

**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<br>High Cogges Farm<br>High Cogges<br>Witney<br>Oxfordshire<br>OX29 6UN                                                                                                                                                                                           |
| Trustees                              | Sylvia Buckingham<br>John Evans (From 08 Oct 2020 to 31 Mar 2021)<br>Lisa Hughes (from 15 Dec 2020 to 31 Mar 2021)<br>Andrew McLellan (to 8 <sup>th</sup> Oct 2020)<br>Don O'Neal<br>Tracey Rees (until 22 Mar 2021)<br>George Smith (until 09 Nov 2020)<br>Martin Tarran-Jones |
| Accountants                           | SPX Oxford Ltd<br>Peace House<br>19 Paradise Street<br>Oxford<br>OX1 1LD                                                                                                                                                                                                        |
| Independent examiner                  | Caroline Webster FCA<br>Ross Brooke Ltd<br>Windrush Court<br>Abingdon Business Park<br>Abingdon OX14 1SY                                                                                                                                                                        |
| Bankers                               | Unity Trust Bank                                                                                                                                                                                                                                                                |

## HEALTHWATCH OXFORDSHIRE

### Trustees' Annual Report for the period 1<sup>st</sup> Apr 2020 to 31 Mar 2021

#### Section A      Structure, governance and management

##### Description of the charity's trusts

|                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of governing document<br>(eg. trust deed, constitution)        | Articles of Association                                                                                                                                                                                                                                                                                                                                                                         |
| How the charity is constituted<br>(eg. trust, association, company) | Company, Limited by Guarantee.                                                                                                                                                                                                                                                                                                                                                                  |
| Trustee selection methods<br>(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.

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- 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.

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- ❖ 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 16<sup>th</sup>. 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 31<sup>st</sup>, 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 31<sup>st</sup>, 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 31<sup>st</sup>, 2022. It is expected that the outcome of these will be known by July 2022.

### Section E Other optional information

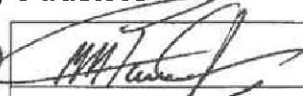
|  |
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|  |
|--|

### Section F Declaration

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

Signed on behalf of the charity's trustees

Signature(s)



Full name(s)

Martin Tarran - Jones

Position (eg Secretary, Chair, etc)

Treasurer

Date

NOVEMBER 10<sup>th</sup> 2021

## HEALTHWATCH OXFORDSHIRE

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### 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 10<sup>th</sup> 2021

## HEALTHWATCH OXFORDSHIRE

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

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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.

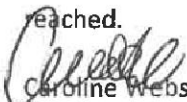
#### **Independent examiner's statement**

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<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2021<br>£ | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2020<br>£ |
|------------------------------------|-------|----------------------------|--------------------------|--------------------|----------------------------|--------------------------|--------------------|
| <b>Income from:</b>                |       |                            |                          |                    |                            |                          |                    |
| 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                |
| <b>Total income</b>                |       | <b>303,164</b>             | <b>-</b>                 | <b>303,164</b>     | <b>282,947</b>             | <b>-</b>                 | <b>282,947</b>     |
| <b>Expenditure on:</b>             |       |                            |                          |                    |                            |                          |                    |
| Charitable activities              | 5-7   | 301,377                    | -                        | 301,377            | 295,325                    | -                        | 295,325            |
| <b>Total expenditure</b>           |       | <b>301,377</b>             | <b>-</b>                 | <b>301,377</b>     | <b>295,325</b>             | <b>-</b>                 | <b>295,325</b>     |
| <b>Net income / -expenditure</b>   |       | <b>1,787</b>               | <b>-</b>                 | <b>1,787</b>       | <b>-12,378</b>             | <b>-</b>                 | <b>-12,378</b>     |
| <b>Transfers between funds</b>     |       | <b>-</b>                   | <b>-</b>                 | <b>-</b>           | <b>-</b>                   | <b>-</b>                 | <b>-</b>           |
| <b>Net movement in funds</b>       |       | <b>1,787</b>               | <b>-</b>                 | <b>1,787</b>       | <b>-12,378</b>             | <b>-</b>                 | <b>-12,378</b>     |
| <b>Reconciliation of funds:</b>    |       |                            |                          |                    |                            |                          |                    |
| Total funds brought forwards       |       | 74,187                     | -                        | 74,187             | 86,564                     | -                        | 86,564             |
| <b>Total funds carried forward</b> |       | <b>75,974</b>              | <b>-</b>                 | <b>75,974</b>      | <b>74,187</b>              | <b>-</b>                 | <b>74,187</b>      |

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

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**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**

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**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<br>2021 | Total Funds<br>2020 |
|-----------|--------------|------------|---------------------|---------------------|
|           | £            | £          | £                   | £                   |
| Donations | -            | -          | -                   | 200                 |

**4. INCOME FROM CHARITABLE ACTIVITIES**

|                       | Unrestricted   | Restricted | Total Funds<br>2021 | Total Funds<br>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<br>2021 | Total Funds<br>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<br>2021 | Total Funds<br>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<br>£      | 2020<br>£      |
|-----------------------|----------------|----------------|
| 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<br>£     | 2020<br>£    |
|-------------|---------------|--------------|
| 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<br>£     | 2020<br>£     |
|------------------------------|---------------|---------------|
| 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<br>1 Apr 20<br>£ | Incoming<br>resources<br>£ | Outgoing<br>resources<br>£ | Transfers<br>£ | Balance at<br>31 Mar 21<br>£ |
|--------------------------|-----------------------------|----------------------------|----------------------------|----------------|------------------------------|
| 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<br>1 Apr 19<br>£ | Incoming<br>resources<br>£ | Outgoing<br>resources<br>£ | Transfers<br>£ | Balance at<br>31 Mar 20<br>£ |
|--------------------------|-----------------------------|----------------------------|----------------------------|----------------|------------------------------|
| 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

