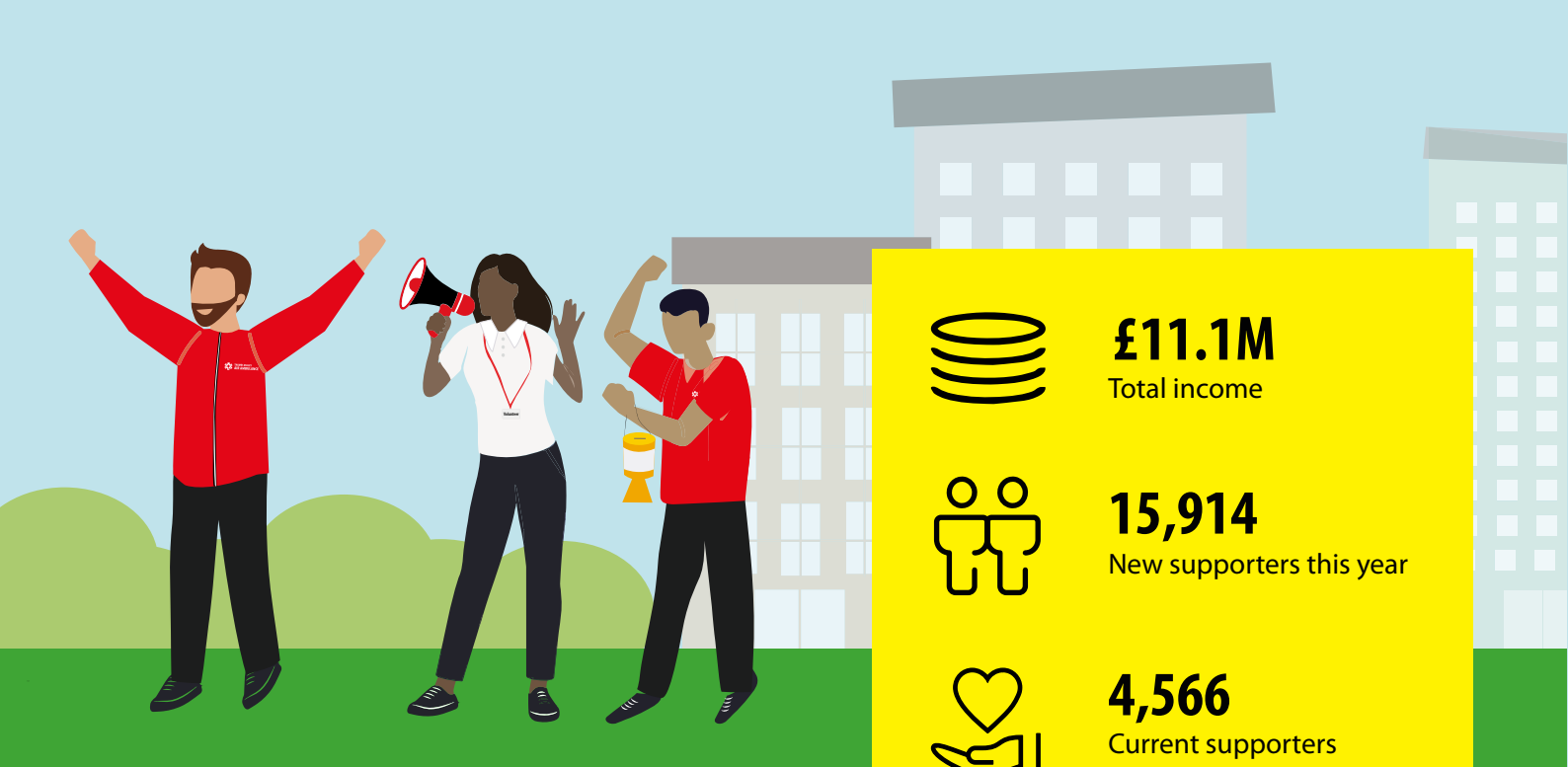
Hosting experts: medical professionals attended our cardiac arrest symposium. See page 20.



Pushing boundaries: we partnered with Harefield Hospital to offer eligible patients E-CPR treatment.



Empowering the public: community CPR demonstration pilots were held as part of Restart a Heart Day.



MAKING AN IMPACT TOGETHER CONTINUED

THE SUPPORT OF OUR COMMUNITY

We have only been able to achieve all that we have, thanks to the community we serve. Their support continues to inspire and motivate us. Despite the challenges of the last few years and current cost-of-living crisis, our community has been unwavering in the kindness, generosity and support shown to our lifesaving work.

We have continued to grow and for the first time our total income exceeded £10 million in a 12-month financial year. We have worked hard to show our community and supporters we are worthy of this support and how it will shape our future ambitious plans.

We inspired more people to support our work, engaging 15,914 new supporters this year.

57 people generously left us a gift in their Will, and donations and grants from major donors and trusts and foundations funded vital equipment, such as syringe drivers and manikins for our training and development programme.

We held our first virtual fundraiser – Mission 40 – and repeated its success a year later with more than 240 supporters stepping out in all kinds of ways to raise funds. Our first Motorbike Ride-Out launched in spring with keen bikers putting pedal to metal.

Deepening our understanding of our supporters, we asked them and the wider community what they think of our charity and our work. We continued to update our community supporters regularly via PR coverage.

We achieved 8.2m views on our social media channels – an increase of 18.5%. In order to give our supporters what they want, we have started work to provide a more tailored experience, including tailored mailings.

Our crews were featured in the latest series of Emergency Helicopter Medics, helping us to reach a new audience and broaden understanding of what we do, and how we do it.

74 volunteers returned to give us the gift of their time, following the end of Covid-19 restrictions and were invited to welcome back sessions. A new volunteering framework has been developed to expand the ways people can volunteer their time for us.



“Thanks to the expertise of our dedicated commercial vehicle consultancy team, we’ve been able to help Thames Valley Air Ambulance make the transition towards a zero emission future – helping save lives today and safeguard the future of our planet.”

Steve Crawshaw, Commercial Vehicle Fleet Consultant at LeasePlan

LEASEPLAN CASE STUDY:

Long term supporter LeasePlan UK has been helping Thames Valley Air Ambulance make a lifesaving difference since 2019, with gift in kind support.

The Berkshire-based vehicle leasing company’s donation of a blood van, recently replaced with a second electric vehicle, has enabled us to change the way we work, for the better. Having a dedicated blood van means clinicians are no longer required to make the journey to John Radcliffe Hospital to collect the daily blood stocks, in one of our Critical Care Response Vehicles.

Steve Crawshaw, Commercial Vehicle Fleet Consultant at LeasePlan, said: “We are committed to supporting our local community as well as contributing to the success of organisations like Thames Valley Air Ambulance. Their mission to protect, save and revive lives is a worthy one which speaks to our colleagues too.

“In addition to this, as a founder member of global electric vehicle initiative EV100, our focus is providing sustainable transport solutions. Working with Thames Valley Air Ambulance, we have been by their side as they make a key first step in employing environmentally friendly options in a way which doesn’t impact patient care.”

LeasePlan worked with our clinical crews to equip the vehicle to our requirements which included a custom internal fit out and battery size to support our mileage reach, as well as fully branded livery. The van is part of Thames Valley Air Ambulance’s fleet of vehicles which includes our helicopter G-TVLY in addition to five Critical Care Response Vehicles.

MAKING AN IMPACT
TOGETHER CONTINUED

STRONG FOUNDATIONS

To keep us at the frontline of saving lives, we need the best people to work for us, the best training and benefits, and to invest in our infrastructure and governance. Attracting the most talented people to join our amazing team across all areas of our charity is as important as the lifesaving work we do. We take care of our team so they can take care of you.

In the last year, we focused on expanding our Fundraising and Aftercare teams. After bringing our air operations in-house, we also hired our own pilots.

We work hard to provide the best opportunities for training for our staff, so they feel valued and encouraged to grow their skills. This year, part of that work involved the relaunch of our improved online learning platform.

We believe in fairness and giving our people the support they need to be motivated and inspired in their work. Following an extensive sector review of staff salaries and benefits, we have introduced external pay benchmarking so our staff know their value to us as an organisation. We also improved our family leave allowance to support colleagues who have caring responsibilities.

We will go above and beyond to ensure our skilled team have the tools and environment they need to thrive, for their benefit and the wider success of Thames Valley Air Ambulance.

One of the greatest challenges we faced last year was a fire in the building of our head office in Stokenchurch. Our business continuity plan stood up to the test and we switched to a working from home model, established during the Covid-19 pandemic, while the extent of the damage and its impact was assessed. Once it became clear we would be displaced for about a year, we arranged to rent a smaller, temporary space in another building in Stokenchurch. This did not affect our frontline operations based at RAF Benson. ▶



As a community-minded organisation, we are mindful of the impact we have on the environment around us. A green approach, with an eventual target of becoming carbon neutral, is a fine balance between our priority of patient care and sustainable solutions. The first step on this journey will be a full carbon analysis review.

Where we can, we have introduced electric vehicles into our fleet and continue to monitor developments in range and infrastructure which would make this a more viable solution for our CCRV fleet. We aspire to tread more lightly with our carbon footprint in mind, when the technology allows us to without impacting patient care.

Planning for the future has also had an impact on our updated reserves policy which reflects our strategy.

This policy sets out in detail how we hold money aside to enable the charity to invest and operate into the future so we can continue to provide a lifesaving service to our community. We have also taken a closer look at our appetite for risk and this has been defined and agreed by the Board of Trustees.

Taking a broader view of our governance, processes and systems as a whole identified our supporter relationship management and finance systems need to be upgraded to fit our future plans. These changes will be completed in the next financial year.

We have also welcomed six new Trustees to our Board including former patient Paul Dilley. They bring with them a diverse range of experience and skills to contribute.



LOOKING FORWARD

Inevitably, some of our plans for this strategic year have been adapted due to external factors. However, we have reflected and evolved our plans to balance this. While some plans have pushed back into next year this has allowed us to bring forward others.

We are particularly proud of the performance we have achieved in the first year of our strategy.

What we have learnt through this period is that, while we continue to be agile and respond to the external environment, our strategic plan, its priorities and our focus, remains fundamentally right for our patients and our community.

Looking ahead we will continue to deliver against our strategic plan, focusing on these key areas:

EVOLVING FURTHER

While the fire at our Head Office building was an unfortunate and unforeseen challenge, it has provided an opportunity to expand our footprint and move our CCRV operations, operational support and training teams to Stokenchurch House. We anticipate this to take place in winter of 2023 into 2024.

We will continue to trial and develop our pilot of the Critical Care Staff Responder scheme, as enough data becomes available to understand its success, reaching more critically ill and injured patients in their moment of greatest need.

Our CCRV fleet will be updated in line with our fleet replacement schedule. With the electric vehicle market currently unsuitable for maintaining our standards of patient care, we will continue to monitor the market ahead of our next strategy.



PUSHING BOUNDARIES

Sharing our skills for the benefit of the wider community is a core element of our strategy. The expanded training space available at our new-look Head Office gives us the opportunity to trial offering our comprehensive training courses to those outside of Thames Valley Air Ambulance. We also collaborate with our partner emergency services and will put in place training for their responders so they better understand how we can help in critical care scenarios.

Following the expansion of our Aftercare team and the increase in learning and development of our clinical practices that this brings, we will continue to build on this work further. We are working towards establishing a new formal process for clinical feedback with another hospital in the Thames Valley Trauma Network, which will give our crews access to even more learning opportunities.

Our critical care paramedic competencies set our standards for the care we provide. This framework has been validated by external professionals, underlining our commitment to outstanding practice. We will advocate for the introduction of a national competencies standard for all critical care paramedics within the sector, pushing the boundaries of care for patients across the country.

SETTING OURSELVES UP FOR THE FUTURE

Standing still is not an option, we must evolve to be sure we can continue to protect, save and revive lives, with the best critical care at the scene and beyond. The community we serve are integral to that mission which is why we want them to be part of our team. We will recruit more volunteers, with diverse skills, to give the gift of their time in newly created roles across our organisation.

As well as recruiting the most talented people we can, we will give them the tools they need to be successful. We will continue work to upgrade our supporter database and financial software to keep our systems operating efficiently and give us the data we need to be effective in our mission.

All of this work is done with the support and oversight of our dedicated Trustees. Our governance provides the foundations for all that we do, underpinning our goal to go above and beyond to maintain and improve standards. We will welcome a new Chair of our Board of Trustees who will see our charity into the years ahead, with our strategy as our guide.

Your support makes all of this possible. We could not plan for these exciting times without our community by our side.



THANK YOU





FINANCIAL REVIEW

REVIEW OF ACTIVITIES

The results of the year to 31st March 2023 and financial position of the Charity at that date are as shown in the financial statements later in this document.

The result for the year period was a total gross income of £11.1 million with a net reduction in reserves of £0.7 million, bringing total reserves to £15.8 million. These funds are earmarked as outlined below in the Charity's reserves policy.

2022-23 represented the first 12-month financial period that we generated more than £10m of fundraising income, which is a key milestone in our fundraising growth strategy. This demonstrates the incredible support of our donors, who continue to donate and fundraise even with the backdrop of a cost-of-living crisis where many households are struggling financially. We are so grateful for the unwavering support the charity receives from the local community and beyond.

The principal sources of income are shown below, and in further detail in the notes to the financial statements.

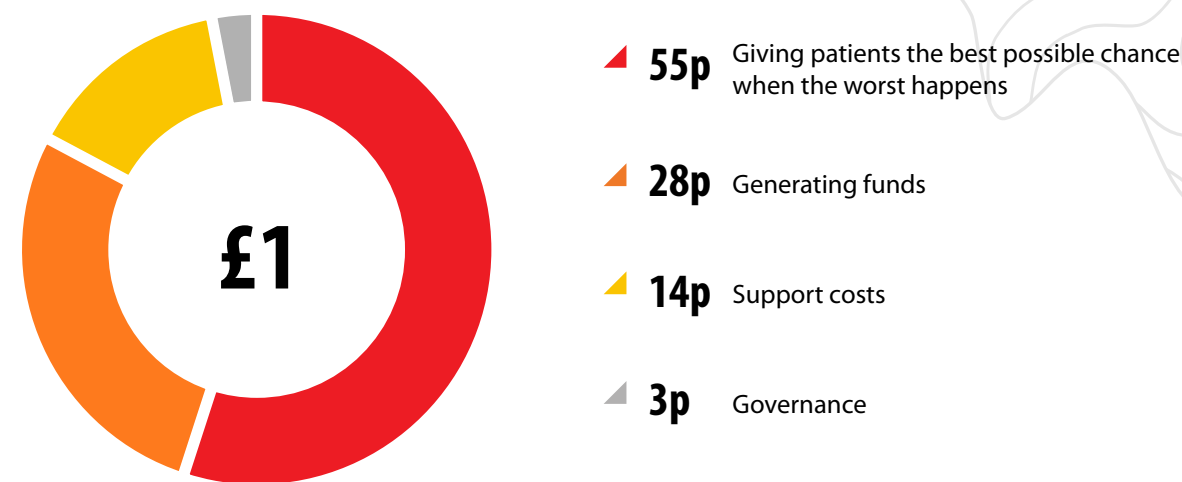
	2022-23	2020-22
	£m	(18-month period) £m
Source of income		
Lottery	3.9	5.6
Individual giving	2.4	3.3
Legacies	2.4	2.6
Community income	1.0	1.5
Other income	0.1	0.2
Trusts & foundations	0.7	0.3
Corporate donations	0.3	0.2
Raffle	0.3	0.2
Grand Total	11.1	13.9

Other income includes bank interest and unrealised gains on investments.

The results in this set of accounts are for the Group, which include the Charity's two wholly owned subsidiaries, Thames Valley Air Ambulance (Trading) Limited, and Thames Valley Air Ambulance (Leasing) Limited. The latter was established to operate the finance lease with Babcock for the helicopter acquired in 2015. The trading subsidiary carries out various activities, but the majority of income is from textile recycling. Profits made by both subsidiaries are Gift Aided to the Charity under existing HMRC legislation, so that no corporation tax becomes payable.

CHARITABLE EXPENDITURE

Of the total expenditure of £11.4m, before allocation of support costs, £6.3m was spent directly on charitable activities and £3.2m was spent raising further funds to continue operating the service in future years. This means that for every £1 spent, 55p was spent directly operating the air ambulance service, with 28p being spent on generating funds to ensure we can continue to operate the service in the future. The remainder was spent on support costs, which includes human resources, IT, finance and governance costs. This expenditure is essential in order for us make sure the organisation is run efficiently and to be able to reach as many patients as possible.



The figures in the consolidated statement of financial activities for expenditure on “Raising funds” and “Charitable activities” include an allocation of these support costs. The basis of this allocation is demonstrated in “Note 9 – Support costs”.

INVESTMENT POLICY AND PERFORMANCE

Investments have been held with two fund managers, Cazenove Capital and CCLA Investment Managers Limited, since 2015. The Trustees regularly review the Charity’s investments, to ensure there is an appropriate balance of risk/return, that is considered alongside the overall financial performance of the Charity. The business plan is considered to ensure that future cash needs are taken into consideration when deciding on the range of investments held. These investments are held on a long-term basis. The service provided by Cazenove is a discretionary service, so day to day investment decisions are taken by them, guided by the investment policy set by Thames Valley Air Ambulance. Both funds have made satisfactory returns since investing, and generated returns that are commensurate with Trustees’ expectations.

The Charity holds a significant portion of its investments in a sustainable growth fund with Cazenove. This fund is focussed on investments that demonstrate strong environmental, social and governance (ESG) principles, and is part of the Charity’s strategy to become more sustainable in the long term.

In addition, Thames Valley Air Ambulance’s wholly owned subsidiary Thames Valley Air Ambulance (Leasing) Limited purchased a helicopter in 2015. The helicopter was then transferred to Babcock under a long term finance lease arrangement, whereby Babcock will repay the loan to the Charity over a number of years, with a fixed rate of return being generated. This arrangement came to end in September 2022 with the loan balance being repaid to the Charity.

Trustees consider that they have adopted an appropriately balanced approach to risk and returns for the reserves currently being held, which is suitably prudent and long term in its approach.

RESERVES POLICY

A new reserves policy was adopted in May 2022, which outlined the Charity’s approach to funds over the course of the new strategy period (2022 onwards). It also clarified the language used around funds and reserves, with reserves defined as:

“Reserves are that part of a charity’s unrestricted funds that are freely available to spend on any of the charity’s purposes.”

It also specified that the fixed asset fund would be reported as part of designated funds, rather than general funds. This means that effectively, reserves and general funds are one and the same thing in this set of accounts, which the Charity hopes provides more transparency over its approach to reserves.

Under the new policy, the target level of reserves is set to cover a doomsday scenario involving a catastrophic loss of income, leading to the organisation being unable to continue to operate as a going concern. If it was then deemed that the Charity would be unable to recover, continuity of patient care is of paramount importance and therefore the reserves target is set as six months net expenditure with a 50% drop in income, plus a further six months of operational and support costs to ensure the charity can carry out a managed winding down and passing of the critical care service onto another provider. When the budget was set, this target amounted to £8.3m.

During the year, Trustees also made changes to the designated funds held by the Charity.

- ▶ The existing designated funds set aside to purchase and upgrade an aircraft were expended, with the remaining balance dissolved, as this activity was completed during the year.
- ▶ A new designated fund was set up to fund investments in technology that align with the Charity’s strategy – a new CRM and finance system, tools to further boost our IT security, improved video conferencing equipment, and reviewing our HR and rostering systems.

Total funds at the end of the financial year were £15.8m, of which £12.7m were held as general funds. This is summarised in the below table.

Reserves	£m
Restricted funds	0.1
Designated funds – fixed assets	2.5
Designated fund – technology fund	0.5
General funds	12.7
Total	15.8

In line with the strategy, the Charity is planning on running deficit budgets for two to three years in order to invest in the future of the organisation, enabling us to continue providing and improving the lifesaving service that we operate while also bring our reserves levels closer to the target set out in the policy.

RISK MANAGEMENT

The Charity has a well-established risk management system in place. This is led by the Director of Operations (Quality and Patient Safety) and actively managed by the Head of Data Protection and Compliance. The framework is used to identify and manage key risks that could affect the Charity’s ability to meet its objectives, and to agree, implement and monitor mitigation measures where necessary to manage those risks.

The impact and likelihood of occurrence of each risk is carefully reviewed, to ensure each risk gets appropriate management attention. During the last year all risks have undergone a detailed review to apply the new risk appetite statement, with each risk being categorised accordingly.

The most significant risks and their associated mitigation measures are reviewed at each committee and Board meeting, with the full risk register reviewed at Board level on an annual basis. In addition, the three sub-committees regularly review the key risks that specifically apply to their areas of responsibility.

The risks with the highest residual ratings (i.e. after control measures have been put in place) on the risk register at the end of the financial year are summarised below, alongside actions taken to mitigate the impact of these risks on the charity.

Risk	Measures taken to mitigate
Cyber security	Regular vulnerability scanning, staff awareness training, Cyber Essentials accreditation, data encryption, MFA and firewalls.
Excessive retention of special category, patient identifiable data or personal data results in non-compliance with UK GDPR principles	DPIAs carried out for all relevant data activities, Information Sharing Protocols and Data Sharing Agreements in use, retention register in place, Privacy Policy kept up to date and published on website, training for staff.
Disruption to communications provider causing delay to dispatch or navigation	Backup systems in place for navigation, regular rebooting and updating of devices, in the process of moving to a more robust system.

The Trustees recognise the need for adequate financial controls to enable the Charity to effectively manage the resources under its control. The existing financial controls are reviewed regularly by the executive team and Trustees, and they are regularly updated by management within a system of continuous improvement.

Trustees and senior management are requested at each Board of Trustees meeting to identify any potential conflicts of interest between them and the Charity, and annually in a process that is overseen by the Charity’s auditors.



STRUCTURE, GOVERNANCE AND MANAGEMENT

PUBLIC BENEFIT

The benefit to the general public is the provision of a critical care emergency service by an air ambulance helicopter or CCRV, and medical crew who are available for tasking in response to 999 emergency calls 365 days a year. All assets and their crews are able to bring an enhanced level of medical care to patients. While the helicopter can convey patients to the most appropriate hospital or medical facility, those to whom a CCRV responds are conveyed by land ambulance if required.

The Charity also offers support to patients, their families, and crews who have been involved in any incidents attended by Thames Valley Air Ambulance, through patient liaison service Aftercare. The Trustees run the Charity with due regard to the public benefit guidance issued by The Charity Commission, and the Charities Act 2022.

GOVERNING DOCUMENT

The Thames Valley Air Ambulance is a company limited by guarantee governed by its Memorandum and Articles of Association dated 22nd August 2013. It is registered in England as a charity with the Charity Commission (registered number 1084910).

The Charity has two wholly owned subsidiaries. Thames Valley Air Ambulance (Trading) Limited, which has been established for a number of years to manage the Charity’s trading activities, and Thames Valley Air Ambulance (Leasing) Limited.

THE BOARD AND COMMITTEES

The Trustees exercise governance by meeting as a Board at least every three months to review strategy and performance, oversee risks, and ensure that the Charity complies with all legal and regulatory requirements. Three sub-committees to the Board of Trustees also meet every three months; they are: Fundraising and Engagement, Medical and Operations, and Risk, Finance and Planning (which includes remuneration as a sub-committee). These committees report on relevant issues to the Board of Trustees, and oversee the main risks relevant to their specific areas of responsibility. Each committee comprises a number of appointed Trustees, with the CEO and members of the Executive Team attending as required. Sarah Roberts, the Chair of the Board of Trustees, is a member of each of the three committees.

The Board’s overall purpose is to set strategy for the Charity, and to ensure that the management are delivering on the agreed objectives for the Charity. The Trustees ensure that the Charity is operated against a framework of achieving a clear public benefit.

Within the Charity, emphasis is put on building good working relationships between Trustees and senior members of the Charity to ensure Board and committee meetings fulfil their objectives. A key part of this is offering the opportunity for Trustees to meet on a regular basis in person. This is achieved in two ways, firstly by arranging for Board meetings to take place face to face and secondly via regular away days. The away days allow for deeper learning and more detailed conversations on a variety of topics and are usually led by an external facilitator.



APPOINTMENT OF NEW TRUSTEES

Clear rules are in place in the Articles of Association for the length of tenure for Trustees. New Trustees are generally recruited using a specialist recruitment firm, who manage the initial part of the process working closely with the Chair. An interview process with a number of the existing Trustees then follows, to ensure that the Board maintains an appropriate blend of skills to manage all aspects of the running of the Charity. All new Trustees receive a comprehensive induction into the workings of the Charity before taking up their appointment.

Four Trustees retired during the year. The retiring trustees were Victoria George, Amanda Poole, Jonathan Kendrew, and Clare Dobbs. The current Board of Trustees would like to thank them all for their service to the Charity.

Joining the Board during the year are five new Trustees – Aisha Baker-Smith, Rebecca Riffel, Abimbola Sowande, Jane Cotton and Sarah Connaughton.

TRUSTEE TRAINING AND INDUCTION

Once a Trustee is appointed they are sent a variety of documentation to enable them to familiarise themselves with the inner workings of the organisation. This information includes the Articles of Association and Organisation Chart, as well as copies of recent minutes for the Board and Committee meetings, the latest accounts and an up to date copy of the complete Risk Register, amongst other documents and policies.

Continuing their induction, new Trustees have a series of meetings with senior members of staff across the organisation and other trustees so that they obtain an initial overview of the whole organisation and have the opportunity to ask questions. They are also encouraged to visit headquarters where they will informally meet staff.

A key element of the induction process for Trustees involves a visit to the base at RAF Benson. Here they spend the morning meeting and hearing from staff who work on the operational side of the Charity, with an opportunity to see both the helicopter and cars up close, view demonstrations of skills from clinical staff and ask any questions they may have.

Once a Trustee takes up their role with Thames Valley Air Ambulance they are required to complete a suite of online training with topics ranging from health and safety to GDPR compliance. All Trustees are required to complete this training every two years. Trustees with a clinical background also complete some further modules. On a continuing basis, Trustees will also be sent information about relevant courses and training to enable them to select any that they feel will assist their ongoing development.

STAFF AND VOLUNTEERS

As at 31 March 2023 there were 74 volunteers active across the three counties helping the Charity. Having paused volunteering during the Covid pandemic, an opportunity was taken during the year to review and retrain existing volunteers with a particular focus on compliance and data protection. This led to a reduction in volunteer numbers compared to the previous year due to some, especially those within an older demographic, choosing to retire. A new strategy around volunteering, including a recruitment drive, will be a focus for 2023-24.

The Charity relies heavily on its volunteers, who will continue to play a vital role in its fundraising activities, and acting as Charity ambassadors in contact with the communities of Berkshire, Oxfordshire and Buckinghamshire. Our Trustees also act in a voluntary capacity.

During the year ended 31 March 2023, the Charity had an average of 118 full or part-time staff, which includes doctors on zero-hours contracts whose main job is generally elsewhere within the NHS. The level of remuneration paid to all staff, including the executive team (who are the key management personnel), is determined by the Remuneration Committee, a sub-committee of the Risk, Finance and Planning Committee, and is subject to a remuneration policy.

REGULATION

The Charity is regulated by the Charity Commission under its status as a registered charity and by the Gambling Commission for its lottery and raffle activities. The Charity has also paid its voluntary levy to the Fundraising Regulator for the current year and is subscribed as an organisational member of the Institute of Fundraising.

As an independent healthcare provider, Thames Valley Air Ambulance is also now registered with the Care Quality Commission, and is subject to regular inspections by them. During the latest inspection carried out in January 2020, the charity received an Outstanding rating.

From November 2022, the Charity has also been regulated by the Civil Aviation Authority (CAA), as a result of running an Air Operator Certificate (AOC) in-house.



| **APPROACH TO FUNDRAISING**

Like many charities, Thames Valley Air Ambulance relies solely on the financial support of the community it serves, and receives no regular government funding. We employ staff whose primary role is to undertake fundraising activities, supporting and stewarding those individuals and groups that are raising funds on our behalf. Our fundraising staff are expected to act in a professional manner at all times, follow the Fundraising Regulator's Code of Conduct, and, are encouraged to undertake training with the Chartered Institute of Fundraising to develop their knowledge. Fundraising staff receive a salary, but do not have the opportunity to earn a performance bonus.

In addition, we work with Lottery Fundraising Services (LFS), a third-party fundraiser, to manage and develop our highly successful lottery, and to recruit new supporters to our committed giving program. LFS employs a team of canvassers that are dedicated to Thames Valley Air Ambulance, to find new supporters that wish to support the Charity, plus some back office staff to provide the administration and management required to operate our lottery. Canvassers are inducted by Thames Valley Air Ambulance when they first join the team, and receive a full induction from LFS, focusing on the LFS Canvassers Charter, the Gambling Commission Licensing Codes and Conditions of Practice, Fundraising Regulator Code of Practice, and on the standards of behaviour expected when they interact with the public. All of the staff at LFS are qualified as "Dementia Friends" through the Alzheimer's Society's accreditation to protect vulnerable persons.

Thames Valley Air Ambulance is subscribed as an organisational member of the Chartered Institute of Fundraising, and is a paid up member of the Fundraising Regulator. Both Thames Valley Air Ambulance and LFS hold a society lottery licence with the Gambling Commission, remaining compliant with their codes of practice respectively. LFS is a registered ELM (External Lottery Management company). Thames Valley Air Ambulance has also used professional telephone and face-to-face fundraising suppliers to recruit and re-engage with donors, who all record calls, and jointly induct their teams with Thames Valley Air Ambulance.

Any complaints our fundraising activity may generate are recorded and investigated by the fundraiser and reviewed by the appropriate line manager to ensure future learning opportunities in fundraising. Thames Valley Air Ambulance is pleased that our fundraising activity generates few complaints annually – during the financial year 2022-23, 37 complaints were received, and all were resolved (2020-22: 29 complaints, all resolved).



| **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also the directors of Thames Valley Air Ambulance for the purposes of company law) are responsible for preparing the Trustees' Report (including the group strategic report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and the Group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. In preparing those financial statements, the Trustees are required to:

- ▶ Select suitable accounting policies and then apply them consistently;
- ▶ Observe the methods and principles in the Charities SORP;
- ▶ Make judgments and estimates that are reasonable and prudent;
- ▶ State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- ▶ Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable group will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company and the Group's transactions, and disclose with reasonable accuracy at any time the financial position of the charitable group, and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the Group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

PROVISION OF INFORMATION TO AUDITOR

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- ▶ So far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditor are unaware, and
- ▶ That Trustee has taken all the steps that ought to have been taken as a Trustee, in order to be aware of any information needed by the charitable group's auditor in connection with preparing their report, and to establish that the charitable group's auditors are aware of that information.

This report, incorporating the Group strategic report, was approved by the Trustees, in their capacity as Company Directors, on 17th October 2023, and signed on their behalf, by:

Sarah Roberts

.....
Sarah Roberts, Chair

INDEPENDENT AUDITOR'S REPORT

to the members of Thames Valley Air Ambulance

OPINION

We have audited the financial statements of Thames Valley Air Ambulance for the year ended 31st March 2023 which comprise the Consolidated Statement of Financial Activities, the Group and Charitable Company's Balance Sheets, Consolidated Cash Flow Statement, and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- ▶ Give a true and fair view of the state of the Group's and of the parent charitable company's affairs as at 31st March 2023 and of the Group's and parent charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- ▶ Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- ▶ Have been prepared in accordance with the requirements of the Companies Act 2006.

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Group's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

OTHER INFORMATION

The Trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion, based on the work undertaken in the course of the audit:

- ▶ The information given in the Trustees' Report (which includes the strategic report and the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ▶ The strategic report and the directors' report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In light of the knowledge and understanding of the Group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report (which incorporates the strategic report and the directors' report).

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- ▶ Adequate accounting records have not been kept by the parent charitable company; or
- ▶ The parent charitable company financial statements are not in agreement with the accounting records and returns; or
- ▶ Certain disclosures of Trustees' remuneration specified by law are not made; or
- ▶ We have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES FOR THE FINANCIAL STATEMENTS

As explained more fully in the Trustees' responsibilities statement set out on page 43, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Based on our understanding of the Group and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to Charity and Company Law applicable in England and Wales and compliance with the requirements of the Care Quality Commission, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Act 2011.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to posting inappropriate journal entries to revenue and management bias in accounting estimates. Audit procedures performed by the engagement team included:

- ▶ Inspecting correspondence with regulators and tax authorities;
- ▶ Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- ▶ Evaluating management's controls designed to prevent and detect irregularities;
- ▶ Identifying and testing journals, and
- ▶ Challenging assumptions and judgements made by management in their critical accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

USE OF OUR REPORT

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Lee Stokes (Senior Statutory Auditor)
For and on behalf of Haysmacintyre LLP, Statutory Auditor

10 Queen Street Place, London, EC4R 1AG

Date: 29th November 2023

FINANCIAL STATEMENTS

Consolidated statement of financial activities (incorporating an income and expenditure account) For the year ended 31st March 2023

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 12 months £	Total funds 2022 18 months £
Income from:					
Donations and legacies	3	6,472,628	153,237	6,625,865	7,625,395
Charitable activities	4	12,220	-	12,220	-
Other trading activities	5	4,317,340	-	4,317,340	6,025,076
Investments	6	106,117	-	106,117	204,515
Total Income		10,908,305	153,237	11,061,542	13,854,986
Expenditure on:					
Raising funds	7	4,112,518	-	4,112,518	5,252,528
Charitable activities	8	7,108,689	201,421	7,310,110	9,693,872
Total expenditure		11,221,207	201,421	11,422,628	14,946,400
Net gains / (losses) on investments	15	(355,291)	-	(355,291)	853,058
Gains / (losses) on foreign exchange		21,465	-	21,465	-
Net income / (expenditure)		(646,728)	(48,184)	(694,912)	(238,356)
Transfers between funds	20	-	-	-	-
Net movement in funds		(646,728)	(48,184)	(694,912)	(238,356)
Reconciliation of funds:					
Total funds brought forward		16,269,196	191,089	16,460,285	16,698,641
Total funds carried forward		15,622,468	142,905	15,765,373	16,460,285

The consolidated statement of financial activities includes all gains and losses recognised in the year.

All transactions are derived from continuing activities.

The notes on **pages 52 to 75** form part of these financial statements.

Consolidated balance sheet As at 31st March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	14	2,508,773	1,913,725
Investments	15	6,744,814	7,100,105
Total fixed assets		9,253,587	9,013,830
Current assets			
Stock	16	3,574	1,444
Debtors due within one year	17	2,718,341	3,934,728
Cash at bank and in hand	23	5,024,266	4,845,074
Total current assets		7,746,181	8,781,246
Creditors: amounts falling due within one year	18	(1,193,435)	(1,301,511)
Net current assets		6,552,746	7,479,735
Total assets less current liabilities		15,806,333	16,493,565
Provisions	19	(40,960)	(33,280)
Total net assets		15,765,373	16,460,285
Charity funds			
Restricted funds	20	142,905	191,089
Unrestricted funds			
Designated funds	20	2,944,096	4,888,172
General funds	20	12,678,372	11,381,024
Total unrestricted funds		15,622,468	16,269,196
Total funds		15,765,373	16,460,285

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



.....
Sarah Roberts
(Chair)



.....
Paul Dilley
(Trustee)

Date: 17th October 2023

The notes on **pages 52 to 75** form part of these financial statements.

Charity balance sheet
As at 31st March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	14	2,508,773	1,913,725
Investments	15	7,244,815	7,600,106
Total fixed assets		9,753,588	9,513,831
Current assets			
Debtors due after more than one year	17	2,717,761	3,501,793
Cash at bank and in hand	23	4,415,288	4,583,119
Total current assets		7,133,049	8,084,912
Creditors: amounts falling due within one year	18	(1,181,741)	(1,289,630)
Net current assets		5,951,308	6,795,282
Total assets less current liabilities		15,704,896	16,309,113
Provisions for liabilities	19	(40,960)	(33,280)
Total net assets		15,663,936	16,275,833
Charity funds			
Restricted funds	20	142,905	191,089
Unrestricted funds			
Designated funds	20	500,000	4,888,172
General funds	20	15,021,031	11,196,572
Total unrestricted funds		15,521,031	16,084,744
Total funds		15,663,936	16,275,833

The surplus for the year for Companies Act purposes comprises the net income for the year plus other realised gains and losses and was a deficit of £611,897 (2022: deficit of £372,005).

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



.....

Sarah Roberts
(Chair)

Date: 17th October 2023



.....

Paul Dilley
(Trustee)

The notes on **pages 52 to 75** form part of these financial statements.

Consolidated statement of cash flows
For the year ended 31st March 2023

	Note	2023 12 months £	2022 18 months £
Cash flows from operating activities			
Net cash provided by / (used in) operating activities	22	(2,091,854)	(507,986)
Cash flows from investing activities			
Income from investments	6	106,117	204,515
Purchase of tangible fixed assets	14	(948,272)	(1,450,727)
Purchase of investments		-	(1,000,000)
Net cash used in investing activities		(842,155)	(2,246,212)
Cash flows from financing activities			
Loan repayments received		3,113,201	376,517
Net cash provided by financing activities		3,113,201	376,517
Change in cash and cash equivalents in the year		179,192	(2,377,681)
Cash and cash equivalents at the beginning of the year		4,845,074	7,222,755
Cash and cash equivalents at the end of the year		5,024,266	4,845,074

The notes on **pages 52 to 75** form part of these financial statements.

Notes to the financial statements

For the year ended 31st March 2023

1. General information

Thames Valley Air Ambulance is a charity registered in England and Wales. The registered office is Stokenchurch House, Oxford Road, Stokenchurch, Buckinghamshire, HP14 3SX. The charity's principal use of various fundraising methods is to fund the operation of the air ambulance service across Berkshire, Buckinghamshire and Oxfordshire.

2. Accounting policies

2.1 Basis of preparation of financial statements

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) – (Charities SORP 2015 (Second Edition, effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Thames Valley Air Ambulance meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

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

2.2 Group financial statements

The financial statements consolidate the results of the charity and its wholly-owned subsidiary undertakings on a line by line basis. A separate Statement of Financial Activities, or income and expenditure account, for charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006. The net deficit of the charity was £611,897 (2022: deficit £372,005).

2.3 Going concern

There no material uncertainties around the charity meeting its debt obligations as they fall due, and the Trustees deem the charity to be a going concern for the 12 months following the date of signing the accounts.

2.4 Income

a) Voluntary income

Donations, grants, legacies and similar income

Income from donations, grants and legacies is recognised when there is entitlement, reasonable probability of receipt and the amount can be measured with sufficient reliability.

Donations include the estimated value of the gifts made in kind or services and facilities provided free of charge to the charity where the donor bears a measurable cost in making such gift or provision. This includes doctors provided free of charge by the Defence Medical Services (DMS). The value of this service is calculated with reference to the usual hourly rate paid to doctors who are directly employed by the charity.

No account is taken of services and facilities provided free of charge where there is no measurable cost to the donor. Where items are donated to the charity for sale in order to raise funds, they are included at the amount subsequently realised on their sale.

Notes to the financial statements

For the year ended 31st March 2023

Where donations give rise to an entitlement to Gift Aid, income from such Gift Aid claims is included in the year in which the related income is recognised.

b) Fundraising

Lottery and similar income

The Trust operates a regular periodic lottery for which it is licensed by the Gambling Commission. Income from the lottery and prize draws is recognised in the period in which the individual prize draws are held. Income received in advance is deferred until used in a prize draw.

Merchandise and Christmas cards

Income from commercial activities is reflected in the period in which sales are made and the group becomes unequivocally entitled to receipt. Income received in advance of the supply of goods is deferred until the goods are despatched to the purchaser.

Events and similar income

The charity benefits from funds raised by supporters through specific fundraising events held. Income from such events is recognised in the year in which the Trust is notified of the outcome of the event and funds have been received by the Trust.

Investment income

Investment income comprises interest arising on bank and similar deposit accounts, interest receivable on loans and interest receivable on listed investments and is recognised in the year in which the charity becomes entitled to such interest.

Notes to the financial statements

For the year ended 31st March 2023

2.5 Expenditure

a) Cost of raising funds

Expenditure, inclusive of any irrecoverable VAT, is accounted for on an accruals basis as liabilities are incurred. Where appropriate, costs are deferred so as to permit recognition in the same accounting period as related income.

b) Charitable activities

Expenditure by the charity for the provision of an emergency medical service is accounted for as it is incurred.

During 2022, the charity purchased a Serviced by the Hour (SBH) agreement and a Parts by the Hour Contract (PBH) agreement for the aircraft engines and airframe. After an initial buy in amount, regular payments are made based on the level of activity of the aircraft. These payments build up a “pot” of funds allocated to the aircraft for future replacement of parts, and are classed as prepayments. Significant additions funded from this prepayment amount are capitalised.

c) Governance costs

Expenditure, inclusive of any irrecoverable VAT, is accounted for on an accruals basis as liabilities are incurred. Where appropriate, costs are deferred as so to permit recognition over the period to which they relate.

All expenditure is allocated to expense categories directly according to its nature. Where costs are not directly attributable, they are apportioned on the basis of staff numbers, area occupied or by reference to the proportion of resources utilised.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment.

Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

- Base accommodation – 10% and 25% straight line
- Leasehold improvements – 10% straight line
- Aircraft – 7% to a residual 30% of cost
- Engines - 10% straight line
- Motor vehicles – 25% reducing balance
- Office and IT equipment – 25% and 33% straight line
- Medical equipment – 25% straight line

2.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as “Gains / (Losses) on investments” in the Consolidated Statement of Financial Activities.

Investments in subsidiaries are valued at cost less provision for impairment.

Notes to the financial statements

For the year ended 31st March 2023

2.8 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

2.9 Cash at bank and in hand

Cash at bank and 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.

2.10 Liabilities

Liabilities and provisions are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the consolidated statement of financial activities as a finance cost.

2.11 Provisions

Provisions are recognised when the Group has an obligation at the reporting date as a result of a past event which it is probable will result in the transfer of economic benefits and the obligation can be estimated reliably.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

2.12 Financial instruments

The Group 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.

2.13 Operating leases

Rentals paid under operating leases are charged to the consolidated statement of financial activities on a straight line basis over the lease term.

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

2.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2.15 Critical accounting judgements and estimates and key sources of estimation uncertainty

In the application of these accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources.

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Although these estimates are based on management's best knowledge of the amount, events or actions, actual results may ultimately differ from those estimates. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects current and future periods. The Trustees consider the following items to be areas subject to estimation and judgement:

Depreciation: The useful economic lives of tangible fixed assets are based on management's judgement and experience. When management identifies that actual useful economic lives differ materially from the estimates used to calculate depreciation, that charge is adjusted retrospectively. Although tangible fixed assets are significant, variances between actual and estimated useful economic lives will not have a material impact on the operating results. Historically, no changes have been required.

Income from legacies: When recognising legacy income, entitlement is taken to be the earlier date of; when the Charity becomes aware that probate has been granted, when the estate has been finalised and notification made by the executors that a distribution will be made, or when the distribution is received. Certainty of receipt and reliable measurement depend on the individual case, and particularly whether the value of a significant unsold asset (e.g. a house) can be reliably measured.

In the view of the Trustees, no assumptions concerning the future or estimation uncertainty affecting assets or liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.

2.16 Employee benefits

Short term benefits: Short term benefits including holiday pay are recognised as an expense in the period in which the service is received.

Employee termination benefits: Termination benefits are accounted for on an accrual basis and in line with FRS 102.

Pensions: Thames Valley Air Ambulance runs a single pension fund for all employees. This is a defined contribution scheme, run under full auto-enrolment rules, and managed by Royal London. Contributions are based on full pay including overtime, but levels of contribution vary depending on the employee's type of role, and include a TUPE category for employees that joined from the NHS under TUPE legislation. For that group of employees, TVAA has no financial liability for the defined contribution scheme they left when they joined TVAA.

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

3. Income from donations and legacies

	Unrestricted funds 2023	Restricted funds 2023	Total funds 12 months 2023	Total funds 18 months 2022
Donations	3,197,088	153,237	3,350,325	4,424,259
Legacies	2,388,534	-	2,388,534	2,643,726
Grants	674,087	-	674,087	302,019
Other voluntary income	212,919	-	212,919	255,391
Total	6,472,628	153,237	6,625,865	7,625,395

	Unrestricted funds 2022	Restricted funds 2022	Total funds 18 months 2022
Donations	4,139,197	285,062	4,424,259
Legacies	2,643,726	-	2,643,726
Grants	302,019	-	302,019
Other voluntary income	255,391	-	255,391
Total	7,340,333	285,062	7,625,395

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

4. Income from charitable activities

	Unrestricted funds 12 months 2023	Unrestricted funds 18 months 2022
Ticket sales	12,220	-
Total	12,220	-

5. Income from other trading activities: fundraising

	Unrestricted funds 12 months 2023	Unrestricted funds 18 months 2022
Lottery income	3,850,431	5,586,410
Raffle income	280,489	96,530
Events & similar income	43,213	40,404
Merchandise	33,559	91,803
Textile recycling	109,648	209,929
Total	4,317,340	6,025,076

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

6. Investment income

	Unrestricted funds 12 months 2023	Unrestricted funds 18 months 2022
Other interest receivable	66,051	9,244
Interest on loan	40,066	195,271
Total	106,117	204,515

7. Expenditure on raising funds

	Unrestricted funds 12 months 2023	Unrestricted funds 18 months 2022
Lottery	1,082,705	1,581,850
Staff costs	906,839	1,016,139
Regular giving	458,097	573,000
Other fundraising costs	287,395	397,017
Raffle	265,821	115,775
Appeals	126,281	141,816
Fundraising CRM	47,211	53,128
Depreciation	13,452	22,345
Fundraising events	22,079	14,141
Vehicles	7,845	834
Travel & subsistence	4,497	2,862
Training & development	3,696	3,049
Professional & consultancy fees	463	14,490
Other staff related costs	2,258	10
Support costs	883,879	1,316,072
Total	4,112,518	5,252,528

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

8. Expenditure on charitable activities

	Unrestricted funds 2023	Restricted funds 2023	Total funds 2023 12 months	Total funds 2022 18 months
Staff costs	3,902,675	95,815	3,998,490	4,482,557
Helicopter	1,273,953	-	1,273,953	2,870,145
Depreciation	124,481	28,740	153,221	311,142
Medical equipment	178,181	-	178,181	206,413
Critical Care Response Vehicles	92,364	12,850	105,214	147,521
Training & development	6,434	28,205	34,639	71,068
Insurance	116,862	-	116,862	91,573
Other operations costs	239,200	3,073	242,273	126,592
Professional & consultancy fees	33,257	-	33,257	44,499
Base costs	41,316	-	41,316	45,496
Travel & subsistence	23,869	3,592	27,461	33,045
Medicines	10,542	21,000	31,542	39,934
Vehicles	2,681	3,996	6,677	13,149
Other staff related costs	1,330	4,150	5,480	4,200
Support costs	736,199	-	736,199	847,938
Governance costs	325,345	-	325,345	358,600
Total	7,108,689	201,421	7,310,110	9,693,872

The prior year figures include restricted expenditure of £197,833, with the remainder of the expenditure being unrestricted.

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

9. Support costs

	Raising funds	Charitable activities	Governance	Total 2023 12 months	Basis of allocation
CEO's office	107,714	134,642	61,729	304,085	Staff time
Finance, IT & Facilities	433,397	359,905	35,249	828,551	Staff numbers, expenditure
Human Resources	125,748	157,185	31,437	314,370	Staff numbers
Communications	176,279	84,467	20,810	281,556	Staff time, focus of outputs
Operations	40,741	-	157,824	198,565	Staff time
Fundraising	-	-	18,296	18,296	Staff time
Governance	-	325,345	(325,345)	-	
Total support costs	883,879	1,061,544	-	1,945,423	

The support costs in the prior year were as follows:

	Raising funds	Charitable activities	Governance	Total 2022 18 months	Basis of allocation
CEO's office	227,584	221,687	58,522	507,793	Staff time
Finance, IT & Facilities	682,253	390,533	42,830	1,115,616	Staff numbers, expenditure
Human Resources	175,291	141,111	27,092	343,494	Staff numbers
Communications	197,168	94,607	23,582	315,357	Staff time, focus of outputs
Operations	33,776	-	176,009	209,785	Staff time
Fundraising	-	-	30,565	30,565	Staff time
Governance	-	358,600	(358,600)	-	
Total support costs	1,316,072	1,206,538	-	2,522,610	

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

10. Net income / (expenditure)

This is stated after charging:

	2023 12 months £	2022 18 months £
Depreciation of tangible fixed assets	347,986	553,980
Auditor's remuneration - audit	17,250	20,350
Auditor's remuneration - tax compliance	5,400	4,250
Operating lease rentals	1,028,421	2,583,796
Total	1,399,057	3,162,376

During the year, no Trustees received any remuneration or any benefits in kind (2022 - £nil).

11. Staff costs

	Group 2023 12 months £	Group 2022 18 months £	Charity 2023 12 months £	Charity 2022 18 months £
Wages and salaries	4,818,653	5,449,366	4,818,653	5,449,366
Social security costs	543,611	585,735	543,611	585,735
Contribution to defined contribution pension schemes	263,332	302,171	263,332	302,171
Redundancy costs	2,500	44,662	2,500	44,662
Total	5,628,096	6,381,934	5,628,096	6,381,934

The figures for 2022 shown in the comparative above relate to the 18 month period. For comparative purposes, the total staff costs for the 12 month period from April 2021 to March 2022 were £4,383,476.

No redundancy payments were outstanding at the end of the year (2022: nil).

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

11. Staff costs

Continued

The average number of persons employed by the Charity during the year was as follows:

	Group 2023 Number	Group 2022 Number
Fundraising	21	18
Management and administration	23	22
Operations	74	60
Total	118	100

The average headcount expressed as full-time equivalents was:

	Group 2023 Number	Group 2022 Number
Fundraising	21	14
Management and administration	20	20
Operations	49	34
Total	90	68

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

11. Staff costs
Continued

The number of employees whose employee benefits (excluding employer pension costs) during the period exceeded £60,000 is shown below.

	Group 2023 12 months Number	Group 2022 18 months Number	Group 2022 12 months Number
£60,001 to £70,000	10	9	8
£70,001 to £80,000	2	11	-
£80,001 to £90,000	-	6	-
£90,001 to £100,000	1	5	1
£100,001 to £110,000	2	1	1
£110,001 to £120,000	2	-	1
£120,001 to £130,000	1	-	1
£130,001 to £140,000	-	-	-
£140,001 to £150,000	-	1	-
£150,001 to £160,000	-	1	-
£160,001 to £170,000	-	1	-
£170,001 to £180,000	-	-	-
£180,001 to £190,000	-	1	-
Total	18	36	12

In the prior year, due to the 18 month period, the number of employees whose employee benefits exceeded £60,000 was significantly greater than the current year. For comparative purposes, figures for the 12 month period from April 2021 to March 2022 have also been included above.

Key management personnel

The Trustees received no remuneration for the year ending 31st March 2023 (31st March 2022: nil).

The Charity considers its key management personnel to comprise the Trustees and the executive officers.

The executive officers comprise the Chief Executive Officer, the Chief Operating Officer, the Director of Fundraising, the Director of Human Resources, the Director of Finance, the Director of Strategy and Communications, the Medical Director and the Director of Quality and Patient Safety.

The total employment benefits including employer pension and national insurance contributions of the key management personnel were £729,948 (for the 18 month period ended 31st March 2022 were £935,015).

As a comparison, for the 12 month period from April 2021 to March 2022, the total employment benefits of the key management personnel were £656,009.

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

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2022 - £nil).

During the year, no expenses were reimbursed or paid directly to any Trustees (2022 - £nil).

13. Taxation

Thames Valley Air Ambulance is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

14. Tangible fixed assets

Group and Charity

	Base accommodation	Leasehold improvements	Aircraft	Motor vehicles	Office equipment & fundraising	Medical	Total
Cost							
At 1 April 2022	283,241	248,519	1,350,000	277,391	465,549	880,139	3,504,839
Additions	13,219	-	835,502	-	72,691	26,860	948,272
Disposals	-	(8,326)	-	(10,995)	(40,838)	(34,410)	(94,569)
At 31st March 2023	296,460	240,193	2,185,502	266,396	497,402	872,589	4,358,542
Depreciation							
At 1 April 2022	215,868	101,615	-	230,247	364,283	679,101	1,591,114
Charge for the year	21,082	24,783	57,521	38,452	74,009	132,139	347,986
On disposals	-	(3,546)	-	(10,537)	(40,838)	(34,410)	(89,331)
At 31st March 2023	236,950	122,852	57,521	258,162	397,454	776,830	1,849,769
Net book value							
At 31st March 2023	59,510	117,341	2,127,981	8,234	99,948	95,759	2,508,773
At 31 st March 2022	67,373	146,904	1,350,000	47,144	101,266	201,038	1,913,725

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

15. Fixed asset investments

	Listed investments £
Group	
Cost or valuation	
At 1 st April 2022	7,100,105
Acquisitions	875,000
Disposals	(858,377)
Transfers	(16,623)
Revaluations	(355,291)
At 31st March 2023	6,744,814
Net book value	
At 31st March 2023	6,744,814
At 31 st March 2022	7,100,105

Group material investments

Listed investments represent a range of funds managed by CCLA Investment Management Limited and a discretionary investment account with Cazenove Capital which invests in a full range of asset classes.

	Investments in subsidiary companies £	Listed investments £	Total £
Charity			
Cost or valuation			
At 1 st April 2022	500,001	7,100,105	7,600,106
Acquisitions	-	875,000	875,000
Disposals	-	(858,377)	(858,377)
Transfers	-	(16,623)	(16,623)
Revaluations	-	(355,291)	(355,291)
At 31st March 2023	500,001	6,744,814	7,244,815
Net book value			
At 31st March 2023			7,244,815
At 31 st March 2022			7,600,106

All the fixed asset investments are held in the UK.

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

15. Fixed asset investments

Continued

Principal subsidiaires

Thames Valley Air Ambulance (Trading) Limited

The charity owns the entire issued share capital of 1 ordinary shares of £1 of Thames Valley Air Ambulance (Trading) Limited, incorporated in England & Wales (company number 04183060). Thames Valley Air Ambulance (Trading) Limited is used to facilitate non-primary purpose trading (fundraising) for Thames Valley Air Ambulance.

The assets and liabilities of the company, and a summary of its results for the financial year, are summarised below.

	2023 £	2022 £
Assets and liabilities		
Fixed assets	-	-
Current assets	111,798	205,438
Current liabilities	(14,782)	(56,785)
Aggregate share capital and reserves	97,016	148,653

	2023 12 months £	2022 18 months £
Results for the financial year		
Turnover	144,630	310,459
Expenditure	(47,615)	(81,807)
Interest receivable	-	-
Profit for the year	97,015	228,652

Thames Valley Air Ambulance (Leasing) Limited

The charity owns the entire issued share capital of 500,000 ordinary shares of £1 each of Thames Valley Air Ambulance (Leasing) Limited, incorporated in England & Wales (company number 009639267). Thames Valley Air Ambulance (Leasing) Limited is used to facilitate the supplier arrangements with Babcock Mission Critical Services, for the provision of an aircraft, pilots, servicing and maintenance to Thames Valley Air Ambulance.

The assets and liabilities of the company, and a summary of its results for the financial year, are summarised below.

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

15. Fixed asset investments

Continued

	2023	2022
	£	£
Assets and liabilities		
Fixed assets	-	-
Current assets	512,133	3,181,630
Current liabilities	(7,708)	(2,645,328)
Long term liabilities	-	-
Aggregate share capital and reserves	504,425	536,302

	2023	2022
	12 months	18 months
	£	£
Results for the financial year		
Turnover	50,257	195,271
Expenditure	(8,039)	(10,112)
Interest payable	(37,793)	(148,856)
Profit for the year	4,425	36,303

The registered office address for both subsidiary companies is Stokenchurch House, Oxford Road, Stokenchurch, HP14 3SX. This is shared with the parent charity.

16. Stock

	Group	Group	Charity	Charity
	2023	2022	2023	2022
Merchandise	3,574	1,444	-	-
Total	3,574	1,444	-	-

17. Debtors

	Group	Group	Charity	Charity
	2023	2022	2023	2022
	£	£	£	£
Debtors due within one year				
Trade debtors	2,326	1,088	-	-
Amounts owed by group undertakings	-	-	13,628	2,694,556
Other debtors	469,275	3,294,142	466,444	177,123
Prepayments and accrued income	2,246,740	639,498	2,237,689	630,114
Total	2,718,341	3,934,728	2,717,761	3,501,793

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

18. Creditors: Amounts falling due within one year

	Group	Group	Charity	Charity
	2023	2022	2023	2022
	£	£	£	£
Trade creditors	402,715	377,563	402,715	377,563
Other taxation and social security	163,528	132,324	158,234	127,193
Accruals and deferred income	627,192	791,624	620,792	784,874
Total	1,193,435	1,301,511	1,181,741	1,289,630

Deferred income comprises amounts received from lottery and raffle players in advance of a draw taking place.

	Group	Group	Charity	Charity
	2023	2022	2023	2022
	£	£	£	£
Balance at the beginning of the year	388,265	370,775	388,265	370,775
Amount released to income in the year	(388,265)	(370,775)	(388,265)	(370,775)
Amount deferred in year	73,199	388,265	73,199	388,265
Balance at the end of the year	73,199	388,265	73,199	388,265

19. Provisions

	2023	2022
	£	£
Group and Charity		
Dilapidations	40,960	33,280
Total	40,960	33,280

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

20. Statement of funds

Statement of funds - current year	Balance at 1 st April 2022	Income	Expenditure	Transfers in / out	Gains / (losses)	Balance at 31 st March 2023
Unrestricted funds						
Designated funds - new helicopter	3,246,172	-	-	(3,246,172)	-	-
Designated funds - helicopter development	1,642,000	-	-	(1,642,000)	-	-
Designated funds - Technology Fund	-	-	-	500,000	-	500,000
Designated funds - Fixed Assets	-	-	-	2,444,096	-	2,444,096
General funds	11,381,024	10,908,305	(11,221,207)	1,944,076	(333,826)	12,678,372
Total unrestricted funds	16,269,196	10,908,305	(11,221,207)	-	(333,826)	15,622,468
Restricted funds						
Training	35,326	-	(27,158)	(8,168)	-	-
Medical equipment	11,608	19,387	-	(14,305)	-	16,690
Medical consumables	-	21,000	(21,000)	-	-	-
Aftercare	73,211	100,000	(111,673)	-	-	61,538
Critical Care Response Vehicles	-	12,850	(12,850)	-	-	-
Fixed assets	70,944	-	(28,740)	22,473	-	64,677
Total restricted funds	191,089	153,237	(201,421)	-	-	142,905
Total funds	16,460,285	11,061,542	(11,422,628)	-	(333,826)	15,765,373

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

20. Statement of funds

Continued

Statement of funds - prior year	Balance at 1 st October 2020	Income	Expenditure	Transfers in / out	Gains / (losses)	Balance at 31 st March 2022
Unrestricted funds						
Designated funds - new helicopter	4,596,172	-	-	(1,350,000)	-	3,246,172
Designated funds - Helicopter Development Fund	-	-	-	1,642,000	-	1,642,000
General funds	11,998,609	13,569,924	(14,748,567)	(292,000)	853,058	11,381,024
Total unrestricted funds	16,594,781	13,569,924	(14,748,567)	-	853,058	16,269,196
Restricted funds						
Training	-	100,000	(64,674)	-	-	35,326
Medical equipment	-	37,212	(4,355)	(21,249)	-	11,608
Medical consumables	153	17,250	(17,403)	-	-	-
Aftercare	-	100,000	(26,789)	-	-	73,211
Critical Care Response Vehicles	-	10,600	(10,600)	-	-	-
Air Operating Certificate	-	20,000	(20,000)	-	-	-
Fixed assets	103,707	-	(54,012)	21,249	-	70,944
Total restricted funds	103,860	285,062	(197,833)	-	-	191,089
Total funds	16,698,641	13,854,986	(14,946,400)	-	853,058	16,460,285

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

20. Statement of funds

Continued

Designated funds:

New Helicopter fund: The new helicopter fund represents funds set aside to purchase a new helicopter when required, in line with the charity's reserves policy. During the prior year, a new helicopter was purchased, and the fund has been released.

Helicopter Development fund: monies set aside to bring the helicopter purchased in 2022 to the standard required in order to be brought into service during the year. The work has now been carried out and the fund has been released back to general fund.

Technology fund: funds set aside to upgrade crucial systems essential to the efficient running of the charity. The majority of this fund will be used in 2023/24 for upgrading the charity's CRM system and finance software package.

Fixed assets: this fund represents the total value of unrestricted tangible assets owned by the charity, which are essential for its day-to-day operations. These assets include property improvements, medical and IT equipment, vehicles, and other resources necessary for delivering the charity's programs and services.

Restricted funds:

Training: funds donated in order to provide training for clinical staff. This includes a surgical skills course for clinical staff.

Medical Equipment: funds donated for the purchase of medical equipment. Once purchased, these items were capitalised in line with the charity's fixed asset policy and transferred to fixed assets.

Medical Consumables: funds donated for the purchased of smaller medical equipment and supplies.

Aftercare: monies received in order to support the provision of aftercare services to patients and patients' families.

Critical Care Response Vehicles: funds received to support the provision of life-saving advance medical care using our fleet of critical care response vehicles.

21. Analysis of net assets between funds

	Unrestricted funds 2023	Restricted funds 2023	Total funds 2023
Group - current year	£	£	£
Tangible fixed assets	2,444,096	64,677	2,508,773
Fixed asset investments	6,744,814	-	6,744,814
Current assets	7,667,953	78,228	7,746,181
Creditors due within one year	(1,193,435)	-	(1,193,435)
Provisions for liabilities and charges	(40,960)	-	(40,960)
Total funds	15,622,468	142,905	15,765,373

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

21. Analysis of net assets between funds

Continued

	Unrestricted funds 2022	Restricted funds 2022	Total funds 2022
Group - prior year	£	£	£
Tangible fixed assets	1,842,781	70,944	1,913,725
Fixed asset investments	7,100,105	-	7,100,105
Current assets	8,661,101	120,145	8,781,246
Creditors due within one year	(1,301,511)	-	(1,301,511)
Provisions for liabilities and charges	(33,280)	-	(33,280)
Total funds	16,269,196	191,089	16,460,285

	Unrestricted funds 2023	Restricted funds 2023	Total funds 2023
Charity - current year	£	£	£
Tangible fixed assets	2,444,096	64,677	2,508,773
Fixed asset investments	7,244,815	-	7,244,815
Current assets	7,054,821	78,228	7,133,049
Creditors due within one year	(1,181,741)	-	(1,181,741)
Provisions for liabilities and charges	(40,960)	-	(40,960)
Total funds	15,521,031	142,905	15,663,936

	Unrestricted funds 2022	Restricted funds 2022	Total funds 2022
Charity - prior year	£	£	£
Tangible fixed assets	1,842,781	70,944	1,913,725
Fixed asset investments	7,600,106	-	7,600,106
Current assets	7,964,767	120,145	8,084,912
Creditors due within one year	(1,289,630)	-	(1,289,630)
Provisions for liabilities and charges	(33,280)	-	(33,280)
Total funds	16,084,744	191,089	16,275,833

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

22. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 12 months 2023	Group 18 months 2022
	£	£
Net movement in funds (as per Statement of Financial Activities)	(694,912)	(238,356)
Adjustments for:		
Depreciation charges	347,986	553,980
(Losses) /gains on investments	355,291	(853,058)
Foreign Exchange gains & losses	(21,465)	-
Interest from investments	(106,117)	(204,515)
Loss on the sale of fixed assets	5,238	6,768
(Increase)/decrease in stock	(2,130)	8,207
(Increase)/decrease in debtors	(1,875,349)	(133,923)
Increase/(decrease) in creditors	(108,076)	341,391
Increase in provisions	7,680	11,520
Net cash provided by/(used in) operating activities	(2,091,854)	(507,986)

23. Analysis of cash and cash equivalents

	Group 2023	Group 2022
	£	£
Cash at bank and in hand	5,024,266	4,845,074
Total cash and cash equivalents	5,024,266	4,845,074

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

24. Operating lease commitments

At 31 March 2023 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2023	Group 2022	Charity 2023	Charity 2022
	£	£	£	£
Less than 1 year	254,284	125,866	254,284	125,866
Later than 1 year and not later than 5 years	621,966	1,557	621,966	1,557
Total	876,250	127,423	876,250	127,423

25. Other financial commitments

The group had a financial commitment under a contract for helicopter services from Babcock Mission Critical Services Onshore Limited, effective from 1 July 2015 for an initial 7 year period. This contract came to an end on 19 September 2022. There are no future minimum amounts payable (2022: £743,860).

26. Contingent assets

As at 31 March 2023 the charity had £308,778 in contingent assets (2022: £493,991). These related to various items of legacy income with a high level of uncertainty regarding the amount receivable. The amounts are based on management estimates.

27. Related party transactions

The charity received donations from its subsidiary undertaking Thames Valley Air Ambulance (Trading) Limited by way of Gift Aid amounting to £148,652 (2022: £120,849). At the balance sheet date the charity was owed funds from its subsidiary undertaking Thames Valley Air Ambulance (Trading) Limited of £9,045 (2022: £52,228).

The charity received donations from its subsidiary undertaking Thames Valley Air Ambulance (Leasing) Limited by way of Gift Aid amounting to £36,303 (2022: £9,956). At the balance sheet date the charity was owed funds from its subsidiary undertaking Thames Valley Air Ambulance (Leasing) Limited of £4,583 (2022: £2,642,328). Interest of £37,793 (2022: £148,856) was receivable by the charity during the year in respect of this loan.

There were no other related party transactions during the year (2022: £nil).

REFERENCE AND ADMINISTRATIVE DETAILS

Royal Patron:	HRH The Duchess of Edinburgh GCVO GCStJ CD
President:	Colin Lee MBE (Deceased 14th July 2023)
Patrons:	The Earl and Countess of Carnarvon Sir Henry Aubrey-Fletcher Bt., Lord-Lieutenant for Buckinghamshire Mr James Puxley, Lord-Lieutenant for the Royal County of Berkshire Mr Timothy Stevenson OBE, Lord-Lieutenant for Oxfordshire
Trustees:	Sarah Roberts (Chair) Claire Dobbs (resigned 5th January 2023) Victoria George (resigned 22nd March 2023) Dr Jonathan Kendrew (resigned 28th June 2022) Richard Pearce Amanda Poole (resigned 27th September 2022) Lesley Boler David Davis Christopher Shone Vijay Jassal Paul Dilley Aisha Baker-Smith (appointed 5th January 2023) Sarah Connaughton (appointed 5th January 2023) Jane Cotton (appointed 5th January 2023) Rebecca Riffel (appointed 5th January 2023) Abimbola Sowande (appointed 5th January 2023)
Charity number:	1084910
Company number:	04062250 (England & Wales)
Registered & principal office:	Stokenchurch House, Oxford Road, Stokenchurch, Bucks, HP14 3SX Telephone: 0300 999 0135 Email: info@tvairambulance.org.uk Website: www.tvairambulance.org.uk
Company Secretary:	Saskia Gates
Executive officers:	Chief Executive: Amanda McLean Chief Operating Officer: Adam Panter Director of Finance: Jon De Keyser Director of Fundraising: Andy Holland Director of Strategy and Communications: Julia Horne Director of Human Resources: Clare Dewbury Director of Operations (Quality and Patient Safety): Hannah Bryan Medical Director: Stewart McMorran
Principal bankers:	Santander UK plc 2 Triton Square, Regents Place, London, NW1 3AN
Investment advisers:	Cazenove Capital 1 London Wall Place, London, EC2Y 5AU
Independent auditors:	Haysmacintyre LLP 10 Queen Street Place, London, EC4R 1AG



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