

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:

		- o The Discharge Lounge at the John Radcliffe Hospital - o Ferendune Court Care Home - o Multidisciplinary Unit at Abingdon Community Hospital - o The White Horse Medical Practice in Faringdon - o Boots Pharmacy in Oxford city centre - o 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)

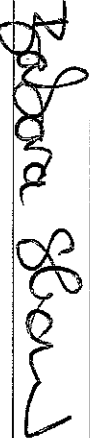
Type of adviser	Name	Address
Accountants	SPX Oxford Ltd	Peace House, 19 Paradise Street, Oxford, OX1 1LD.
Independent Examiner	Caroline Webster	UHY-Ross Brooke LTD, Windrush Court, Abingdon Business Park, Abingdon, OX14 1SY

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.

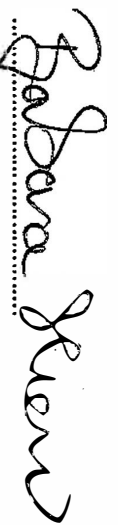
The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and which enable them to ensure that the financial statements 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.

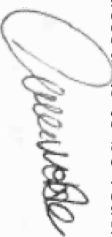
Independent examiner's statement

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

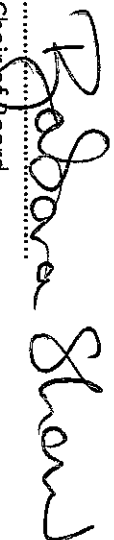
For the year ended 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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.