

HEALTHWATCH OXFORDSHIRE

England & Wales · Charity number 1172554

Details

Status	Registered
Legal form	Charitable company
Company number	08758793
Registered	2017-04-11
Register	View on the Charity Commission register

Contact

Address	Office F20 Elmfield House New Yatt Road Witney OX28 1PB
Phone	01865520520
Email	hello@healthwatchoxfordshire.co.uk
Website	www.healthwatchoxfordshire.co.uk

Activities

Objects: THE OBJECTS OF THE CHARITY ARE THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED INCLUDING BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP BY:(A) PROVIDING INFORMATION AND ADVICE TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICES;(B) MAKING THE VIEWS AND EXPERIENCES OF MEMBERS OF THE GENERAL PUBLIC KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS;(C) ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY AND EQUALITY OF ACCESS TO LOCAL HEALTH AND CARE SERVICES AND FACILITIES; AND(D) PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, SCRUTINISING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES.

Activities: Main activities:(a) providing information and advice to the general public about local health and social care services;(b) listening to and making the views and experiences of members of the general public known to health and social care providers;(c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities

Classification

- **How:** Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Other Charitable Activities
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin

Geography

- Oxfordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£348,545	£345,022	-	-
2024-03-31	£392,645	£338,037	-	-
2023-03-31	£340,601	£331,727	-	-
2022-03-31	£304,727	£329,847	-	-
2021-03-31	£303,164	£301,377	-	-

Trustees

Name	Role	Appointed
Barbara Anne Shaw		2024-11-27
Emily Jane Williams		2023-09-26
Philip Grimshaw Baker		2022-08-25
Sasha Shepperd		2025-01-28
Sylvia Buckingham		2017-05-09
Tracey Mair Rees		2023-07-18

Accounts

HEALTHWATCH OXFORDSHIRE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

Charity Number

1172554 (England and Wales)

Company Number 08758793

Trustees' Annual Report for the period

From: 1st April 2024 – 31st March 2025

Charity name: Healthwatch Oxfordshire

Charity registration number: 1172554

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	Healthwatch Oxfordshire (HWO) provides local Healthwatch services within Oxfordshire, through the following objects: ▪ Providing information and advice to the public about local health and social care (H&SC) services. ▪ Making the views and experiences of the public known to H&SC providers. ▪ Enabling local people to have a voice in the development, delivery, and equality of access to local H&SC services and facilities. ▪ Providing training and development of skills for volunteers and the wider community in: ○ understanding, scrutinising, reviewing, and monitoring local H&SC facilities. The principal objectives in support of these objects are described below, with each example supporting one of more of HWO's Objects. This is not intended to be a total picture of activities during the year, but rather to give a flavour of what we are achieving.
Summary of the main activities in relation to those purposes for the	Para 1.17 and 1.19	During the year, HWO heard from 11,976 members of the public through a combination of: • Website feedback centre.

public benefit, in particular, the activities, projects or services identified in the accounts.	• “Tell us” Forms. • Enter and View. • Signposting. • Voluntary Sector, • Surveys, and social media. This was greatly assisted by continuing work to increase HWO's social media presence which engaged 5,734 people across different channels. 📰 HWO continued to circulate its bi-weekly news brief on recent Health and Care related news. 📰 During the year HWO published 38 research-based reports, based upon either trends in issues raised by patients and/or listening to the seldom heard communities. These included: - What You Told Us About GPs - What We Heard About Pharmacy - Rural Health Inequalities - Hearing from Men in Oxfordshire - People's Experience of Leaving Hospital - Supporting Children's Oral Health - Community Researchers heard about Food and the Cost of Living in OX4 In each case, after research and report publication, HWO organises contact with relevant service providers and service users to discuss findings and agree steps to make improvements. For example, HWO presented its report on Men's Health to the Oxfordshire Men's Health Partnership meeting where the partners agreed to share the report widely with colleagues. The report was sent to key health and social care decision makers who indicated that they would review the findings and take them into consideration when planning services. HWO attends key meetings organised by Service Providers to ensure that the public voice is heard. For example: ▪ It is a voting member of the Oxfordshire Health and Wellbeing Board. ▪ It reports to Oxfordshire's Joint Health Overview and Scrutiny Committee. ▪ The Executive Director or deputy attends meetings of the Buckinghamshire,
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		Oxfordshire, Berkshire West Integrated Care Board (BOB ICB) System Quality Group ▪ The Oxfordshire Place Based Partnership The Executive Director also meets regularly with the senior staff of the BOB ICB, the Oxford University Hospital NHS Foundation Trust, and the Oxford Health NHS Foundation Trust. ▪ Our ambassadors attend the Oxfordshire Health Inequalities Board meetings and the Childrens Trust meetings. ▪ We meet regularly with the CQC. Our aim at these meetings is to ensure that the public voice is always heard and to influence providers and commissioners of Health and Care services. HWO has been instrumental in the development of the Oxfordshire Community research network, ensuring the voices and experiences of community researchers is heard during the development stage of this network. HWO has continued work on improving the usefulness of its website and helping people to find it. The public feedback centre on the HWO website allows people to comment on Health and Care services received. HWO now helps to facilitate patient outcomes by sending posts direct to service providers and brokering contacts between providers and their service users. We published 577 reviews and achieved 138 responses from providers this year. HWO continued with its funds from the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) to provide support and leadership to Patient Participation Groups (PPGs). A designated member of HWO staff leads this work and has attended several PPG meetings and provide health focused information webinars through the year, that were held online. The funds also allows HWO to conduct public engagement to support the patient voice being heard at Place and ICB level. Community groups with which HWO has worked with, heard from or met with over 100 groups during the year, some of them were: - o My Life My Choice
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		- o African Families in the UK - o The Hill, Banbury - o Asylum Welcome - o Active Oxfordshire - o Oxford Community Champions - o Oxfordshire Play Association - o SOHA Housing - o Oxford Community Action - o Oxfordshire Parent Carers Forum - o Warm Spaces Grimsbury
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	As required by the Charity Commission (CC) it is confirmed that the Healthwatch Oxfordshire Trustees have had regard to the guidance issued by the CC on public benefit.

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	Project fund grants to third parties are made according to clear rules laid down by HWO on, "who does what," monitoring and the drafting and publication of reports. When such grants are budgeted for and planned, the Executive Director updates the trustees on a regular basis at a minimum quarterly. We worked with Oxford Community Action and funded their research into Food Poverty in OX4 with support from the second programme of the Community Participatory Action Research (CPAR) NHS South East.
Policy on social investment including program related investment	Para 1.38	We do not make any investments; our income is spent on the delivery of the local Healthwatch function and any underspend on this annual income is contracted to be returned to the funder.
Contribution made by volunteers	Para 1.38	Trained volunteers assist HWO with Enter and View (E&V) visits and reports, in all cases they have been subject to DBS vetting, Enter and View training and they are accompanied by HWO staff. 11 E&V visits were carried out in the year, including:

		◦ The Discharge Lounge at the John Radcliffe Hospital ◦ Ferendune Court Care Home ◦ Multidisciplinary Unit at Abingdon Community Hospital ◦ The White Horse Medical Practice in Faringdon ◦ Boots Pharmacy in Oxford city centre ◦ The Oxford Eye Hospital at the John Radcliffe hospital We have two volunteer ambassadors each attend separately the Childrens Trust Board (CT) meetings and the Health Improvement Board (HIB) meetings. We published three reports to the HIB. We have one volunteer who supports the HWO team with administrative work. Our trustees are volunteers who do not receive any remuneration apart from expenses in accordance with our expenses policy.
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Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	During this year 5,321 people shared their experience of using health and social care services with us. We used what we heard to inform our projects, and we also fed back to service providers what people were telling us about their services. We also spoke to 344 people by telephone or email who wanted some information and advice about local health and care services. We worked with Oxford City Council's Community Champions team to create two short films, a new animation which explains the role of GP receptionists, and a short film to explain the interpretation services which are available at GP practices and how people can give feedback to surgeries. We also distributed 2,600 Access to health cards to organisations supporting vulnerable people. The cards set out

		people's rights to accessing treatment and registering with a GP practice as well as highlighting people's right to a free interpreting service. We produced a leaflet for parents and carers of children with a special educational need or disability on how to look after their children's teeth. This follows our report published in July about oral health support for children entitled "Supporting Send Children to Look after their Teeth". We continued a busy programme of outreach visits to hear directly from people about their experiences of using local health and care services. We also made regular visits to ✓ hospitals to talk to people about using hospital services. ✓ We ran 7 webinars on health and care attended by 223 people. ✓ We supported Patient Participation Groups (PPGs) across the county and produced a report after hearing from them. Following production of this report we made a film to showcase some of the brilliant work of patient groups in Oxfordshire. Helping to improve people's experiences of leaving hospital We gathered insight into a new approach that health and care services are using to support people when they leave hospital. We heard from 206 people about the care and support they received after leaving hospital, and 87 health and care professionals. Based on recommendations we made, actions since our report was published include: ✓ A new patient leaflet about discharge has been published ✓ Oxfordshire County Council are launching new training for social care providers and a specific feedback survey to hear from people who get social care support after leaving hospital
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		Health providers are rolling out a new process for proactively following up with people who have recently been discharged from hospital. Making a difference through community research This year saw the culmination of our support for community researchers Hassan Sabrie and Mujahid Hamidi. Hassan and Mujahid, of Oxford Community Action (OCA), focused on the impact of the cost of living on people using emergency food services in the OX4 area of Oxford. They worked with community food support service OX4 Food Crew to hear from 166 people. Actions identified from the research were realised through OX4 Food Crew's energy for practical solutions – with ongoing support from Healthwatch Oxfordshire. Tangible actions have included: → An event was held sharing the research with 50 community members and decision-makers to look at next steps. → Weekly advice sessions are now running at OCA. → 700 leaflets were distributed to food service users detailing information about cost-of-living support → A 'social supermarket' has been set up and a community allotment established. Hassan, Mujahid and OX4 Food Crew partners – with our support – have shared their findings locally and nationally. We want to make sure we hear from all communities across Oxfordshire, including those who don't usually have a say. This year we have carried out focused projects hearing from: → Rural communities in Oxfordshire → Working men in Oxfordshire → People living in Wood Farm and Town Furze in Oxford We share people's experiences and views with health and social care commissioners
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		and providers so they know what is working well, and what could be better. This year we have produced reports summarising your feedback on using eye care services, GP practices and pharmacies, which we have shared. Further evidence of the impact of our work can be found on our website: www.healthwatchoxfordshire.co.uk/impact/
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Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	Our priorities for the year were to: ○ Continue to gather feedback on primary care services. We reported on what we heard from service users about GP services and pharmacy services to the commissioner of these services, the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) and the Local Medical Council and the Local Pharmaceutical Council. The information we shared was used in further development of the BOB ICB Primary Care Strategy and was used to inform the Pharmaceutical Needs Assessment for Oxfordshire. ○ Reach out to hear about people's journeys of discharge from hospital. We completed a project on the Discharge to Assess scheme which captured peoples experience of leaving hospital with support. This project spoke to over 300 patients and staff with all the recommendations from the report accepted by the service providers. ○ Continue to focus on aspects of health and care where inequalities are experienced, using a variety of approaches, including community research. We visited hotels to speak to refugees and vulnerable migrants in the Cherwell Area with information about local health services. We then organised a meeting of local stakeholders and the BOB ICB to
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		discuss how we could help support people staying in the hotels. Hearing from Men –it can be difficult to reach men and to do so we went out to town centres, industrial estates and religious institutions to hear their voices. We shared what we heard from 167 men with the Oxfordshire men's health partnership and health providers and commissioners to help inform and influence services. We held a webinar called "Designing Services with Men in Mind" and this was attended by 38 people. We also continued our community research approach and produced our report about food poverty in OX4.
Performance of fundraising activities against objectives set	Para 1.41	We do not actively fundraise.

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	The charity's reserves at the year-end were £117,859. There were no restricted reserves, so all reserves held are unrestricted. This represents a small increase in reserves from the previous year.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	Reserves as agreed by the Trustees to be set aside in a Nationwide deposit bank account to provide for wind-down costs. This policy is currently under review.
Amount of reserves held	Para 1.22	£31, 791, these reserves are set aside to cover wind up costs. The trustees are currently reviewing the amount of winddown costs held in light of the Government announcement on the abolition of Healthwatch.
Reasons for holding zero reserves	Para 1.22	Not applicable
Details of fund materially in deficit	Para 1.24	None
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	<i>The Government announced the abolition of local Healthwatch in June 2025, this means our main source of income will disappear. This will happen once the legislative changes are made in the Health and Social Care Act 2012. This is</i>

		<i>likely to be sometime in the Spring of 2027, however, the timeframe is currently uncertain.</i>
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Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Healthwatch organisations have Statutory Duties under the 2012 H&SC Act and are funded by Government, via their Local Authorities, in this case the Oxfordshire County Council (OCC). As such, HWO has not attempted to raise charitable funds from either the Public or Organisations during this year. The main sources of funding we receive are as follows: - o Local Healthwatch funding from Oxfordshire County Council (£290,833) - o Annual recurrent funding from BOB ICB (£50,000)
Investment policy and objectives including any social investment policy adopted	Para 1.46	We do not have an investment policy as we spend our funding year on year on the delivery of our objectives.
A description of the principal risks facing the charity	Para 1.46	Dr Penny Dash published her review of patient safety across the health and social care landscape on 7 July 2025. The Government accepted all nine recommendations, Recommendation five of the review sets out that (a) the statutory functions of Local Healthwatch relating to healthcare should be combined with the involvement and engagement functions of Integrated Care Boards to listen to and promote the needs of service users, and (b) that the statutory functions of Local Healthwatch relating to social care should be transferred to councils in order to improve the commissioning of social care. Primary legislation will be required to make these changes. Department of Health and Social Care (DHSC), with Healthwatch England and MHCLG, are currently working on the details of this recommendation. In the meantime, contractual arrangements should continue to be made to ensure that an effective Local Healthwatch organisation is operating in our area, delivering the activities set out in the legislation.

		DHSC can confirm that funding for Local Healthwatch services in 2025-26 will be provided during the Autumn via the Local Reform and Community Voices grant. The funding mechanism after 2025-26 will be confirmed in due course. DHSC will also continue engage with stakeholders, including the Local Government Association and the Care Provider Alliance, during this interim period. To this end the trustees of HWO are currently working through options as to whether the organisation continues beyond 2026/27 since the core income of the charity is provided by the local Healthwatch contract. As the main source of our income comes from the local Healthwatch contract the HWO trustees are currently exploring options for the future of the organisation and opportunities for the continuation of the organisation in the new landscape.
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Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	Articles of Association
How is the charity constituted? (e.g. unincorporated association, CIO)	Para 1.25	Company, Limited by Guarantee.
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Healthwatch Oxfordshire uses local advertising and networking methods to attract Trustee candidates. Candidates apply using an application specification and guide on the job requirements and skills, issued by the Board. All suitable candidates are interviewed by a panel of Healthwatch Oxfordshire Trustees. Those recommended for appointment are voted upon by the full Trustee Board.

Additional information (optional) You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	GDPR Training Induction to Healthwatch Training Safeguarding Training Policies: - o Expenses - o Data Protection - o Safeguarding - o Declarations of Interest Documents shared with new trustees include: Charity Commission Guidance - o Essential trustee (CC3) - o Trustee – what's involved (CC3A) - o HWO Year–end Accounts for previous year - o HWO Annual Impact Report - o DBS Check - o References Checks: Companies House Disqualified list & Charity Commission Register of Removed Trustees
The charity's organisational structure and any wider network with which the charity works	Para 1.51	Healthwatch, Oxfordshire's organisational structure: The charity is run by an elected Board of Trustees. Its officers are: Chair and Treasurer. The Trustee Board meets in February, May, September, and November, when the public is invited to attend. At a special Public Meeting in July, HWO presents its annual report. During the year two meetings are held in person and two are held online. The Operational Team is managed by an Executive Director, supported by a Business Manager. There are four other salaried members of HWO staff. The Executive Director reports directly to the Trustee Board. The Business Manager acts as Secretary to the Trustee Board. The Board appoints a sub-group with focus on Governance and Finance; this sub-group makes recommendations to the Trustee Board and does not have delegated authority.
Relationship with any related parties	Para 1.51	n/a
Other		n/a

Reference and Administrative details

Charity name	Healthwatch Oxfordshire
Other name the charity uses	n/a
Registered charity number	1172554
Charity's principal address	Office F20 Elmfield House New Yatt Road Witney OX28 1PB

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Don O'Neal	Chair		
2	Sylvia Buckingham			
3	Tracey Rees	Treasurer		
4	Philip Baker			
5	Emily Williams			
6	Diana O'Meara		1.4.24-25.3.25	
7	Sasha Shepperd		28.2.25-31.3.25	
8	Barbars Shaw		27.11.24 - 31.3.25	
9	Christiana Roberts		1.4.24-6.12.24	

Corporate trustees – names of the directors at the date the report was approved

Director name		There are no corporate trustees
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Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	
None		

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	N/A
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	N/A

Details of arrangements for safe custody and segregation of such assets from the charity's own assets	N/A
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Additional information (optional)

Names and addresses of advisers (Optional information)

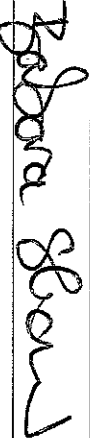
Type of adviser	Name	Address
Accountants	SPX Oxford Ltd	Peace House, 19 Paradise Street, Oxford, OX1 1LD.
Independent Examiner	Caroline Webster	UHY-Ross Brooke LTD, Windrush Court, Abingdon Business Park, Abingdon, OX14 1SY

Name of chief executive or names of senior staff members (Optional information)

Executive Director: Dr Veronica Barry Business Manager: Carol Ball

Declarations

The trustees declare that they have approved the trustees' report above.
Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Mrs Barbara Anne Shaw	
Position (eg Secretary, Chair, etc)	Chair of the Board	

Date
2nd December 2025

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also the directors of Healthwatch Oxfordshire for the purposes of Company Law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations.

Company Law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). 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 income and expenditure of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP
- make judgements 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

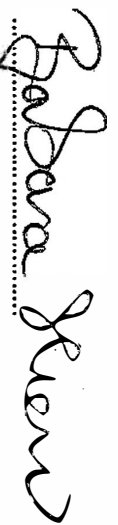
The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and which enable them to ensure that the financial statements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

The annual report has been prepared taking advantage of the exemptions available to small companies in the Companies Act 2006.

INDEPENDENT EXAMINATION

The nominated independent examiner will be considered by trustees for re-appointment for the ensuing year.

Signed on behalf of the trustees



Date: 2nd December 2025

**INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF HEALTHWATCH OXFORDSHIRE
FOR THE YEAR ENDED 31 MARCH 2025**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025 which are set out on pages 19 to 24.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

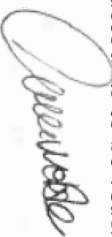
Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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



Caroline Webster FCA
UHY Ross Brooke Ltd
Windrush Court
Abingdon Business Park
Abingdon
OX14 1SY

08/12/..... 2025

**STATEMENT OF FINANCIAL ACTIVITIES AND INCOME AND EXPENDITURE ACCOUNT.
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	Total 2025 £	Total 2024 £
Income from:			
Donations and legacies		100	100
Charitable activities	3	347,927	391,982
Investments		518	563
Total income		348,545	392,645
Expenditure on:			
Charitable activities	4-6	345,022	338,037
Other		-	-
Total expenditure		345,022	338,037
Net income / -expenditure		3,523	54,608
Transfers between funds		-	-
Net movement in funds		3,523	54,608
Reconciliation of funds:			
Total funds brought forwards		114,336	59,728
Total funds carried forward		117,859	114,336

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

All income and expenditure relate to unrestricted income funds

The notes on pages 21 to 24 form part of these financial statements.

BALANCE SHEET AS AT 31 MARCH 2025
COMPANY NUMBER 08758793

		2025	2024
	Notes	£	£
CURRENT ASSETS			
Debtors	7	14,909	7,682
Cash at bank		124,503	123,516
		139,412	131,198
CREDITORS: Amounts falling due within one year			
	8	21,553	16,862
NET CURRENT ASSETS		117,859	114,336
NET ASSETS		117,859	114,336
FUNDS			
INCOME FUNDS			
Unrestricted Income funds	9	117,859	114,336
Restricted Income funds	10	-	-
TOTAL INCOME FUNDS		117,859	114,336

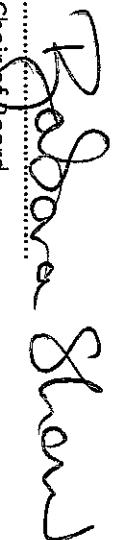
For the year ended 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These accounts were approved by the Board of Directors on the 26th November 2025 and are signed on behalf of the board by:



 Chair of Board

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

1. COMPANY STATUS

Healthwatch Oxfordshire is a company limited by guarantee.
The liability of each member is limited to £1 on a winding up of the company.

2. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Healthwatch Oxfordshire 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 note.

Going Concern

The trustees believe that there are no material uncertainties about the Charity's ability to continue as a going concern over the next 12 months.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Income

All income is included in the statement of financial activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure represents amounts invoiced, including value added tax.

Fixed assets

Fixed assets (excluding investments) would be stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised.

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Office equipment – 25% straight line
Computer equipment – 33% straight line

NOTES TO THE ACCOUNTS (continued)
FOR THE YEAR ENDED 31 MARCH 2025

Creditors

Creditors are recognised when the goods or service have been received and payment is crystallised. They are valued at the amount invoiced, or expected to be invoiced, including value added tax.

Pensions

Healthwatch Oxfordshire operates a defined contribution pension scheme. Contributions payable for the year are charged in the statement of financial activities. Liabilities at the end of the reporting period are amounts due to the pension scheme from past earnings periods.

Taxation

The Charity is exempt from corporation tax on its charitable activities.

3. INCOME FROM CHARITABLE ACTIVITIES

	Total Funds 2025	Total Funds 2024
	£	£
Grants received (OCC)	290,833	290,333
Fee income (OCCG)	-	50,000
Fee income (Other)	57,094	51,149
	<u>347,927</u>	<u>391,482</u>

4. EXPENDITURE ON CHARITABLE ACTIVITIES

	Total Funds 2025	Total Funds 2024
	£	£
Staffing costs	250,625	215,666
Premises costs	6,036	6,110
Marketing and communications	8,290	17,289
Project costs	40,300	66,178
Sundry running costs	29,755	23,017
Governance	10,016	9,777
Total charitable activities	<u>345,022</u>	<u>338,037</u>

Staffing costs include staff mileage, training and recruitment, as well as the salaries and benefits disclosed in Note 6

NOTES TO THE ACCOUNTS (continued)
FOR THE YEAR ENDED 31 MARCH 2025

5. GOVERNANCE COSTS

	Total Funds 2025	Total Funds 2024
	£	£
Independent Examination fee	1,000	1,000
Accountancy fees	8,360	8,611
Other governance costs	315	-
Trustee expenses	341	166
	<u>10,016</u>	<u>9,777</u>

6. STAFF COSTS

	2025	2024
	£	£
Wages	215,353	185,677
Social security costs	17,091	13,929
Pension contributions	10,768	8,666
	<u>243,212</u>	<u>208,272</u>

The average number of staff employed during the year was 6.0 (2024: 5.4). No employee received pay or benefits in excess of £60,000 in either year.

7. DEBTORS

	2025	2024
	£	£
Other debtors	1,806	-
Prepayments	13,103	7,682
	<u>14,909</u>	<u>7,682</u>

Prepayments in 2025 and 2024 relate to rent, rent deposit and web-hosting.

8. CREDITORS

	2025	2024
	£	£
Taxation and social security	4,676	4,588
Other creditors	12,877	8,274
Accruals	4,000	4,000
	<u>21,553</u>	<u>16,862</u>

Other creditors include £1,741 owing to the pension scheme in respect of March 2025 salary costs.

NOTES TO THE ACCOUNTS (continued)
FOR THE YEAR ENDED 31 MARCH 2025

9. UNRESTRICTED INCOME FUNDS

	Balance at 1 Apr 24 £	Income £	Expenditure £	Transfers £	Balance at 31 Mar 25 £
Other unrestricted funds	114,336	348,545	- 345,022	-	117,859
	<u>114,336</u>	<u>348,545</u>	<u>- 345,022</u>	<u>-</u>	<u>117,859</u>

Previous year

	Balance at 1 Apr 23 £	Income £	Expenditure £	Transfers £	Balance at 31 Mar 24 £
Other unrestricted funds	59,728	392,645	- 338,037	-	114,336
	<u>59,728</u>	<u>392,645</u>	<u>- 338,037</u>	<u>-</u>	<u>114,336</u>

10. RESTRICTED INCOME FUNDS

There are no restricted income funds

11. TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No member of the board of trustees received any remuneration during the year.

One trustee was reimbursed £124 for travel expenses (2024: £149)

There were no payments to third parties for trustee costs

There were no other related party transactions.

12. REMUNERATION AND BENEFITS OF KEY MANAGEMENT PERSONNEL

The key management personnel of HWO are the Trustees, the Executive Director and the Business Manager. The Trustees receive no remuneration. The Executive Director and the Business Manager are responsible for the day-to-day management of HWO. Total remuneration in respect of the key management personnel totalled £99,857 in 2024-25 and £98,464 in 2023-24.

Accounts

HEALTHWATCH OXFORDSHIRE

HEALTHWATCH OXFORDSHIRE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

Charity Number
1172554 (England and Wales)
Company Number 08758793

HEALTHWATCH OXFORDSHIRE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED
31 MARCH 2024

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**HEALTHWATCH OXFORDSHIRE
GENERAL INFORMATION**

Registered charity name	Healthwatch Oxfordshire
Charity number	1172554
Company Number	08758793
Principal & registered office address	Office 1 Cypher House Bampton Business Centre South Weald Oxfordshire OX18 2AN
Trustees	Sylvia Buckingham Don O'Neal Claire Gray (resigned September 2023) Philip Baker Christiana Roberts Diana O'Meara (appointed January 2024) Tracey Rees (appointed July 2023) Emily Williams (appointed September 2023)
Accountants	SPX Oxford Ltd Peace House 19 Paradise Street Oxford OX1 1LD
Independent examiner	Caroline Webster FCA UHY-Ross Brooke Ltd Windrush Court Abingdon Business Park Abingdon OX14 1SY
Bankers	Unity Trust Bank Nationwide

HEALTHWATCH OXFORDSHIRE
Trustees' Annual Report for the period 1st Apr 2023 to 31 Mar 2024

Section A: Reference and administration details

Charity name

Healthwatch Oxfordshire.

Other names charity is known by

Registered charity number (if any)

1172554.

Charity's principal address

Office 1, Cypher House, Bampton Business Centre South
Weald, Oxon
OX18 2AN

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Don O'Neal	Chair		Healthwatch Board
2	Phil Baker			Ditto
3	Sylvia Buckingham			Ditto
4	Christiana Roberts			Ditto
5	Tracey Rees	Treasurer	From 18.07.2023	Ditto
6	Emily Williams		From 26.09.2023	Ditto
7	Diana O'Meara		From 11.01.2024	Ditto
8	Claire Grey		From 01.04.23-07.09.23	Ditto

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Accountants	SPX Oxford Ltd	SPX Oxford Ltd, Peace House, 19 Paradise Street, Oxford, OX1 1LD
Independent Examiner	Caroline Webster	Ross Brooke Ltd, Windrush Court, Abingdon Business Park, Abingdon, OX14 1SY

Name of chief executive or names of senior staff members (Optional information)

Executive Director: Dr Veronica Barry
Business Manager: Carol Ball

Section B Structure, governance, and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Articles of Association
How the charity is constituted (eg. trust, association, company)	Company, limited by Guarantee.
Trustee selection methods (eg. appointed by, elected by)	Healthwatch, Oxfordshire uses local advertising and networking methods to attract Trustee candidates. Candidates apply using an application specification and guide on the job requirements and skills issued by the Board. All suitable candidates are interviewed by a panel of Healthwatch Oxfordshire Trustees. Those recommended for appointment are voted upon by the full Trustee Board.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Healthwatch, Oxfordshire's organisational structure: The charity is run by an elected Board of Trustees. Its officers are: Chair, and Treasurer. The Trustee Board meets in February, May, September, and November, when the public is invited to attend. At a special Public Meeting in July, HWO presents its annual report. During the year all its meetings have been virtual due to the pandemic. The Operational Team is managed by an Executive Director, supported by a Business Manager. There are four other salaried members of HWO staff. The Executive Director reports directly to the Trustee Board. The Business Manager acts as Secretary to the Trustee Board. The Board appoints a sub-group with focus on Governance and Finance. The Business Manager is continuing a program planning Disaster Recovery and Risk Management.

NB: As required by the Charity Commission (CC) it is confirmed that the Healthwatch Oxfordshire Trustees have had regard to the guidance issued by the CC on public benefit.

Healthwatch Oxfordshire (HWO) exists to provide local Healthwatch services within Oxfordshire, through the following objects:

- ❖ Providing information and advice to the public about local health and social care (H&SC) services.
- ❖ Making the views and experiences of the public known to H&SC providers.
- ❖ Enabling local people to have a voice in the development, delivery, and equality of access to local H&SC services and facilities.
- ❖ Providing training and development of skills for volunteers and the wider community in: understanding, scrutinising, reviewing, and monitoring local H&SC facilities.

Summary of the objects of the charity set out in its governing document

The principal activities in support of these objects are described below, with each example supporting one of more of HWO's Objects. This is not intended to be a total picture of HWO's activities during the year, but rather to give a flavour of what we are achieving.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

- ❖ During the year, HWO heard from 14,716 members of the public through a combination of:
Website feedback centre, "Tell us" Forms, Enter and View, Signposting, Voluntary Sector, Surveys, and social media. This was greatly assisted by continuing work to increase HWO's social media presence which engaged 3,463 people across different channels.
 - ❖ HWO continued to circulate its bi-weekly rundown on recent Health and Care related news.
 - ❖ During the year HWO published 39 research-based reports, based upon either trends in issues raised by patients and/or listening to the seldom heard communities. These included
 - What People Told us about Footcare
 - Long Covid
 - How People Experienced Joined up Care
 - Maternity Mental Health in Oxfordshire
 - What You Told Us About Primary Care
 - Community research in Oxfordshire
 - Health and Wellbeing Board Strategy Engagement Report
 - What you Told us About Hospitals
 - A Summary of our Outreach programme
- In each case, after research and report publication, HWO organises contact with relevant service providers and service users to discuss findings and agree steps to make

improvements. The Oxfordshire Health and Wellbeing Report was a response to the strategy refresh being conducted by the Oxfordshire Health and Wellbeing Board. This intensive piece of engagement took place over the summer of 2023 and enabled over 1,000 local people to inform the HWO's strategy refresh.

- ❖ HWO attends key meetings organised by Service Providers to ensure that the public voice is heard. For example:
 - It is a voting member of the Oxfordshire Health and Wellbeing Board.
 - It reports to Oxfordshire's Joint Health Overview and Scrutiny Committee.
 - The Executive Director or deputy attends meetings of the Healthwatch Bucks, Oxfordshire, West Berkshire (BOB) System Quality Group
 - The Executive Director also meets regularly with the senior staff of the BOB ICB, the Oxford University Hospital NHS Foundation Trust, and the Oxford Health NHS Foundation Trust.
 - Our ambassadors attend the Oxfordshire Health Inequalities Board meetings and the Childrens Trust meetings.
 - We meet regularly with the CQC.

Our aim at these meetings is to ensure that the public voice is always heard and to influence providers and commissioners of Health and Care services.

- ❖ HWO has been instrumental in the development of the Oxfordshire Community research network, ensuring the voices and experiences of community researchers is heard during the development stage of this network.
- ❖ HWO has continued work on improving the usefulness of its website and helping people to find it. During the year, the website had over 63,991 hits, compared with 55,500 in the prior year, and well ahead of target. The public feedback centre on the HWO website allows people to comment on Health and Care services received. HWO now helps to facilitate patient outcomes by sending posts direct to service providers and brokering contacts between providers and their service users. We achieved 249 responses this year.
- ❖ HWO continued with its contract with the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) to provide support and leadership to Patient Participation Groups (PPGs). A designated member of HWO staff leads this work and has attended several PPG meetings and webinars that were held online. The contract also allows HWO to conduct public engagement to support the patient voice being heard at ICB level.
- ❖ Groups with which HWO has worked with, heard from or met with over 100 groups during the year, some of them were:
 - My Life My Choice

Section C

Objectives and activities

- Banbury Asian Women's Group
- Autism Family Support Oxfordshire
- Asylum Welcome
- Achieve Oxfordshire
- African families in the UK
- Donnington over 50's Club
- Oxfordshire Youth
- Sue Ryder Palliative Care
- Oxford Community Action
- Witney Larder

Additional details of objectives and activities (Optional information)

Policy on Grant Making:

Project fund grants to third parties are made according to clear rules laid down by HWO on, "who does what," monitoring and the drafting and publication of reports. When such grants are budgeted for and planned, a trustee will oversee the work performed by the operational team. We made one project fund grant to Community First Oxfordshire to research Health and Wellbeing in Ambrosden, Arncliffe, Blackthorn and Piddington. These areas were chosen because they fall in the 10% most deprived areas (LSOAs) in England in relation to barriers to housing and services domain. The final report will be published in 2024-25.

Programme Related Investments:

We do not make any investments; our income is spent on the delivery of the local Healthwatch function and any underspend on this annual income is contracted to be returned to the funder.

Contributions from Volunteers:

- You **may choose** to include further statements, where relevant, about:
- policy on grant making.
 - policy programme related investment.
 - contribution made by volunteers.
- ❖ Trained volunteers assist HWO with Enter and View visits and reports, in all cases they have been subject to DBS vetting, Enter and View training and they are accompanied by HWO staff. 11 F&V exercises were carried out in the year, including:
 - A&E at the Horton General Hospital
 - Renal Dialysis Unit at the Churchill Hospital
 - A Pharmacy in Didcot
 - Oxford Childrens Hospital
 - The Abingdon Surgery
 - Langford View Care Centre, Bicester
 - ❖ Three volunteers attend the Childrens Trust Board (CT) meetings and the Health Improvement Board (HIB) meetings. We published three reports to the HIB and one report to the CT during the year.
 - ❖ We worked with 5 volunteer community connectors to research who reached out and had conversations parents and carers about what helped and what made it hard to support under ten-year-olds to look after their teeth and gums.
 - ❖ We have two volunteers who support the HWO team with administrative work.

Section C

Objectives and activities

- ❖ Volunteers and trustees attended outreach events and manned hospital stands during the year.
- ❖ The HWO Trustee Board comprises lay-volunteer members, who receive no fees for their work. Reasonable expenses incurred in the performance of their agreed duties may be claimed but must be authorised by the HWO Executive Director.

Section D

Main achievements

Summary of the main achievements of the charity during the year

- ❖ Influencing the new community research network – we spoke to community groups and organisations to capture views on community research to inform the development of a new Community Research Network for the county. The new network is being set up by Oxfordshire County Council's public health team, together with community, academic and voluntary sector partners. It will ensure the voices of those with lived experience will guide research and action to help tackle health inequalities. We felt it was important that the experiences and ideas of people who had previously been involved in community research contributed to this new network. We also mapped out some of the community research that has already been carried out in the county so that the network could learn from the legacy of this work. During our conversations community members were very clear that they are tired of research 'on them' and not 'with them', and that things must change if solutions to some of the pressing challenges are to be found.
- ❖ A campaign to reach out to men in West Oxfordshire was carried out as a direct result of our work hearing from men in Carterton about their health. In 2022-23 we had short but meaningful conversations with 31 working men in Carterton as part of our support for the Oxfordshire Men's Health Partnership #30Chatsin30Days initiative. We wrote a report highlighting what the men had told us about looking after their health and their experiences of accessing local services and support. Our report prompted the Oxfordshire Men's Health Partnership to follow up this year with a targeted campaign to engage with men in West Oxfordshire. This included a series of events including informal conversations in a local coffee shop across a number of evenings, a launch event at Carterton Town Hall, and two health drop-in events at

HEALTHWATCH OXFORDSHIRE

RAF Brize Norton and at Carterton Leisure Centre

- ❖ Raising the lack of access to NHS dentistry highlighting the scale of the problems people were facing finding an NHS dentist in Oxfordshire, we called all dental practices in the county to ask if they are taking on NHS patients. Of the 57 we spoke to, 6 were taking on adults and 15 were taking on children. We presented our findings to the Oxfordshire Joint Health Overview and Scrutiny Committee to highlight continuing access issues. We raised this issue with Healthwatch England who presented the challenges of access to NHS dentistry at the Health and Social Care Committee at the House of Commons.
- ❖ The increase in HWO's interface with the public has been a good demonstration of how its performance has improved, year on year. A 360-degree survey of stakeholders' opinions of HWO was commissioned by the Oxfordshire County Council, and the resulting report was supportive of, and complimentary to HWO's leadership, team, and focus on the provision of local HW services.
- ❖ This year, together with the four other local Healthwatch organisations, we attended key Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) committees. We also fed into the development of its new Primary Care Strategy. We presented with Healthwatch Bucks on the importance of patient engagement at a BOB ICB Primary Care Strategy stakeholder event, and published a joint response on the draft plans, highlighting the need to involve and listen to patients. Healthwatch Oxfordshire hosted two public webinars for Oxfordshire residents to feed in their views to the BOB ICB, and on the draft strategy.
- ❖ The Trustee board has increased to seven members and appointed a new chair from its number. The previous chair continues to sit on the board.

Section E**Financial review****Brief statement of the charity's policy on reserves**

£24,068 has been agreed by the Trustees to be set aside in a Nationwide deposit bank account to provide for wind-down costs. This policy is due for review in 2024.

Details of any funds materially in deficit

None.

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Healthwatch organisations have Statutory Duties under the 2012 H&SC Act and are funded by Government, via their Local Authorities, in this case the Oxfordshire County Council (OCC). As such, HWO has not attempted to raise charitable funds from either the Public or Organisations during this year.

HWO has been awarded a five-year contract to deliver the Healthwatch function in Oxfordshire between 2023-28.

HWO does not make financial investments, using all its resources to provide Local Healthwatch Services.

The Director/Trustees have satisfied themselves that HWO has adequate funding until 2028.

Section F**Other optional information**

--

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)	D. O'NEAL	
Full name(s)	Mr Don O'Neal	
Position (eg Secretary, Chair, etc)	Chair	
Date	26/10/2024	

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also the directors of Healthwatch Oxfordshire for the purposes of Company Law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations.

Company Law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). 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 income and expenditure of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP
- make judgements 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

The annual report has been prepared taking advantage of the exemptions available to small companies in the Companies Act 2006.

INDEPENDENT EXAMINATION

The nominated independent examiner will be considered by trustees for re-appointment for the ensuing year.

Signed on behalf of the trustees

.....
D. O'Meara

Date 26/10/2024

HEALTHWATCH OXFORDSHIRE
INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF HEALTHWATCH OXFORDSHIRE
FOR THE YEAR ENDED 31 MARCH 2024

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 15 to 20.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. the accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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



Caroline Webster FCA
UHY Ross Brooke Ltd

Windrush Court
Abingdon Business Park
Abingdon
OX14 1SY

....20.November.... 2024

HEALTHWATCH OXFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES AND INCOME AND EXPENDITURE ACCOUNT. FOR THE YEAR ENDED 31 MARCH 2024

		Total 2024 £	Total 2023 £
	Notes		
Income from:			
Donations and legacies		100	-
Charitable activities	3	391,982	340,464
Investments		563	137
Total Income		<u>392,645</u>	<u>340,601</u>
Expenditure on:			
Charitable activities	4-6	338,037	331,727
Total expenditure		<u>338,037</u>	<u>331,727</u>
Net income / -expenditure		54,608	8,874
Transfers between funds		-	-
Net movement in funds		<u>54,608</u>	<u>8,874</u>
Reconciliation of funds:			
Total funds brought forwards		59,728	50,854
Total funds carried forward		<u><u>114,336</u></u>	<u><u>59,728</u></u>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

All income and expenditure relate to unrestricted income funds

The notes on pages 17 to 20 form part of these financial statements.

HEALTHWATCH OXFORDSHIRE

BALANCE SHEET AS AT 31 MARCH 2024
COMPANY NUMBER 08758793

	Notes	£	2024	£	2023	£
CURRENT ASSETS						
Debtors	7	7,682		9,619		
Cash at bank		123,516		65,854		
		<u>131,198</u>		<u>75,473</u>		
CREDITORS: Amounts falling due within one year	8	16,862		15,745		
NET CURRENT ASSETS			114,336		59,728	
NET ASSETS			<u>114,336</u>		<u>59,728</u>	
FUNDS						
INCOME FUNDS						
Unrestricted Income funds	9		114,336		59,728	
Restricted Income funds			-		-	
TOTAL INCOME FUNDS			<u>114,336</u>		<u>59,728</u>	

For the year ended 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These accounts were approved by the Board of Directors on 24/01/2024 and are signed on behalf of the board by:

DO' New

.....
Trustee

HEALTHWATCH OXFORDSHIRE
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

1. COMPANY STATUS

Healthwatch Oxfordshire is a company limited by guarantee.
The liability of each member is limited to £1 on a winding up of the company.

2. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Healthwatch Oxfordshire 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 note.

Going Concern

The trustees believe that there are no material uncertainties about the Charity's ability to continue as a going concern over the next 12 months.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Income

All income is included in the statement of financial activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.
Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure represents amounts invoiced, including value added tax.

Fixed assets

Fixed assets (excluding investments) would be stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised.

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Office equipment – 25% straight line
Computer equipment – 33% straight line

HEALTHWATCH OXFORDSHIRE
NOTES TO THE ACCOUNTS (continued)
FOR THE YEAR ENDED 31 MARCH 2024

Creditors

Creditors are recognised when the goods or service have been received and payment is crystallised. They are valued at the amount invoiced, or expected to be invoiced, including value added tax.

Pensions

Healthwatch Oxfordshire operates a defined contribution pension scheme. Contributions payable for the year are charged in the statement of financial activities. Liabilities at the end of the reporting period are amounts due to the pension scheme from past earnings periods.

Taxation

The Charity is exempt from corporation tax on its charitable activities.

3. INCOME FROM CHARITABLE ACTIVITIES

	Total Funds 2024	Total Funds 2023
	£	£
Grants received (OCC)	-	290,833
Contract Income (OCC)	290,833	-
Fee income (BOB ICB)	50,000	46,931
Fee income (Other)	51,149	2,700
	<u>391,982</u>	<u>340,464</u>

4. EXPENDITURE ON CHARITABLE ACTIVITIES

	Total Funds 2024	Total Funds 2023
	£	£
Staffing costs	215,666	252,253
Premises costs	6,110	18,817
Marketing and communications	17,289	15,677
Project costs	66,178	11,257
Sundry running costs	23,017	24,221
Governance	9,777	9,502
Total charitable activities	<u>338,037</u>	<u>331,727</u>

Staffing costs include staff mileage, training and recruitment, as well as the salaries and benefits disclosed in Note 6

HEALTHWATCH OXFORDSHIRE
NOTES TO THE ACCOUNTS (continued)
FOR THE YEAR ENDED 31 MARCH 2024

5. GOVERNANCE COSTS

	Total Funds 2024	Total Funds 2023
	£	£
Independent Examination fee	1,000	810
Accountancy fees	8,611	7,783
Other governance costs	-	781
Trustee expenses	166	128
	<u>9,777</u>	<u>9,502</u>

6. STAFF COSTS

	2024	2023
	£	£
Wages	185,677	218,102
Social security costs	13,929	17,782
Pension contributions	8,666	10,727
	<u>208,272</u>	<u>246,611</u>

The average number of staff employed during the year was 5.4 (2023: 6.4). No employee received pay or benefits in excess of £60,000 in either year.

7. DEBTORS

	2024	2023
	£	£
Prepayments	7,682	9,619
	<u>7,682</u>	<u>9,619</u>

Prepayments in 2024 and 2023 relate to rent, rent deposit and web-hosting.

8. CREDITORS

	2024	2023
	£	£
Taxation and social security	4,588	3,905
Other creditors	8,274	5,140
Accruals	4,000	6,700
	<u>16,862</u>	<u>15,745</u>

Other creditors include £1,690 owing to the pension scheme in respect of March 2024 salary costs.

HEALTHWATCH OXFORDSHIRE
NOTES TO THE ACCOUNTS (continued)
FOR THE YEAR ENDED 31 MARCH 2024

9. UNRESTRICTED INCOME FUNDS

	Balance at 1 Apr 23 £	Income £	Expenditure £	Transfers £	Balance at 31 Mar 24 £
Other unrestricted funds	59,728	392,645	- 338,037	-	114,336
	<u>59,728</u>	<u>392,645</u>	<u>- 338,037</u>	<u>-</u>	<u>114,336</u>

Previous year

	Balance at 1 Apr 22 £	Income £	Expenditure £	Transfers £	Balance at 31 Mar 23 £
Other unrestricted funds	50,854	340,601	- 331,727	-	59,728
	<u>50,854</u>	<u>340,601</u>	<u>- 331,727</u>	<u>-</u>	<u>59,728</u>

10. RESTRICTED INCOME FUNDS

There are no restricted income funds

11. TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No member of the board of trustees received any remuneration during the year.

One trustee was reimbursed £149 for travel expenses (2023: £128)

There were no payments to third parties for trustee costs

There were no other related party transactions.

12. REMUNERATION AND BENEFITS OF KEY MANAGEMENT PERSONNEL

The key management personnel of HWO are the Trustees, the Executive Director and the Business Manager. The Trustees receive no remuneration. The Executive Director and the Business Manager are responsible for the day-to-day management of HWO. Total remuneration in respect of the key management personnel totalled £98,464 in 2023-24 and £96,261 in 2022-23.

Accounts

HEALTHWATCH OXFORDSHIRE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

Charity Number
1172554 (England and Wales)
Company Number 08758793

HEALTHWATCH OXFORDSHIRE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED
31 MARCH 2023

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HEALTHWATCH OXFORDSHIRE

GENERAL INFORMATION

Registered charity name	Healthwatch Oxfordshire
Charity number	1172554
Company Number	08758793
Principal & registered office address	Office 1 Cypher House Bampton Business Centre South Weald Oxfordshire OX18 2AN
Trustees	Sylvia Buckingham Don O'Neal Claire Gray Martin Tarran-Jones (resigned 1 April 2023) Alyssa Chase (resigned 24 May 2022) Philip Baker (appointed 25 August 2022) Christiana Roberts (appointed 22 August 2022)
Accountants	SPX Oxford Ltd Peace House 19 Paradise Street Oxford OX1 1LD
Independent examiner	Caroline Webster FCA UHY-Ross Brooke Ltd Windrush Court Abingdon Business Park Abingdon OX14 1SY
Bankers	Unity Trust Bank Nationwide Building Society

HEALTHWATCH OXFORDSHIRE

Trustees' Annual Report for the period 1st Apr 2022 to 31 Mar 2023

Section A: Reference and administration details

Charity name

Healthwatch Oxfordshire.

Other names charity is known by

Registered charity number (if any)

1172554.

Charity's principal address

Office 1, Cypher House, Bampton Business Centre South

Weald

Oxfordshire, OX18 2AN

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Sylvia Buckingham	Chair		Healthwatch Board
2	Claire Gray			Ditto
3	Don O'Neal			Ditto
4	Martin Tarran-Jones	Treasurer		Ditto
5	Philip Baker		From 25.8.23	Ditto
6	Christiana Roberts		From 22.8.23	Ditto
7	Alyssa Chase		From 1.4.22-24.5.22	Ditto

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Accountants	SPX Oxford Ltd	SPX Oxford Ltd, Peace House, 19 Paradise Street, Oxford, OX1 1LD
Independent Examiner	Caroline Webster	Ross Brooke Ltd, Windrush Court, Abingdon Business Park, Abingdon, OX14 1SY

Name of chief executive or names of senior staff members (Optional information)

Executive Director: Dr Veronica Barry.

Business Manager: Carol Ball

Section B Structure, governance, and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Articles of Association
How the charity is constituted (eg. trust, association, company)	Company, Limited by Guarantee.
Trustee selection methods (eg. appointed by, elected by)	Healthwatch, Oxfordshire uses local advertising and networking methods to attract Trustee candidates. A newly developed <u>trustee information</u> pack was used to recruit new trustees in March 2023. Candidates apply using an application specification and guide on the job requirements and skills issued by the Board. All suitable candidates are interviewed by a panel of Healthwatch Oxfordshire Trustees. Those recommended for appointment are voted upon by the full Trustee Board.

Additional governance issues (Optional information)

You may choose to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Healthwatch, Oxfordshire's organisational structure:

The charity is run by an elected Board of Trustees. Its officers are: Chair, and Treasurer.

The Trustee Board meets in February, May, September, and November, when the public is invited to attend for a public presentation of our HWO activity in the relevant quarter of the financial year. Two meetings are normally held face to face and two meetings are held online usually November and February. At a special Public Meeting in July, HWO presents its annual report. More detailed information on Our Structure and Governance can be found on our website by clicking [here](#).

The Operational Team is managed by an Executive Director, supported by a Business Manager. There were seven salaried members of HWO staff.

The Executive Director reports directly to the Trustee Board.

The Business Manager acts as Secretary to the Trustee Board.

The Board appoints a sub-group with focus on Governance and Finance which does not have delegated authority.

Section C

Objectives and activities

Summary of the objects of the charity set out in its governing document

NB: As required by the Charity Commission (CC) it is confirmed that the Healthwatch Oxfordshire Trustees have had regard to the guidance issued by the CC on public benefit.

Healthwatch Oxfordshire (HWO) exists to provide local Healthwatch services within Oxfordshire, through the following objects:

- ❖ Providing information and advice to the public about local health and social care (H&SC) services.
- ❖ Making the views and experiences of the public known to H&SC providers.
- ❖ Enabling local people to have a voice in the development, delivery, and equality of access to local H&SC services and facilities.
- ❖ Providing training and development of skills for volunteers and the wider community in: understanding, scrutinising, reviewing, and monitoring local H&SC facilities.

The principal activities in support of these objects are described below, with each example supporting one or more of HWO's Objects. This is not intended to be a total picture of HWO's activities during the year, but rather to give a flavour of what we are achieving.

Our outreach program "on the ground," was gradually built up following the lifting of Covid restrictions. Also, by use of technology, the website, and social media we have continued to reach out to those members of the public who for personal reasons like to engage online. We have held webinars enabling the public to engage with us and share their experiences as well as learning about changes in health provision in the county.

Summary of the main activities undertaken for the public benefit in relation to these objects (Include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

- ❖ During the year HWO heard from 13,355 members of the public through a combination of: Website feedback centre, "Tell us" Forms, Enter and View. This is an increase on the Signposting, Voluntary Sector, Surveys, and social media. This represents an increase on the previous year.
- ❖ We helped 335 people to find information and advice
- ❖ We continued to circulate its bi-weekly news briefing giving a rundown on recent Health and Care related news.
- ❖ During the year We published the following research-based reports, based upon either trends in issues raised by patients and/or listening to the seldom heard communities.
 - Outreach at University Oxford Hospitals
 - Men in Carterton

Section C

Objectives and activities

- Leaving hospital with medicine
- Getting your prescriptions.

People's experienced of visiting care homes in Oxfordshire since COVID-19 guidelines.

In each case, after research and report publication, HWO organises contact with relevant service providers and service users to discuss findings and agree steps to make improvements.

- ❖ HWO attends key meetings organised by Service Providers and commissioners to ensure that the public voice is heard. For example:

- It is a voting member of the Oxfordshire Health and Wellbeing Board.
- It reports to Oxfordshire's Joint Health Overview and Scrutiny Committee.
- The Executive Director attends meetings of the Buckinghamshire, Oxfordshire, West Berkshire Integrated Care Board (BOB ICB) Quality meetings, Continuing Healthcare Transformation, Population Health and Inequalities and Patients Experience.
- The Executive Director also meets regularly with Oxfordshire Place based partnership, the Oxford University Hospital NHS Foundation Trust, and the Oxford Health NHS Foundation Trust.

Our aim at these meetings is to ensure that the public voice is always heard and to influence providers and commissioners of Health and Care services.

- ❖ HWO has continued work on improving the usefulness of its website and helping people to find it. The public feedback centre on the HWO website allows people to comment on Health and Care services received. HWO now helps to facilitate patient outcomes by sending posts direct to service providers and brokering contacts between providers and their service users. This year 327 people engaged with us via our feedback centre demonstrating the growing importance of this service to patients.
- ❖ HWO continued with its work to provide support and leadership to Patient Participation Groups (PPGs), Primary Care networks and the wider Oxfordshire public via its work with the BOB ICB. A designated member of HWO staff leads this work and has attended several PPG meetings and webinars that were held online.

Section C

Objectives and activities

- ❖ Groups with which HWO has worked with or met over 42 groups during the year, some of them were:
 - Banbury Mosque
 - Oxford Community Action
 - Oxfordshire Men's Health Partnership
 - Asylum Welcome
 - Carterton warm space – St Johns Church
 - Oxfordshire Parent Carers Forum- Better Together SEND event
 - Oxfordshire Council of Voluntary Associations (OCVA)

Additional details of objectives and activities (Optional Information)

Section D

Main achievements

Summary of the main achievements of the charity during the year

1. Learning and wider impact from our innovative work with **community researchers developing our new approach to reaching communities** over the last year:
 - ❖ Created a film to showcase the work with three inspiring community researchers. Watch [here](#).
 - ❖ Community researchers featured in an exhibition at the Old Fire Station on the power of storytelling and features on the website [here](#).
 - ❖ Presented about community researchers at the Oxfordshire Marmalade festival an event that promotes social change.
 - ❖ Developed a model of engagement and theory of change, access [here](#).
 - ❖ Contributed to the launch of Oxfordshire County Council **Community Research Steering Group** in March 2023 presentation on approach and lesson learned.
 - ❖ Successful application to **Health Education England (HEE)** for Community Participatory Action Researchers Phase 2 (CPAR2) Scheme to support two community researchers from Black and minority ethnic communities to undertake training, mentoring and research from May 2023- May 2024.
2. **Working in partnership** with Oxfordshire Youth to hear young people's views on health and care. First two of three podcasts have been released listen [here](#). Created by young people themselves on topics of importance to them.

3. Increase in HWO's interface with the public has been a good demonstration of how its performance has improved, year on year.
4. **Bucks, Oxfordshire, Berkshire West Integrated Care Board (BOB ICB)** and its integrated care partnership was formally established in 2022, along with the place-based partnerships in the three counties. HWO delivered a Patient Webinar on March 31st on changes to health services with the new Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board - presented by Dan Leveson, Oxfordshire Place Based Director. We are continuing to provide information based on feedback on useful topics via patient webinars e.g next topic South Central Ambulance service (SCAS).

Section E

Financial review

Brief statement of the charity's policy on reserves

£24,068 had been agreed by the Trustees to be set aside in a Nationwide deposit bank account to provide for wind-down costs, should the current Grant-in-Aid program not be renewed on 1st April 2023. As HWO now contracted to deliver the local Healthwatch function for Oxfordshire for the next five years the trustees will review the reserves on an annual basis.

Details of any funds materially in deficit

None.

Further financial review details (Optional information)

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Healthwatch organisations have Statutory Duties under the 2012 H&SC Act and are funded by Government, via their Local Authorities, in this case the Oxfordshire County Council (OCC). As such, HWO has not attempted to raise charitable funds from either the Public or Organisations during this year.

Since its inception in 2013/14, HWO has been funded by grant-in-aid programs from the OCC and 2021/22 was the third of a 3-year grant in aid agreement with the OCC. An extension to fund the year 2022/23 was successfully negotiated by October 2021.

Oxfordshire County Council awarded a 5-years' contract for local Healthwatch services from April 1st 2023 – March 2028 following an open tendering process.

HWO does not make financial investments, using all its resources to provide Local Healthwatch Services.

The Directors/Trustees have satisfied themselves that HWO has adequate funding for the next five financial years covering 2023-28

Section F Other optional information

On the 1st April 2023 our treasurer stood down after 6 years and we have actively sought to recruit a new treasurer. Sylvia Buckingham stood down as our chair on 23rd May 2023 and remains as a trustee. Don O'Neal was duly elected by the trustees as the new chair from 23 May 2023.

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

Signature: D. O'Neal

Full Name: DON O'NEAL

Position: CHAIR OF BOARD OF TRUSTEES

Date: 19.11.23

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also the directors of Healthwatch Oxfordshire for the purposes of Company Law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations.

Company Law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). 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 income and expenditure of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP
- make judgements 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

The annual report has been prepared taking advantage of the exemptions available to small companies in the Companies Act 2006.

INDEPENDENT EXAMINATION

The nominated independent examiner will be considered by trustees for re-appointment for the ensuing year.

Signed on behalf of the trustees



Date 19.11.23

HEALTHWATCH OXFORDSHIRE

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF HEALTHWATCH OXFORDSHIRE FOR THE YEAR ENDED 31 MARCH 2023

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 12 to 17.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

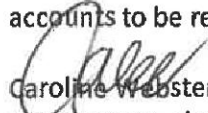
Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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


Caroline Webster FCA

UHY Ross Brooke Ltd

Windrush Court

Abingdon Business Park

Abingdon

OX14 1SY

..... 14/12/..... 2023

HEALTHWATCH OXFORDSHIRE
STATEMENT OF FINANCIAL ACTIVITIES and INCOME AND EXPENDITURE ACCOUNT.
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Income from:							
Donations and legacies		-	-	-	-	-	-
Charitable activities	3	340,464	-	340,464	304,709	-	304,709
Investments		137	-	137	18	-	18
Total income		340,601	-	340,601	304,727	-	304,727
Expenditure on:							
Charitable activities	4-6	331,727	-	331,727	329,847	-	329,847
Total expenditure		331,727	-	331,727	329,847	-	329,847
Net income / -expenditure		8,874	-	8,874	-25,120	-	-25,120
Transfers between funds		-	-	-	-	-	-
Net movement in funds		8,874	-	8,874	-25,120	-	-25,120
Reconciliation of funds:							
Total funds brought forwards		50,854	-	50,854	75,974	-	75,974
Total funds carried forward		59,728	-	59,728	50,854	-	50,854

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 14 to 17 form part of these financial statements.

HEALTHWATCH OXFORDSHIRE

BALANCE SHEET AS AT 31 MARCH 2023
COMPANY NUMBER 08758793

		2023		2022	
		£	£	£	£
	Notes				
CURRENT ASSETS					
Debtors	7	9,619		11,119	
Cash at bank		65,854		76,830	
		<u>75,473</u>		<u>87,949</u>	
CREDITORS: Amounts falling due within one year	8	15,745		37,095	
		<u></u>		<u></u>	
NET CURRENT ASSETS			59,728		50,854
NET ASSETS			<u>59,728</u>		<u>50,854</u>
FUNDS					
INCOME FUNDS					
Unrestricted income funds	10		59,728		50,854
Restricted income funds	11		-		-
			<u></u>		<u></u>
TOTAL INCOME FUNDS			<u>59,728</u>		<u>50,854</u>

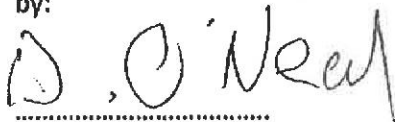
For the year ended 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These accounts were approved by the Board of Directors on 26/9/2023 and are signed on behalf of the board by:


Trustee

1. COMPANY STATUS

Healthwatch Oxfordshire is a company limited by guarantee.

The liability of each member is limited to £1 on a winding up of the company.

2. ACCOUNTING POLICIES**Basis of accounting**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Healthwatch Oxfordshire 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 note.

Going Concern

Including consideration of Covid 19 the trustees believe that there are no material uncertainties about the Charity's ability to continue as a going concern over the next 12 months.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Income

All income is included in the statement of financial activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure represents amounts invoiced, including value added tax.

Fixed assets

Fixed assets (excluding investments) would be stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised.

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Office equipment – 25% straight line

Computer equipment – 33% straight line

HEALTHWATCH OXFORDSHIRE

NOTES TO THE ACCOUNTS (continued) FOR THE YEAR ENDED 31 MARCH 2023

Creditors

Creditors are recognised when the goods or service have been received and payment is crystallised. They are valued at the amount invoiced, or expected to be invoiced, including value added tax.

Pensions

Healthwatch Oxfordshire operates a defined contribution pension scheme. Contributions payable for the year are charged in the statement of financial activities. Liabilities at the end of the reporting period are amounts due to the pension scheme from past earnings periods.

Taxation

The Charity is exempt from corporation tax on its charitable activities.

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total Funds 2023	Total Funds 2022
	£	£	£	£
Grants received (OCC)	290,833	-	290,833	252,866
Fee income (OCCG)	46,931	-	46,931	41,458
Fee income (Other)	2,700	-	2,700	10,385
	<u>340,464</u>	<u>-</u>	<u>340,464</u>	<u>304,709</u>

4. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total Funds 2023	Total Funds 2022
	£	£	£	£
Staffing costs	252,253	-	252,253	246,757
Premises costs	18,817	-	18,817	17,450
Marketing and communications	15,677	-	15,677	15,796
Project costs	11,257	-	11,257	15,488
Sundry running costs	24,221	-	24,221	25,737
Governance	9,502	-	9,502	8,619
	<u>331,727</u>	<u>-</u>	<u>331,727</u>	<u>329,847</u>
Total charitable activities	<u>331,727</u>	<u>-</u>	<u>331,727</u>	<u>329,847</u>

Staffing costs include staff mileage, training and recruitment, as well as the salaries and benefits disclosed in Note 6

5. GOVERNANCE COSTS

	Unrestricted	Restricted	Total Funds 2023	Total Funds 2022
	£	£	£	£
Independent Examination fee	810	-	810	810
Accountancy fees	7,783	-	7,783	7,809
Other governance costs	781	-	781	-
Trustee expenses	128	-	128	-
	<u>9,502</u>	<u>-</u>	<u>9,502</u>	<u>8,619</u>

6. STAFF COSTS

	2023 £	2022 £
Wages	218,102	215,485
Social security costs	17,782	16,908
Pension contributions	<u>10,727</u>	<u>10,482</u>
	<u>246,611</u>	<u>242,875</u>

The average number of staff employed during the year was 6.4 (2022: 7.25). No employee received pay or benefits in excess of £60,000 in either year.

7. DEBTORS

	2023 £	2022 £
Accounts receivable	-	-
Prepayments	<u>9,619</u>	<u>11,119</u>
	<u>9,619</u>	<u>11,119</u>

Prepayments in 2023 and 2022 relate to rent, rent deposit and web-hosting.

8. CREDITORS

	2023 £	2022 £
Taxation and social security	3,905	5,557
Income received in advance	-	19,577
Other creditors	5,140	8,661
Accruals	<u>6,700</u>	<u>3,300</u>
	<u>15,745</u>	<u>37,095</u>

Other creditors include £1,543 owing to the pension scheme in respect of March 2023 salary costs.

HEALTHWATCH OXFORDSHIRE

NOTES TO THE ACCOUNTS (continued) FOR THE YEAR ENDED 31 MARCH 2023

9. UNRESTRICTED INCOME FUNDS

	Balance at 1 Apr 22 £	Income £	Expenditure £	Transfers £	Balance at 31 Mar 23 £
Other unrestricted funds	50,854	340,601	- 331,727	-	59,728
	<u>50,854</u>	<u>340,601</u>	<u>- 331,727</u>	<u>-</u>	<u>59,728</u>

Previous year

	Balance at 1 Apr 21 £	Income £	Expenditure £	Transfers £	Balance at 31 Mar 22 £
Other unrestricted funds	75,974	304,727	- 329,847	-	50,854
	<u>75,974</u>	<u>304,727</u>	<u>- 329,847</u>	<u>-</u>	<u>50,854</u>

10. RESTRICTED INCOME FUNDS

There are no restricted income funds

11. TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No member of the board of trustees received any remuneration during the year.

One trustee was reimbursed £128 for travel expenses (2022 nil)

There were no payments to third parties for trustee costs

There were no other related party transactions.

12. REMUNERATION AND BENEFITS OF KEY MANAGEMENT PERSONNEL

The key management personnel of HWO are the Trustees, the Executive Director and the Business Manager. The Trustees receive no remuneration. The Executive Director and the Business Manager are responsible for the day-to-day management of HWO. Total remuneration in respect of the key management personnel totalled £96,261 in 2022-23 and £95,858 in 2021-22.

Accounts

HEALTHWATCH OXFORDSHIRE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2022

Charity Number
1172554 (England and Wales)
Company Number 08758793

HEALTHWATCH OXFORDSHIRE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

**FOR THE YEAR ENDED
31 MARCH 2022**

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HEALTHWATCH OXFORDSHIRE

GENERAL INFORMATION

Registered charity name	Healthwatch Oxfordshire
Charity number	1172554
Company Number	08758793
Principal & registered office address	The Old Dairy High Cogges Farm High Cogges Witney Oxfordshire OX29 6UN
Trustees	Sylvia Buckingham Don O'Neal Claire Gray (appointed 7 July 2021) Martin Tarran-Jones Alyssa Chase (from 20 April 2021 to 24 May 2022) Lisa Hughes (from 1 April 2021 to 25 October 2021) John Evans (from 1 April 2021 to 6 July 2021)
Accountants	SPX Oxford Ltd Peace House 19 Paradise Street Oxford OX1 1LD
Independent examiner	Caroline Webster FCA UHY-Ross Brooke Ltd Windrush Court Abingdon Business Park Abingdon OX14 1SY
Bankers	Unity Trust Bank

HEALTHWATCH OXFORDSHIRE

Trustees' Annual Report for the period 1st Apr 2021 to 31 Mar 2022

Section A: Reference and administration details

Charity name

Healthwatch Oxfordshire.

Other names charity is known by

Registered charity number (if any)

1172554.

Charity's principal address

The Old Dairy, High Cogges Farm

High Cogges

Witney, OX29 6UN

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Sylvia Buckingham	Chair		Healthwatch Board
2	Alyssa Chase		20.4.21 - 31.3.22	Ditto
3	Claire Gray		07.07.21 - 31.3.22	Ditto
4	Don O'Neal			Ditto
5	Martin Tarran-Jones	Treasurer		Ditto
6	John Evans		1.4.21 - 6.7.21	Ditto
7	Lisa Hughes		1.4.21 - 25.10.21	Ditto

Names and addresses of advisers (Optional Information)

Type of adviser	Name	Address
Accountants	SPX Oxford Ltd	SPX Oxford Ltd, Peace House, 19 Paradise Street, Oxford, OX1 1LD
Independent Examiner	Caroline Webster	UHY-Ross Brooke Ltd, Windrush Court, Abingdon Business Park, Abingdon, OX14 1SY

Name of chief executive or names of senior staff members (Optional Information)

Executive Director: Rosalind Pearce.

Business Manager: Carol Ball

Section B Structure, governance, and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Articles of Association
How the charity is constituted (eg. trust, association, company)	Company, Limited by Guarantee.
Trustee selection methods (eg. appointed by, elected by)	Healthwatch, Oxfordshire uses local advertising and networking methods to attract Trustee candidates. Candidates apply using an application specification and guide on the job requirements and skills issued by the Board. All suitable candidates are interviewed by a panel of Healthwatch Oxfordshire Trustees. Those recommended for appointment are voted upon by the full Trustee Board.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Healthwatch, Oxfordshire's organisational structure:

The charity is run by an elected Board of Trustees. Its officers are: Chair, and Treasurer.

The Trustee Board meets in February, May, September, and November, when the public is invited to attend. At a special Public Meeting in July, HWO presents its annual report. During the year all its meetings have been virtual due to the pandemic.

The Operational Team is managed by an Executive Director, supported by a Business Manager. There are five other salaried members of HWO staff.

The Executive Director reports directly to the Trustee Board.

The Business Manager acts as Secretary to the Trustee Board.

The Board appoints a sub-group with focus on Governance and Finance.

The Business Manager is leading a program planning Disaster Recovery and Risk Management.

Section C

Objectives and activities

Summary of the objects of the charity set out in its governing document

NB: As required by the Charity Commission (CC) It is confirmed that the Healthwatch Oxfordshire Trustees have had regard to the guidance issued by the CC on public benefit.

Healthwatch Oxfordshire (HWO) exists to provide local Healthwatch services within Oxfordshire, through the following objects:

- ❖ Providing information and advice to the public about local health and social care (H&SC) services.
- ❖ Making the views and experiences of the public known to H&SC providers.
- ❖ Enabling local people to have a voice in the development, delivery, and equality of access to local H&SC services and facilities.
- ❖ Providing training and development of skills for volunteers and the wider community in: understanding, scrutinising, reviewing, and monitoring local H&SC facilities.

The principal activities in support of these objects are described below, with each example supporting one or more of HWO's Objects. This is not intended to be a total picture of HWO's activities during the year, but rather to give a flavour of what we are achieving.

Once again, our outreach program "on the ground," was severely curtailed by the onset of Covid restrictions. However, by smarter use of technology, the website, and social media, HWO's performance was greatly improved over the prior year.

Summary of the main activities undertaken for the public benefit in relation to these objects (Include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

- ❖ During the year, despite Covid restrictions, HWO heard from 12,902 members of the public through a combination of: Website feedback centre. "Tell us" Forms. Enter and View. Signposting. Voluntary Sector, Surveys, and social media. This compares with 7,700 in the prior year and was greatly assisted by continuing work to increase HWO's social media presence.
- ❖ HWO continued to circulate its bi-weekly rundown on recent Health and Care related news.
- ❖ During the year HWO published the following research-based reports, based upon either trends in issues raised by patients and/or listening to the seldom heard communities.
 - GP website check-up.
 - Access to Oxfordshire Dental Services.
 - What's it like living around Didcot?
 - Access to Oxfordshire Dental Services during Covid restrictions.
 - Voices from the loved ones of care home residents during the

Section C

Objectives and activities

Covid pandemic.

- Using pharmacies in Oxfordshire.
- I just need to talk to someone: Secret Shopper exercise for Oxfordshire Safeguarding Board.
- What people are telling us about the Covid 19 vaccination in Oxfordshire.
- What people are telling us about getting treatment for earwax and hearing problems in Oxfordshire.
- GP websites, re-visited.
- Hearing from Albanian and Arab speaking communities.
- People's experience of home blood pressure monitoring in Oxfordshire and Buckinghamshire (Joint report by HWO and HW Bucks).
- Patients' experiences of contacting GP practices in Oxfordshire.
- Using interpreters to access Health and Social Care services in Oxfordshire.
- Food and healthy lifestyles: what we heard from the Sudanese community in Oxfordshire.
- Living in Chipping Norton.
- Rural isolation in Oxfordshire.
- Women's views on maternity care – black women's experiences of maternity captured on film by community research project leader Omotunde Coker.

In each case, after research and report publication, HWO organises contact with relevant service providers and service users to discuss findings and agree steps to make improvements.

- ❖ HWO attends key meetings organised by Service Providers to ensure that the public voice is heard. For example:
 - It is a voting member of the Oxfordshire Health and Wellbeing Board.
 - It reports to Oxfordshire's Joint Health Overview and Scrutiny Committee.
 - The Executive Director attends meetings of the Healthwatch Bucks, Oxfordshire, West Berkshire (BOB) Management Group.
 - The Executive Director also meets regularly with the management of the OCCG, the Oxford University Hospital NHS Foundation Trust, and the Oxford Health NHS Foundation Trust.

Our aim at these meetings is to ensure that the public voice is always heard and to influence providers and commissioners of Health and Care services.

- ❖ HWO has continued work on improving the usefulness of its website and helping people to find it. During the year, the website had over 50,500 hits, compared with 33,000 in the prior year, and

Section C

Objectives and activities

well ahead of target. The public feedback centre on the HWO website allows people to comment on Health and Care services received. HWO now helps to facilitate patient outcomes by sending posts direct to service providers and brokering contacts between providers and their service users. Our target for this service was 220 in the year, but we achieved 415, demonstrating the growing importance of this service to patients.

- ❖ HWO continued with its contract with the Oxfordshire Clinical Commissioning Group (OCCG) to provide support and leadership to Patient Participation Groups (PPGs). A designated member of HWO staff leads this work and has attended several PPG meetings and webinars that were held online. The contract also allows HWO to lead the Oxfordshire Wellbeing Network (OWN), that feeds voluntary and community organisation inputs into Oxfordshire's Health and Wellbeing Board.
- ❖ Groups with which HWO has worked with or met over 42 groups during the year, some of them were:
 - Achieve Oxfordshire
 - African families in the UK
 - Chippy Larder
 - Diversity Football League
 - Oxford Community Action
 - Oxford Myeloma Support Group
 - Oxfordshire Chinese Community and Advice Centre
 - SOFEA

Additional details of objectives and activities (Optional Information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Policy on Grant Making:

Project fund grants to third parties are made according to clear rules laid down by HWO on, "who does what," monitoring and the drafting and publication of reports. When such grants are budgeted for and planned, a trustee will oversee the work performed by the operational team. We made one project fund grant to Community First Oxfordshire who produced the report: Rural Isolation in Oxfordshire

Contributions from Volunteers:

- ❖ Trained volunteers assist HWO with Enter and View visits and reports, in all cases they have been subject to DBS vetting, and they are accompanied by HWO staff. Having had to cancel all E&V work in 20/21, we were pleased to restart the program, with a new leader, and 6 E&V exercises were carried out in the year, including:
 - Two medical centres: Eynsham and Long Hanborough.
 - A Lloyds Pharmacy in Eynsham.
 - A Pharmacy in Long Hanborough, alongside the GP practice there.
 - The outpatient unit in Chipping Norton.

Section C

Objectives and activities

- ❖ Three volunteers attend the Childrens Trust Board meetings and the Health Improvement Board meetings.
- ❖ We have two volunteers who support the HWO team with administrative work.
- ❖ The HWO Trustee Board comprises lay-volunteer members, who receive no fees for their work. Reasonable expenses incurred in the performance of their agreed duties may be claimed but must be authorised by the HWO Executive Director.

Section D

Main achievements

Summary of the main achievements of the charity during the year

- ❖ Due to the onset of Covid-19 and the Government's lock downs, HWO agreed that its staff should follow Government guidance on working at home and in the office. Since then, HWO work has been ongoing and daily staff meetings and reviews on progress have been conducted using MS Teams software. Formal meetings of Trustees have also been held in this manner. Although there were let-ups from the lockdowns, most of the year has entailed HW staff working from home, and HW's normal outreach activities have been much curtailed as a result. However, by working smarter and using technology effectively, HW has achieved very worthwhile work, as detailed in this report.
- ❖ The increase in HWO's interface with the public has been a good demonstration of how its performance has improved, year on year. A 360-degree survey of stakeholders' opinions of HWO was commissioned by the Oxfordshire County Council, and the resulting report was supportive of, and complimentary to HWO's leadership, team, and focus on the provision of local HW services.
- ❖ In July 2022 it is expected that the Bucks, Oxfordshire, Berkshire West Integrated Care Board (BOB ICB) and its integrated care partnership will be formally established, along with the place-based partnerships in the three counties. HWO has been working with the BOB management group over the year to ensure they have heard the patient voice and to take part in newly formed committees such as "Quality," and "Primary Care."
- ❖ The Trustee board has reduced to five members and the Chair has led work to provide more attractive recruitment materials to encourage more to join HWO as Trustees in 2022-2023.

HEALTHWATCH OXFORDSHIRE

Section E Financial review

Brief statement of the charity's policy on reserves

£24,068 has been agreed by the Trustees to be set aside in a Nationwide deposit bank account to provide for wind-down costs, should the current Grant-in-Aid program not be renewed on March 31st, 2023.

Details of any funds materially in deficit

None.

Further financial review details (Optional Information)

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Healthwatch organisations have Statutory Duties under the 2012 H&SC Act and are funded by Government, via their Local Authorities, in this case the Oxfordshire County Council (OCC). As such, HWO has not attempted to raise charitable funds from either the Public or Organisations during this year.

HWO has been funded by grant-in-aid programs from the OCC since its inception in 2013/14.

2021/22 was the third of a 3-year grant in aid agreement with the OCC. An extension to fund the year 2022/23 was successfully negotiated by October 2021.

FUTURE FUNDING:

The Council has notified HWO that it intends to award a 5-years' contract for HW services from April 1st, 2023. This will require an open bidding process which will be used to award that contract, with the result expected in January 2023. The Trustees of HWO have decided to participate in this process.

HWO does not make financial investments, using all its resources to provide Local Healthwatch Services.

The Director/Trustees have satisfied themselves that HWO has adequate funding for the next financial year, 2022/23.

Section F Other optional information

HEALTHWATCH OXFORDSHIRE

Section G

Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)	Sylvia Buckingham	
Full name(s)	<i>S. Mearns</i>	
Position (eg Secretary, Chair, etc)	Chair	
Date	<i>24/10/22</i>	

HEALTHWATCH OXFORDSHIRE

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also the directors of Healthwatch Oxfordshire for the purposes of Company Law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations.

Company Law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). 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 income and expenditure of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP
- make judgements 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

The annual report has been prepared taking advantage of the exemptions available to small companies in the Companies Act 2006.

INDEPENDENT EXAMINATION

The nominated independent examiner will be considered by trustees for re-appointment for the ensuing year.

Signed on behalf of the trustees



Date 29/10/22

HEALTHWATCH OXFORDSHIRE

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF HEALTHWATCH OXFORDSHIRE FOR THE YEAR ENDED 31 MARCH 2022

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which are set out on pages 14 to 19.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

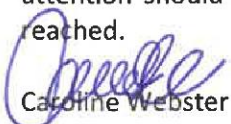
Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act;
or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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



Caroline Webster FCA
UHY Ross Brooke Ltd

Windrush Court
Abingdon Business Park
Abingdon
OX14 1SY

25th October 2022

HEALTHWATCH OXFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES and INCOME AND EXPENDITURE ACCOUNT.

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Income from:							
Charitable activities	3	304,709	-	304,709	303,142	-	303,142
Investments		18	-	18	22	-	22
Total income		<u>304,727</u>	<u>-</u>	<u>304,727</u>	<u>303,164</u>	<u>-</u>	<u>303,164</u>
Expenditure on:							
Charitable activities	4-6	329,847	-	329,847	301,377	-	301,377
Total expenditure		<u>329,847</u>	<u>-</u>	<u>329,847</u>	<u>301,377</u>	<u>-</u>	<u>301,377</u>
Net Income / -expenditure		<u>-25,120</u>	<u>-</u>	<u>-25,120</u>	<u>1,787</u>	<u>-</u>	<u>1,787</u>
Transfers between funds		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net movement in funds		<u>-25,120</u>	<u>-</u>	<u>-25,120</u>	<u>1,787</u>	<u>-</u>	<u>1,787</u>
Reconciliation of funds:							
Total funds brought forwards		75,974	-	75,974	74,187	-	74,187
Total funds carried forward		<u>50,854</u>	<u>-</u>	<u>50,854</u>	<u>75,974</u>	<u>-</u>	<u>75,974</u>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 14 to 17 form part of these financial statements.

HEALTHWATCH OXFORDSHIRE

BALANCE SHEET AS AT 31 MARCH 2022

COMPANY NUMBER 08758793

		2022		2021	
		£	£	£	£
	Notes				
CURRENT ASSETS					
Debtors	7	11,119		11,119	
Cash at bank		76,830		105,397	
		<u>87,949</u>		<u>116,516</u>	
CREDITORS: Amounts falling due within one year	8	<u>37,095</u>		<u>40,541</u>	
NET CURRENT ASSETS			50,854		75,974
NET ASSETS			<u>50,854</u>		<u>75,974</u>
FUNDS					
INCOME FUNDS					
Unrestricted Income funds	9		50,854		75,974
Restricted Income funds	10		-		-
TOTAL INCOME FUNDS			<u>50,854</u>		<u>75,974</u>

For the year ended 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These accounts were approved by the Board of Directors on 5th October 2022 and are signed on behalf of the board by:



Ms Sylvia Buckingham, Chair of the Board of Trustees

HEALTHWATCH OXFORDSHIRE

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

1. COMPANY STATUS

Healthwatch Oxfordshire is a company limited by guarantee.
The liability of each member is limited to £1 on a winding up of the company.

2. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Healthwatch Oxfordshire 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 note.

Going Concern

Including consideration of Covid 19 the trustees believe that there are no material uncertainties about the Charity's ability to continue as a going concern over the next 12 months. It should be noted that the Grant -in -Aid agreement with Oxfordshire County Council is due to expire on 31.3.23. As such the trustees have funds set aside to enable the charity to wind up whilst meeting its financial obligations should we not win the new contract to supply local Healthwatch Services.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Income

All income is included in the statement of financial activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure represents amounts invoiced, including value added tax.

Fixed assets

Fixed assets (excluding investments) would be stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised.

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

- Office equipment – 25% straight line
- Computer equipment – 33% straight line

HEALTHWATCH OXFORDSHIRE

NOTES TO THE ACCOUNTS (continued) FOR THE YEAR ENDED 31 MARCH 2022

Creditors

Creditors are recognised when the goods or service have been received and payment is crystallised. They are valued at the amount invoiced, or expected to be invoiced, including value added tax.

Pensions

Healthwatch Oxfordshire operates a defined contribution pension scheme. Contributions payable for the year are charged in the statement of financial activities. Liabilities at the end of the reporting period are amounts due to the pension scheme from past earnings periods.

Taxation

The Charity is exempt from corporation tax on its charitable activities.

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total Funds 2022	Total Funds 2021
	£	£	£	£
Grants received (OCC)	252,866	-	252,866	247,908
Fee income (OCCG)	41,458	-	41,458	31,109
Fee income (Other)	10,385	-	10,385	24,125
	<u>304,709</u>	<u>-</u>	<u>304,709</u>	<u>303,142</u>

4. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total Funds 2022	Total Funds 2021
	£	£	£	£
Staffing costs	246,757	-	246,757	237,620
Premises costs	17,450	-	17,450	16,287
Marketing and communications	15,796	-	15,796	3,105
Project costs	15,488	-	15,488	14,858
Sundry running costs	25,737	-	25,737	21,302
Governance	8,619	-	8,619	8,205
Total charitable activities	<u>329,847</u>	<u>-</u>	<u>329,847</u>	<u>301,377</u>

Staffing costs include staff mileage, training and recruitment, as well as the salaries and benefits disclosed in Note 6

HEALTHWATCH OXFORDSHIRE

NOTES TO THE ACCOUNTS (continued) FOR THE YEAR ENDED 31 MARCH 2022

5. GOVERNANCE COSTS

	Unrestricted	Restricted	Total Funds 2022	Total Funds 2021
	£	£	£	£
Independent Examination fee	810	-	810	810
Accountancy fees	7,809	-	7,809	7,395
	<u>8,619</u>	<u>-</u>	<u>8,619</u>	<u>8,205</u>

6. STAFF COSTS

	2022	2021
	£	£
Wages	215,485	209,650
Social security costs	16,908	16,309
Pension contributions	10,482	8,465
	<u>242,875</u>	<u>234,424</u>

The average number of staff employed during the year was 7.25 (2021: 7). No employee received pay or benefits in excess of £60,000 in either year.

7. DEBTORS

	2022	2021
	£	£
Accounts receivable	-	-
Prepayments	11,119	11,119
	<u>11,119</u>	<u>11,119</u>

Prepayments in 2022 and 2021 relate to rent, rent deposit and web-hosting.

8. CREDITORS

	2022	2021
	£	£
Taxation and social security	5,557	4,907
Income received in advance	19,577	27,763
Other creditors	8,661	4,973
Accruals	3,300	2,898
	<u>37,095</u>	<u>40,541</u>

Other creditors include £1,869 owing to the pension scheme in respect of March 2022 salary costs.

HEALTHWATCH OXFORDSHIRE

NOTES TO THE ACCOUNTS (continued) FOR THE YEAR ENDED 31 MARCH 2022

9. UNRESTRICTED INCOME FUNDS

	Balance at 1 Apr 21 £	Income £	Expenditure £	Transfers £	Balance at 31 Mar 22 £
Other unrestricted funds	75,974	304,727	- 329,847	-	50,854
	<u>75,974</u>	<u>304,727</u>	<u>- 329,847</u>	<u>-</u>	<u>50,854</u>

Previous year

	Balance at 1 Apr 20 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 31 Mar 21 £
Other unrestricted funds	74,187	303,164	- 301,377	-	75,974
	<u>74,187</u>	<u>303,164</u>	<u>- 301,377</u>	<u>-</u>	<u>75,974</u>

10. RESTRICTED INCOME FUNDS

There are no restricted income funds

11. TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No member of the board of trustees received any remuneration during the year.

There were no travel costs reimbursed (2021 nil)

There were no payments to third parties for trustee costs

There were no other related party transactions.

12. REMUNERATION AND BENEFITS OF KEY MANAGEMENT PERSONNEL

The key management personnel of HWO are the Trustees, the Executive Director and the Business Manager. The Trustees receive no remuneration. The Executive Director and the Business Manager are responsible for the day-to-day management of HWO. Total remuneration in respect of the key management personnel totalled £95,858 in 2021-22 and £92,541 in 2020-21.

Accounts

HEALTHWATCH OXFORDSHIRE
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2021

Charity Number
1172554 (England and Wales)
Company Number 08758793

HEALTHWATCH OXFORDSHIRE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED
31 MARCH 2021

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HEALTHWATCH OXFORDSHIRE

GENERAL INFORMATION

Registered charity name	Healthwatch Oxfordshire
Charity number	1172554
Company Number	08758793
Principal & registered office address	The Old Dairy High Cogges Farm High Cogges Witney Oxfordshire OX29 6UN
Trustees	Sylvia Buckingham John Evans (From 08 Oct 2020 to 31 Mar 2021) Lisa Hughes (from 15 Dec 2020 to 31 Mar 2021) Andrew McLellan (to 8 th Oct 2020) Don O'Neal Tracey Rees (until 22 Mar 2021) George Smith (until 09 Nov 2020) Martin Tarran-Jones
Accountants	SPX Oxford Ltd Peace House 19 Paradise Street Oxford OX1 1LD
Independent examiner	Caroline Webster FCA Ross Brooke Ltd Windrush Court Abingdon Business Park Abingdon OX14 1SY
Bankers	Unity Trust Bank

HEALTHWATCH OXFORDSHIRE

Trustees' Annual Report for the period 1st Apr 2020 to 31 Mar 2021

Section A Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Articles of Association
How the charity is constituted (eg. trust, association, company)	Company, Limited by Guarantee.
Trustee selection methods (eg. appointed by, elected by)	Healthwatch Oxfordshire uses local advertising and networking methods to attract Trustee candidates. Candidates apply using an application specification and guide on the job requirements and skills issued by the Board. All suitable candidates are interviewed by a panel of Healthwatch, Oxfordshire Trustees. Those recommended for appointment are voted upon by the full Trustee Board.

Additional governance issues (Optional Information)

You may choose to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Healthwatch Oxfordshire's (HWO) organisational structure:

The charity is run by an elected Board of Trustees. Its officers are: Chair and Treasurer.

The Trustee Board meets in February, May, September, and November, when the public is invited to attend. At a special Public Meeting in July, Healthwatch Oxfordshire presents its annual report. During this year all its meetings have been virtual due to the Covid -19 pandemic.

During the year George Smith and Andy McLellan both stepped down after providing valuable contributions to HWO. In March, Tracey Rees stepped down having completed 6-years of service, as required by HWO's Articles. She was HWO's chair and contributed greatly to HWO's work. Sylvia Buckingham was elected Chair in place of Tracey Rees.

During the year, the HWO board welcomed two new trustees, Lisa Hughes and John Evans.

The Operational Team is managed by an Executive Director, supported by a Business Manager. There are five other salaried members of HWO staff and a number of volunteers who work with HWO on a range of activities.

The Executive Director reports directly to the Trustee Board.

The Business Manager acts as Secretary to the Trustee Board.

The Board appoints a sub-group with focus on Governance and Finance.

The Business Manager is leading a program planning Disaster Recovery and Risk Management.

Section B

Objectives and activities

Summary of the objects of the charity set out in its governing document

NB: As required by the Charity Commission (CC) it is confirmed that the Healthwatch Oxfordshire Trustees have had regard to the guidance issued by the CC on public benefit.

HWO exists to provide local Healthwatch and related services within Oxfordshire, through the following objects:

- ❖ Providing information and advice to the public about local health and social care (H&SC) services.
- ❖ Making the views and experiences of the public known to H&SC providers.
- ❖ Enabling local people to have a voice in the development, delivery, and equality of access to local H&SC services and facilities.
- ❖ Providing training and development of skills for volunteers and the wider community in: understanding, scrutinising, reviewing, and monitoring local H&SC facilities.

The principal activities in support of these objects are described below:

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Providing information and advice to the public about local health and social care (H&SC) services.

- ❖ During the year, despite Covid-19 restrictions, HWO heard from 7,700 members of the public through a combination of: Website feedback centre, "Tell us" forms, Enter and View, Signposting, Voluntary Sector, Surveys, outreach and Facebook.
- ❖ HWO continued to circulate its bi-weekly rundown on recent Health and Care related news. Its Communications' Officer is working to increase the readership of this newsletter through new means such as Parish Newsletters.
- ❖ HWO has continued to work on gaining more public exposure through social media channels, Facebook, and Twitter. It has been particularly successful in widening its contacts at Facebook, which increasingly helps to provide input to surveys.
- ❖ In March, HWO contracted an experienced social media and marketing consultant who is working to improve further HWO's Brand recognition and public reach, over the following 6-months.

Making the views and experiences of the public known to H&SC providers.

- ❖ HWO ground-based outreach activities were curtailed due to Covid-19 restrictions, but a project was run in the rapidly growing Didcot area of South Oxfordshire to find out how people felt about local Health and Care services.
- ❖ HWO carried out research and reported on the following:
 - Listening to Care Homes during the pandemic.
 - Patient Participation Group activity during Covid.
 - Social Care in Oxfordshire: How did local people experience the Council's changes in Contribution policy?
 - GP surgeries supporting patients during Covid.

HEALTHWATCH OXFORDSHIRE

- Let's talk about Mental Health.
- Emotional Wellbeing, 0-5 year olds in Oxfordshire.
- Oxfordshire's new and emerging communities views on wellbeing.
- Adult unpaid carers in Oxfordshire: Are they getting the support they need?
- Listening to Care Homes during the pandemic, follow-up report.
- ❖ In each case, after research and report have taken place, HWO organises contact with relevant service providers and service users to discuss findings and agree steps to make improvements.
- ❖ The following research projects were carried out, but the reports were published after the year end:
 - GP website check-up.
 - What's it like living in and around Didcot? (Health Care perspective).
 - Access to Oxfordshire dental services during the pandemic.
 - Voices of loved ones of Care Home residents.
- ❖ The public feedback centre on the HWO website allows people to comment on Health and Care services received. HWO now helps to facilitate patient outcomes by sending posts direct to service providers and brokering contacts between providers and their service users. Providers also respond to comments by posting on the website.
- ❖ HWO has continued work on improving the usefulness of its website and helping people to find it. During the year, the website had over 33,000 hits, well up on target. The retention of a specialised consultant to work with HWO's Communications' Officer is targeted to further improve the efficacy of the website, and increase HWO's presence on Social Media during 2021/22.
- ❖ HWO attends key meetings organised by Service Providers and monitors, to ensure that the public voice is heard. For example:
 - It is a voting member of the Oxfordshire Health and Wellbeing Board.
 - It reports to Oxfordshire's Joint Health Overview and Scrutiny Committee.
 - The Executive Director attends meetings of the Healthwatch Buckinghamshire Oxfordshire and Berkshire West (BOB) ICS Management Group.
 - The Executive Director also meets regularly with the management and chairs of the Oxfordshire Clinical Commissioning Group (OCCG), the Oxford University Hospital NHS Foundation Trust, and the Oxford Health NHS Foundation Trust.
 - In the final quarter of the year, HWO attended over 30 such meetings, all to influence providers and commissioners of Health and Care services.

Enabling local people to have a voice in the development, delivery, and equality of access to local H&SC services and facilities.

- ❖ To increase its outreach work, HWO has recruited an outreach officer to focus on the city of Oxford. Unable to work on the ground due to Covid-19 restrictions, she has already made effective contacts with 22 groups, including for example: Rose Hill Community Larder. Barton Community Association, and Oxford anti-racist city.

HEALTHWATCH OXFORDSHIRE

- ❖ Oxford community wellbeing. HWO worked with Oxford Community Action (OCA) members and a video was produced that OCA members presented at the March meeting of the Health and Wellbeing Board. This work was exceptionally well received.

Providing training and development of skills for volunteers and the wider community in: understanding, scrutinising, reviewing, and monitoring local H&SC facilities.

- ❖ HWO continued with its contract with the Oxfordshire Clinical Commissioning Group (OCCG) to provide support and leadership to Patient Participation Groups (PPGs). A designated member of HWO staff leads this work and has attended several PPG meetings that were held online. PPG forum webinars were hosted by HWO on subjects such as "Covid -19 Vaccination programme" and "Social Prescribing."
- ❖ Groups with which HWO has worked in the year reflected its focus on minority and "seldom heard" communities: African Mothers. Banbury Mosque. Banbury Lighthouse. Sudanese Community zoom meeting. Syrian Women zoom meeting. Asylum Welcome. Asian Women's Group. Syrian Sisters. Young people and youth forum.
- ❖ HWO's planned Enter and View program had to be abandoned due to Covid, but one was held at a NHS vaccination centre within the Kassam Football stadium in Oxford. This provided a useful feedback report on how people viewed the experience, process, and accessibility.
- ❖ In the previous year, HWO set up the Oxfordshire Wellbeing Network (OWN) at the request of the OCCG, to help inform the Health and Wellbeing Board about grassroots experiences and opinions. Covid prevented a further physical meeting of OWN in the year, but the work has been done to plan for an OWN event focusing on Equalities and community wellbeing in May 2021.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Policy on Grant Making:

- ❖ Grants to third parties are limited to £5,000 and such offers are made according to clear rules laid down by HWO on, "who does what," monitoring and the drafting and publication of reports. When such grants are budgeted for and planned, a trustee will oversee the work performed by the operational team. No new grants were made during the 2020/21 year.

Contributions from Volunteers:

- ❖ Trained volunteers assist HWO with Enter and View visits and reports, in all cases they have been subject to DBS checks and they are accompanied by HWO staff.
- ❖ Volunteers also assist us with desktop research projects and helped support the work on the audit of GP websites across Oxfordshire.
- ❖ We have volunteers who sit on the Health Improvement Board and the Childrens Trust Board. The volunteers presented a report to each session of the board with the Childrens Trust Volunteer presenting a research report titled " Help and Support for Parents in Oxfordshire".
- ❖ The HWO Trustee Board comprises lay-volunteer members, who receive no fees for their work. Reasonable expenses incurred in the performance of their agreed duties may be claimed but must be authorised by the HWO Executive Director.

Section C

Achievements and performance

Summary of the main achievements of the charity during the year

- ❖ Due to the onset of Covid-19 and the Government's lock downs, HWO agreed that its staff should work from home after March 16th. Since then, HWO work has been ongoing and daily staff meetings and reviews on progress have been conducted using MS Teams software. Formal meetings of Trustees have also been held in this manner. Although there were let-ups from the lockdowns, most of the year has entailed HWO staff working from home, and HWO's normal outreach activities have been much curtailed as a result. However, by working smarter and using technology effectively, HWO has achieved very worthwhile work, as detailed in this report.
- ❖ To develop its Board of Trustees, HWO has worked with The Oxford Hub on their Young Trustees programme to attract younger people to fulfil trustee roles. As part of our participation in this scheme we have recruited two people, they have actively led a project around diversity and how HWO can become a more representative and inclusive organisation. Both trainees wish to join the HWO Board, and one was so elected in April 2021. One of the main goals agreed by the Board is that it will work with the Operational Team to increase its diversity over the next several years.
- ❖ HWO has worked to improve the effectiveness of its Board meetings in Public and overhauled its planning procedures to ensure that organisationally it is focused on key Goals and Strategies to achieve them. Its plans for 2021/22 are now available "on a page," on its website.
- ❖ The Trustees believe that HWO has been highly effective at researching and reporting on key issues that are of concern to the Oxfordshire public, and are reported elsewhere in more detail. They are pleased that the Executive Director and her team have been successful in pressing for services' improvements from commissioners and providers during the year.

Section D

Financial review

Brief statement of the charity's policy on reserves

£35,000 has been agreed by the Trustees to be set aside in a separate deposit bank account to provide for wind-down costs, should the current Grant-in-Aid program not be renewed on March 31st, 2022. (The trustees have sought independent advice from Ross Brooke Ltd in arriving at this decision).

Details of any funds materially in deficit

None.

HEALTHWATCH OXFORDSHIRE

Further financial review details (Optional Information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Healthwatch organisations have Statutory Duties under the 2012 H&SC Act and are funded by Government, via their Local Authorities, in this case the Oxfordshire County Council (OCC). As such, HWO has not attempted to raise charitable funds from either the Public or Organisations during this year. HWO has been funded by grant-in-aid programs from the OCC since its inception in 2013/14.

2020/21 was the second of a 3-year grant in aid agreement with the OCC. Due to budget underspends in the years 2013 to 2018, HWO accumulated legacy surplus funds. An agreement with the OCC has been achieved, as part of the current grant in aid program, that these should be used to provide enhanced Local Healthwatch Services up to March 31st, 2022.

£42,653 of legacy funds are carried forward into 2021/22. With the easing of Covid-19 restrictions on HWO activities, management plans to utilise these for additional Local Healthwatch Services during the year.

HWO does not make financial investments, using all its resources to provide Local Healthwatch Services.

The Director/Trustees have satisfied themselves that HWO has adequate funding for the next financial year, 2021/22.

The Executive Director has initiated discussions with Oxfordshire County Council on further funding, when the existing 3-year Grant in Aid agreement expires on March 31st, 2022. It is expected that the outcome of these will be known by July 2022.

Section E Other optional information

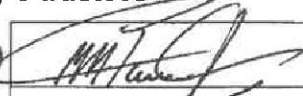
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Section F Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)

	
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Full name(s)

Martin Tarran - Jones	
-----------------------	--

Position (eg Secretary, Chair, etc)

Treasurer	
-----------	--

Date

NOVEMBER 10 th 2021	
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HEALTHWATCH OXFORDSHIRE

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also the directors of Healthwatch Oxfordshire for the purposes of Company Law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations.

Company Law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). 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 income and expenditure of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP
- make judgements 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

The annual report has been prepared taking advantage of the exemptions available to small companies in the Companies Act 2006.

INDEPENDENT EXAMINATION

The nominated independent examiner will be considered by trustees for re-appointment for the ensuing year.

Signed on behalf of the trustees by Martin Tarran- Jones, Treasurer.



... Martin Tarran-Jones ...

Date ... NOVEMBER 10th 2021

HEALTHWATCH OXFORDSHIRE

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF HEALTHWATCH OXFORDSHIRE FOR THE YEAR ENDED 31 MARCH 2021

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 12 to 18

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

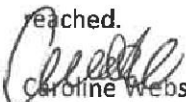
Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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


Caroline Webster FCA
Ross Brooke Ltd

Windrush Court
Abingdon Business Park
Abingdon
OX14 1SY

...22nd November 2021

HEALTHWATCH OXFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES AND INCOME AND EXPENDITURE ACCOUNT.

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Income from:							
Donations and legacies	3	-	-	-	200	-	200
Charitable activities	4	303,142	-	303,142	282,608	-	282,608
Other trading activities		-	-	-	-	-	-
Investments		22	-	22	140	-	140
Total income		303,164	-	303,164	282,947	-	282,947
Expenditure on:							
Charitable activities	5-7	301,377	-	301,377	295,325	-	295,325
Total expenditure		301,377	-	301,377	295,325	-	295,325
Net income / -expenditure		1,787	-	1,787	-12,378	-	-12,378
Transfers between funds		-	-	-	-	-	-
Net movement in funds		1,787	-	1,787	-12,378	-	-12,378
Reconciliation of funds:							
Total funds brought forwards		74,187	-	74,187	86,564	-	86,564
Total funds carried forward		75,974	-	75,974	74,187	-	74,187

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 14 to 18 form part of these financial statements.

BALANCE SHEET AS AT 31 MARCH 2021
COMPANY NUMBER 08758793

		2021		2020	
		£	£	£	£
	Notes				
CURRENT ASSETS					
Debtors	8	11,119		5,060	
Cash at bank		105,397		95,798	
		<u>116,515</u>		<u>100,857</u>	
CREDITORS: Amounts falling due within one year	9	40,541		26,670	
		<u></u>		<u></u>	
NET CURRENT ASSETS			75,974		74,187
NET ASSETS			<u>75,974</u>		<u>74,187</u>
FUNDS					
INCOME FUNDS					
Unrestricted Income funds	10		75,974		74,187
Restricted Income funds	11		-		-
			<u></u>		<u></u>
TOTAL INCOME FUNDS			<u>75,974</u>		<u>74,187</u>

For the year ended 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These accounts were approved by the Board of Directors on the 8th November 2021 and are signed on behalf of the board by:


 Martin Tarran-Jones
 Treasurer

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

1. COMPANY STATUS

Healthwatch Oxfordshire is a company limited by guarantee.

The liability of each member is limited to £1 on a winding up of the company.

2. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Healthwatch Oxfordshire 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 note.

Going Concern

Including consideration of Covid 19 the trustees believe that there are no material uncertainties about the Charity's ability to continue as a going concern over the next 12 months.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Income

All income is included in the statement of financial activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure represents amounts invoiced, including value added tax.

Fixed assets

Fixed assets (excluding investments) would be stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised.

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Office equipment – 25% straight line

Computer equipment – 33% straight line

NOTES TO THE ACCOUNTS (continued)
FOR THE YEAR ENDED 31 MARCH 2021

Creditors

Creditors are recognised when the goods or service have been received and payment is crystallised. They are valued at the amount invoiced, or expected to be invoiced, including value added tax.

Pensions

Healthwatch Oxfordshire operates a defined contribution pension scheme. Contributions payable for the year are charged in the statement of financial activities. Liabilities at the end of the reporting period are amounts due to the pension scheme from past earnings periods.

Taxation

The Charity is exempt from corporation tax on its charitable activities.

NOTES TO THE ACCOUNTS (continued)
FOR THE YEAR ENDED 31 MARCH 2021

3. DONATIONS AND LEGACIES

	Unrestricted	Restricted	Total Funds 2021	Total Funds 2020
	£	£	£	£
Donations	-	-	-	200

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total Funds 2021	Total Funds 2020
	£	£	£	£
Grants received (OCC)	247,908	-	247,908	243,047
Fee income (OCCG)	31,109	-	31,109	35,961
Fee income (Other)	24,125	-	24,125	3,600
	<u>303,142</u>	<u>-</u>	<u>303,142</u>	<u>282,608</u>

5. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total Funds 2021	Total Funds 2020
	£	£	£	£
Staffing costs	237,620	-	237,620	230,038
Premises costs	16,287	-	16,287	12,139
Marketing and communications	3,105	-	3,105	6,211
Project costs	14,858	-	14,858	14,938
Sundry running costs	21,302	-	21,302	22,671
Governance	8,205	-	8,205	9,327
Total charitable activities	<u>301,377</u>	<u>-</u>	<u>301,377</u>	<u>295,324</u>

Staffing costs include staff mileage, training and recruitment, as well as the salaries and benefits disclosed in Note 7

NOTES TO THE ACCOUNTS (continued)
FOR THE YEAR ENDED 31 MARCH 2021

6. GOVERNANCE COSTS

	Unrestricted	Restricted	Total Funds 2021	Total Funds 2020
	£	£	£	£
Independent Examination fee	810	-	810	810
Accountancy fees	7,395	-	7,395	6,390
Legal fees	-	-	-	1,140
Other governance costs	-	-	-	437
Trustee expenses	-	-	-	550
	<u>8,205</u>	<u>-</u>	<u>8,205</u>	<u>9,327</u>

7. STAFF COSTS

	2021 £	2020 £
Wages	209,650	198,751
Social security costs	16,309	16,730
Pension contributions	8,465	7,061
	<u>234,424</u>	<u>222,542</u>

The average number of staff employed during the year was 7 (2020: 6.5). No employee received pay or benefits in excess of £60,000 in either year.

8. DEBTORS

	2021 £	2020 £
Prepayments	11,119	5,060
	<u>11,119</u>	<u>5,060</u>

Prepayments in 2021 relate to rent, rent deposit and web-hosting (2020 rent, rent deposit and insurance)

9. CREDITORS

	2021 £	2020 £
Taxation and social security	4,907	4,458
Income received in advance	27,763	9,411
Other creditors	4,973	7,401
Accruals	2,898	5,400
	<u>40,541</u>	<u>26,670</u>

NOTES TO THE ACCOUNTS (continued)
FOR THE YEAR ENDED 31 MARCH 2021

Other creditors includes £1,708 owing to the pension scheme in respect of March 2021 salary costs.

10. UNRESTRICTED INCOME FUNDS

	Balance at 1 Apr 20 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 31 Mar 21 £
Other unrestricted funds	74,187	303,164	- 301,377	-	75,974
	<u>74,187</u>	<u>303,164</u>	<u>- 301,377</u>	<u>-</u>	<u>75,974</u>

Previous year

	Balance at 1 Apr 19 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 31 Mar 20 £
Other unrestricted funds	86,564	282,947	- 295,324	-	74,187
	<u>86,564</u>	<u>282,947</u>	<u>- 295,324</u>	<u>-</u>	<u>74,187</u>

11. RESTRICTED INCOME FUNDS

There are no restricted income funds

12. TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No member of the board of trustees received any remuneration during the year.

There were no travel costs reimbursed (2020 £159 travel reimbursed)

There were no payments to third parties for trustee costs

There were no other related party transactions.

13. REMUNERATION AND BENEFITS OF KEY MANAGEMENT PERSONNEL

The key management personnel of HWO are the Trustees, the Executive Director and the Business Manager. The Trustees receive no remuneration. The Executive Director and the Business Manager are responsible for the day to day management of HWO. Total remuneration in respect of the key management personnel totalled £92,541 in 2020-21, and £89,441 in 2019-20

