

FLEXICARE (OXFORD AND ABINGDON)

England & Wales · Charity number 1172635

Details

Status Registered

Legal form CIO

Registered 2017-04-19

Register [View on the Charity Commission register](#)

Contact

Address 14 The Park
Cumnor
Oxfordshire
OX2 9QS

Phone 01865321881

Email admin@flexicare.org

Website www.flexicare.org

Activities

Objects: 3. OBJECTThe object of the CIO is To improve the quality of life for children resident within an area of Oxfordshire defined by the Trustees from time-to-time, who have challenging or complex care needs as a result of severe physical or mental disability by the provision of practical support and occasional care attendants who will assist their families or carers with their care. Nothing in this constitution shall authorise an application of the property of the CIO for the purposes which are not charitable in accordance with [section 7 of the Charities and Trustee Investment (Scotland) Act 2005] and [section 2 of the Charities Act (Northern Ireland) 2008]

Activities: A small charity operating within 8-10 miles of Oxford, plus Wantage and Grove, offering a specialist sitting service by trained staff and volunteers to families with a severely disabled child.

Classification

- **How:** Provides Human Resources, Provides Services
- **What:** Disability
- **Who:** Children/young People, People With Disabilities

Geography

- Oxfordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-08-31	£67,105	£88,248	-	-
2024-08-31	£77,776	£75,242	-	-
2023-08-31	£63,009	£110,889	-	-
2022-08-31	£60,384	£102,936	-	-
2021-08-31	£106,158	£69,754	-	-
2020-08-31	£54,775	£65,825	-	-

Trustees

Name	Role	Appointed
JAMES RICHARD ROSS	Chair	2017-04-19
Benjamin John STAGG		2018-02-13
Danielle Harker		2026-01-29
Jonathan Peter Sinclair-Wilson		2023-07-17
Joseph David Robins		2026-01-29
Sarah Scrivener		2025-03-01
Sheila Furlong		2025-02-20

FLEXICARE (OXFORD AND ABINGDON)

England & Wales - Charity number 1172635

Accounts



Flexicare (Oxford and Abingdon)

UK Charitable Incorporated Organisation number: 1172635

UK Company Number: CE010086

**Report and Financial Statements
For the year ended 31 August 2025**

(Formerly UK Registered Charity number 291844)

Contents

	Page
Report of the Trustees	1
Report of the Independent Examiner	7
Receipts and payments account	8
Statement of Assets and Liabilities	9

Report of the Trustees for the year ending 31 August 2025

Reference and Administrative Information

Charitable Incorporated Organisation (CIO) Name: Flexicare (Oxford and Abingdon)

CIO number: 1172635

Registered Office and operating address: 14 The Park
Cumnor
Oxon, OX2 9QS

Website www.flexicare.org

The Trustees for the relevant year

Mr James Ross (Chairman)

Mr Ben Stagg (Treasurer)

Mrs Elizabeth Ballard resigned 10/06/2025

Mrs Sheila Furlong appointed 20/02/2025

Mrs Danielle Harker appointed 29/01/2026

Mr Joseph David Robins appointed 29/02/2026

Mrs Sarah Scrivener appointed 01/03/2025

Mr Jonathan Sinclair-Wilson

CQC Registered Manager

Maureen Tossi
(appointed as manager in October 2024)

Bankers The Co-Operative Bank
PO Box 250, Skelmersdale, WN8 6WT

Structure, Governance and Management

Governing Document

Flexicare was originally constituted by a Deed of Trust dated 25th April 1985. During 2017 the Trustees decided, in the best interests of the children and families it supports and its trustees

and staff, to change the status of Flexicare (Oxford and Abingdon) to that of a Charitable Incorporated Organisation (CIO). Flexicare (Oxford and Abingdon) (CIO) was formally registered with the Charity Commission on 19th April 2017 (registration number 1172635) taking over the assets, liabilities, contracts, and activities of Flexicare (Oxford and Abingdon). At the same time Flexicare (Oxford and Abingdon) (registration number 291844) closed and was removed from the Charity commission register on 22nd February 2018. In February 2022, the Charity Commission approved the amendment of the Flexicare Objects.

Flexicare is registered with The Care Quality Commission (CQC) as a Domiciliary Care Agency. The Responsible Individual is the Chairman of Trustees, and the Manager is Maureen Tossi, one of the coordinators, who stepped up into the interim manager role in April 2024, and was appointed as the permanent manager in October 2024-

Organisational Structure

Flexicare (Oxford and Abingdon) has a Board of Trustees who meet at least four times a year and are responsible for the strategic direction and policy of the CIO. Day-to-day responsibility for the provision of the services rests with the Registered Manager.

Recruitment and Appointment of Trustees

Each member of the Board of Trustees is selected on the basis of their skills, ensuring that the board has diverse and relevant skills. In the event of particular skills being lost due to retirements, it is the responsibility of the remaining trustees to recruit appropriate replacements. The Constitution specifies that there should be a minimum of three trustees and a maximum of twelve. There is no maximum period of service.

Induction and training for new Trustees

New Trustees are given the main documents that set out the operational framework for the CIO including the Constitution and a summary of the work of the CIO. They also receive the guidance of the Charity Commission on the responsibilities of Charity trustees.

Risk Management

The Trustees have reviewed the major risks to which the CIO is exposed. Internal financial risks are minimised by the requirement that all cheques and external bank payments have to be authorised by two people, one of whom has to be a trustee. The CIO follows written policies regarding safeguarding children, moving and handling, equality, health and safety and administration of medications guidance. All carers are offered regular updates in First Aid, Moving and Handling, Safeguarding and individual training for the administration of medication, undertaking feeds and other requirements of the Oxfordshire Delegation of Tasks Protocol. The CIO is inspected by the CQC and is currently graded as "Good". The last inspection took place in October 2018. The process is underway to formally appoint Maureen Tossi as registered CQC Manager. A full inspection is expected to follow once registration is completed.

Flexicare continues to assess the risks arising from Covid-19 in accordance with the latest requirements of England's rules and regulations on Infection Prevention and Controls. The Trustees monitor this risk assessment, together with the Flexicare Risk Register, regularly at the Trustee meetings.

Objectives and Activities

The CIO's objects and principal activities are now "To improve the quality of life for children resident within an area of Oxfordshire defined by the Trustees from time-to-time, who have challenging or complex care needs as a result of severe physical or mental disability by the provision of practical support and occasional care attendants who will assist their families or carers with their care".

The CIO continues to provide a flexible service determined by the requests of the families. It offers at-home sitting for families in the Oxford, Abingdon, Grove and Wantage area who have young children up to the age of 18 years with mental and/or physical disabilities. The service relies on volunteers who are supported by 2.75 full-time-equivalent paid staff at present.

The Trustees confirm that they have complied with their duty under section 4 of The Charities Act 2011 to have regard to public benefit guidance published by the Charity Commission. The Trustees believe that all of the activities of Flexicare (Oxford and Abingdon) further its charitable purposes for the public benefit.

Achievements and Performance

Flexicare (Oxford and Abingdon) continues to provide a totally flexible, family-led sitting service for families living within an eight-to-ten-mile radius of the centre of Oxford, plus Grove and Wantage who have a child or children with a severe disability. The time that the sitter spends with the family allows the parents/carers and/or siblings to go out and do things that most families take for granted, or to catch up on some much-needed sleep. Siblings under 14 may also be looked after by the sitter or sitters, as we are more than happy to put in more than one sitter where required.

During the year there were 42 families with 45 children with disabilities registered to use the service. Sadly, two families were bereaved during this twelve-month period. The current Coordinators are still in informal occasional contact with a small number of bereaved families.

Care and support are provided by 9 active sitting volunteers and 4 paid staff, plus a Registered Manager and a part time Office Manager.

The number of requests for sits this year increased to 298 (2024: 275). Including the hours spent visiting, a total of hours 1,098 (2024: 1,155) was spent with the families.

At the start of year there were 14 families on the waiting list, with an additional 3 families added during the course of the year bringing the total to 17. Six families were visited and registered. Three families were visited, but declined from the list as the children did not meet criteria. Four families were removed from the list after failing to respond despite repeated contact.

Staff

Maureen Tossi, was formally appointed to the manager role in October 2024 assisted by Lynn Ross, and Amelia Macpherson. Katherine Boyce stayed on as a zero-hour 'sit-only' Coordinator role following her retirement as Manager. Rowan Knowles joined as Office Manager in December 2024.

Despite these changes, the charity has remained very successful, meeting 81% of sit requests.

Remuneration & Related Party Transactions of the Board of Trustees

No members of the Board of Trustees received any remuneration from the CIO during the year. Travel costs and expenses of trustees amounted to £nil (2024: £nil).

Lynn Ross, a member of staff, is the wife of James Ross, the Chair of the CIO. All other trustees are satisfied with this arrangement and the Charity Commission confirmed, for both appointments, that they had no concerns either.

No other members of the Board of Trustees or other persons related to the CIO had any personal interest in any contract or transaction entered into by the CIO during the year.

Financial Review

The total income for the year to 31st August 2025 was maintained at £90,000 (2024: £90,000) and expenditure decreased to £88,000 (2024: £95,000). This has turned a deficit in the year from £6,000 to a small surplus of £2,000. This year the CIO continued to build up its fundraising again, with a Classical Concert raising £3,290 and a Walk, ££9,203

We have also received generous donations from the following sources:

Collecting boxes	True Colours Trust
Donations from several supporters	The Rotary Club of North Oxford
Upholstery coffee	Wallingford Bridge Club
Swires Charitable Trust	Cadbury Trust
The Stanton Ballard Charitable Trust	Cumnor Christmas Lights Appeal
Doris Field Trust	St Michael's Church
Thomas Dalton Charitable Trust:	M V Kelly
The Hadley Trust:	Radley College
One former family undertook an open garden and plant sales.	

Plans for Future Periods

The CIO plans to continue the activities outlined above subject to satisfactory funding arrangements as a CIO.

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the CIO's funds are to be spent in the short term so there are no funds for long term investment. It is the Trustees' policy to retain the bulk of its funds in an interest-earning deposit account.

Reserves Policy

The Trustees have examined the CIO's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed

should amount to a minimum of 9–12 months of running costs. The reserves are needed to meet the working capital requirements of the CIO and the Trustees are confident that at this level they would have the necessary flexibility to wind down the activities of the CIO in an orderly manner in the event of a significant drop in funding.

Based on actual expenditure for 2025 the reserves target for general funds should be broadly between £62,000 and £83,000. Despite the difficult circumstances, the level of unrestricted reserves at 31st August 2025 was £31,000 which is 4.5 months of running costs. This is regarded by the Trustees as sufficient in the current uncertain times. The trustees will aim to continue to manage the activities of the CIO within the limits of the funds available and with prudent planning and investment in fundraising and volunteers.

There is a restricted fund known as Ben’s Memorial Fund, which was set up by a family in memory of their son who was cared for by the service until his death. The fund was established to provide or increase care to families, appropriate to their needs, where this would be over and above the care that Flexicare could normally offer. This fund spent £32 (2024: £128) on families this year.

Declaration by the Trustees

Members of the Board of Trustees who served during the year and up to the date of this report are set out on page 1.

The Trustees certify that:

- so far as we are aware, there is no relevant audit information of which the CIO’s independent examiner is unaware; and
- we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the CIO’s independent examiner is aware of that information.

Examination of the Accounts

Because the income of the CIO is over £25,000, there is a requirement for an independent examination. The Trustees express their gratitude to Ms Ros Avery for carrying out this important task.

Approved by the Board of Trustees on 28/04/2026

and signed on its behalf by:

A handwritten signature in black ink, appearing to be 'James Ross', written over a faint rectangular stamp or watermark.

Signed

Name: James Ross

Role: Chair of Trustees

**Independent Examiner's Report to the Trustees of
Flexicare (Oxford and Abingdon)
for the year ended 31 August 2025**

I report to the Trustees on the accounts of Flexicare (Oxford and Abingdon) (UK Registered Charitable Incorporation number 1172635) for the year ended 31 August 2025 which are set out on page 8.

Respective Responsibilities of trustees and examiner

The CIO's trustees are responsible for the preparation of the accounts. The CIO's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act. and
- to state whether particular matters have come to my attention.

Basis of Independent examiner's statement

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the CIO a comparison of those accounts with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit; and consequently, no opinion is given as to whether or not the accounts present a 'true and fair' view, and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records.

I 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.

 29/4/26.
Ros Avery FCA
115 Mill Street, Kidlington, Oxon, OX5 2EE

Flexicare (Oxford and Abingdon)

Receipts and payments account for the year to 31 August 2025

	year to 31 August 2025 Unrestricted Funds £	year to 31 August 2025 Ben's Fund £	year to 31 August 2025 Other restricted Funds £	year to 31 August 2025 Total Funds £	year to 31 August 2024 Total Funds £
Receipts:					
Oxfordshire County Council Social Services grant	23,112	-	-	23,112	22,256
Fundraising events and income from supporters' group	10,522	-	-	10,522	17,148
Other grants and donations	48,881	-	7,237	56,118	49,703
Investment income	465	-	-	465	530
Total Receipts	82,980	-	7,237	90,217	89,637
Payments:					
Staff costs	70,233	-	2,504	72,737	83,580
Travel costs for staff and volunteers	2,326	128	-	2,454	2,912
Training costs for volunteers	1,155	-	-	1,155	574
Telephone costs	385	-	-	385	408
Registration and insurance costs	3,286	-	-	3,286	2,606
IT and database costs	1,500	-	1,880	3,380	1,046
Fundraising costs	2,136	-	237	2,373	2,663
Governance	277	-	-	277	173
40 th Birthday non staff costs	-	-	2,084	2,084	
Other costs	117	-	-	117	1,321
Total Payments	81,415	128	6,705	88,248	95,283
Net of receipts/ (payments)	1,565	(128)	532	1,969	(5,646)
Cash funds at 31 August 2024	29,387	6,969	0	36,356	42,002
Cash funds at 31 August 2025	30,952	6,841	532	38,325	36,356

During the year to 31 August 2024 £11,861 of income was restricted and £12,174 of expenditure was restricted.

Statement of assets and liabilities as at 31 August 2025

	31 August 2025 Unrestricted Funds £	31 August 2025 Ben's Fund £	31 August 2025 Other restricted Funds £	31 August 2025 Total Funds £	31 August 2024 Total Funds £
Current Assets - cash	32,608	6,841	532	39,981	37,062
Current Liabilities – HMRC/ pension	(1,656)	-	-	(1,656)	(706)
Net current assets	30,952	6,841	532	38,325	36,356
Total Funds	30,952	6,841	532	38,325	36,356

The restricted funds include income from Doris Field and Stanton Ballard for IT upgrades, MV Kelly for funding the 40th Birthday celebrations, and Tesco Cowley for expenses relating to a Community Fundraising Walk.

Approved by the Board of Trustees on 28/04/2026 and signed on its behalf by:



Signed

Name: James Ross

Role: Chair of Trustees

FLEXICARE (OXFORD AND ABINGDON)

England & Wales - Charity number 1172635

Accounts



Flexicare (Oxford and Abingdon)

**UK Charitable Incorporated Organisation number: 1172635
UK Company Number: CE010086**

**Report and Financial Statements
For the year ended 31 August 2024**

(Formerly UK Registered Charity number 291844)

Contents

	Page
Report of the Trustees	1
Report of the Independent Examiner	7
Receipts and payments account	8
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Report of the Trustees for the year ending 31 August 2024

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CIO number: 1172635

Registered Office and operating address: 14 The Park
Cumnor
Oxon, OX2 9QS

Website www.flexicare.org

The Trustees for the relevant year

Mr James Ross (Chairman)

Mr Ben Stagg (Treasurer)

Mrs Elizabeth Ballard

Ms Heather Miles (appointed 9/10/2023 and resigned 07/05/2024)

Mr Jonathan Sinclair-Wilson (appointed 17/07/2024)

CQC Registered Manager

Hannah Dunning (resigned 18/04/2024)

Maureen Tossi (Interim manager from May 2024)

Bankers The Co-Operative Bank
PO Box 250, Skelmersdale, WN8 6WT

Structure, Governance and Management

Governing Document

Flexicare was originally constituted by a Deed of Trust dated 25th April 1985. During 2017 the Trustees decided, in the best interests of the children and families it supports and its trustees and staff, to change the status of Flexicare (Oxford and Abingdon) to that of a Charitable Incorporated Organisation (CIO). Flexicare (Oxford and Abingdon) (CIO) was formally

registered with the Charity Commission on 19th April 2017 (registration number 1172635) taking over the assets, liabilities, contracts, and activities of Flexicare (Oxford and Abingdon). At the same time Flexicare (Oxford and Abingdon) (registration number 291844) closed and was removed from the Charity Commission register on 22nd February 2018. In February 2022, the Charity Commission approved the amendment of the Flexicare Objects.

Flexicare is registered with The Care Quality Commission (CQC) as a Domiciliary Care Agency. The Responsible Individual is the Chairman of Trustees, and the Registered Manager was Hannah Dunning. Hannah was Manager from 1st January 2023 and was CQC registered on 26th October 2023. Hannah resigned in April 2024, and Maureen Tossi, one of the Coordinators, stepped up into the interim manager role.

Organisational Structure

Flexicare (Oxford and Abingdon) has a Board of Trustees who meet at least four times a year and are responsible for the strategic direction and policy of the CIO. Day-to-day responsibility for the provision of the services rests with the Registered Manager.

Recruitment and Appointment of Trustees

Each member of the Board of Trustees is selected on the basis of their skills, ensuring that the board has diverse and relevant skills. In the event of particular skills being lost due to retirements, it is the responsibility of the remaining trustees to recruit appropriate replacements. The Constitution specifies that there should be a minimum of three trustees and a maximum of twelve. There is no maximum period of service.

Induction and training for new Trustees

New Trustees are given the main documents that set out the operational framework for the CIO including the Constitution and a summary of the work of the CIO. They also receive the guidance of the Charity Commission on the responsibilities of Charity trustees.

Risk Management

The Trustees have reviewed the major risks to which the CIO is exposed. Internal financial risks are minimised by the requirement that all cheques and external bank payments have to be authorised by two people, one of whom has to be a trustee. The CIO follows written policies regarding safeguarding children, moving and handling, equality, health and safety and administration of medications guidance. All carers are offered regular updates in First Aid, Moving and Handling, Safeguarding and individual training for the administration of medication, undertaking feeds and other requirements of the Oxfordshire Delegation of Tasks Protocol. The CIO is inspected by the CQC and is currently graded as "Good". The last inspection took place in October 2018. A full inspection was expected in late 2024 but due to Hannah Dunning's resignation this did not happen. As the year closed, the recruitment strategy for the post of permanent Registered Manager was being finalised. Flexicare continues to assess the risks arising from Covid-19 in accordance with the latest requirements of England's rules and regulations

on Infection Prevention and Controls. The Trustees monitor this risk assessment, together with the Flexicare Risk Register, regularly at the Trustee meetings.

Objectives and Activities

The CIO's objects and principal activities are now "To improve the quality of life for children resident within an area of Oxfordshire defined by the Trustees from time-to-time, who have challenging or complex care needs as a result of severe physical or mental disability by the provision of practical support and occasional care attendants who will assist their families or carers with their care".

The CIO continues to provide a flexible service determined by the requests of the families. It offers at-home sitting for families in the Oxford, Abingdon, Grove and Wantage area who have young children up to the age of 18 years with mental and/or physical disabilities. The service relies on volunteers who are supported by 2.75 full-time-equivalent paid staff at present.

The Trustees confirm that they have complied with their duty under section 4 of The Charities Act 2011 to have regard to public benefit guidance published by the Charity Commission. The Trustees believe that all of the activities of Flexicare (Oxford and Abingdon) further its charitable purposes for the public benefit.

Achievements and Performance

Flexicare (Oxford and Abingdon) continues to provide a totally flexible, family-led sitting service for families living within an eight-to-ten-mile radius of the centre of Oxford, plus Grove and Wantage who have a child or children with a severe disability. The time that the sitter spends with the family allows the parents/carers and/or siblings to go out and do things that most families take for granted, or to catch up on some much-needed sleep. Siblings under 14 may also be looked after by the sitter or sitters, as we are more than happy to put in more than one sitter where required.

During the year there were 44 families with 47 children with disabilities registered to use the service. The current Coordinators are still in informal occasional contact with a small number of bereaved families.

Care and support is provided by 9 active sitting volunteers and 4 paid staff, plus a Registered Manager and a part time Office Manager until their resignations in February and April 2024.

The number of requests for sits this year increased to 298 (2023: 275). Including the hours spent visiting a total of hours 1,098 (2023: 1,155) was spent with the families.

At the start of year there were 9 families on the waiting list. Three families were visited and registered. One family was visited, but removed from the list as the children did not meet criteria.

During the course of year, 9 new families have been taken onto the waiting list. As the year ended, 14 families were on the waiting list, but during August, three of these families had been visited and were in the registration process as the year ended.

Staff

This has been a challenging year for Flexicare. There was an unusual turnover of staff this year, with Andrea, the Office Manager resigning in February due to securing a new role. Hannah, the registered Manager, resigned in April. Maureen Tossi, one of the Coordinators, stepped up into the manager role as an interim measure assisted by Lynn Ross, and Amelia Macpherson. Katherine Boyce stayed on as a zero-hour 'sit-only' Coordinator role following her retirement as Manager. Andrea remained in a voluntary capacity to assist where possible.

Despite these challenges, the charity has remained very successful, meeting 93% of sit requests. As the year closed, the recruitment strategy for the posts of Office Manager and Registered Manager was being finalised, with a view to fill both posts as soon as possible in the new financial year

Remuneration & Related Party Transactions of the Board of Trustees

No members of the Board of Trustees received any remuneration from the CIO during the year. Travel costs and expenses of trustees amounted to £nil (2023: £nil).

Andrea Baines was the Office Manager and the wife of Ben Stagg, the Treasurer of the CIO until she resigned in February 2024. In addition, Lynn Ross, a member of staff, is the wife of James Ross, the Chair of the CIO. All other trustees are satisfied with this arrangement and the Charity Commission confirmed, for both appointments, that they had no concerns either.

No other members of the Board of Trustees or other persons related to the CIO had any personal interest in any contract or transaction entered into by the CIO during the year.

Financial Review

The total income for the year to 31st August 2024 increased by £18,000 to £90,000 (2023: £72,000) and expenditure decreased to £95,000 (2023: £114,000). This has reduced the deficit in the year from £42,000 to £6,000.

The increase in income was due an increase in income from grants, including a grant of £9,361 from the National Lottery.

This year the CIO continued to build up its fundraising again, with a Classical Concert raising £4,392 and a Walk, £5713.

We have also received generous donations from the following sources:

Cranston Trust

Collecting boxes

Donations from several supporters
Upholstery coffee
The Good Gift Guide
The Stanton Ballard Charitable
Trust
Doris Field Trust
True Colours Trust
The Rotary Club of North Oxford
Two former families undertook an open garden and plant sales.

The Manor School
Wallingford Bridge Club
CBF Golf Society
Stowe Family Law
Cadbury Trust
Cumnor Christmas Lights Appeal
Sutton Courtenay Church

Plans for Future Periods

The CIO plans to continue the activities outlined above subject to satisfactory funding arrangements as a CIO.

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the CIO's funds are to be spent in the short term so there are no funds for long term investment. It is the Trustees' policy to retain the bulk of its funds in an interest-earning deposit account.

Reserves Policy

The Trustees have examined the CIO's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed should amount to a minimum of 9-12 months of running costs. The reserves are needed to meet the working capital requirements of the CIO and the Trustees are confident that at this level they would have the necessary flexibility to wind down the activities of the CIO in an orderly manner in the event of a significant drop in funding.

Based on actual expenditure for 2024 the reserves target for general funds should be broadly between £63,000 and £85,000. Despite the difficult circumstances, the level of unrestricted reserves at 31st August 2024 was £29,000 which is 4.2 months of running costs. This is regarded by the Trustees as sufficient in the current uncertain times. The trustees will aim to continue to manage the activities of the CIO within the limits of the funds available and with prudent planning and investment in fundraising and volunteers.

There is a restricted fund known as Ben's Memorial Fund, which was set up by a family in memory of their son who was cared for by the service until his death. The fund was established to provide or increase care to families, appropriate to their needs, where this would be over and above the care that Flexicare could normally offer. This fund spent £32 (2023: £2,787) on families this year.

Declaration by the Trustees

Members of the Board of Trustees who served during the year and up to the date of this report are set out on page 1.

The Trustees certify that:

- so far as we are aware, there is no relevant audit information of which the CIO's independent examiner is unaware; and
- we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the CIO's independent examiner is aware of that information.

Examination of the Accounts

Because the income of the CIO is over £25,000, there is a requirement for an independent examination. The Trustees express their gratitude to Ms Ros Avery for carrying out this important task.

Approved by the Board of Trustees on 12/3/25 and signed on its behalf by:



Mr James Ross (Chair)

**Independent Examiner's Report to the Trustees of
Flexicare (Oxford and Abingdon)
for the year ended 31 August 2024**

I report to the Trustees on the accounts of Flexicare (Oxford and Abingdon) (UK Registered Charitable Incorporation number 1172635) for the year ended 31 August 2024 which are set out on page 8.

Respective Responsibilities of trustees and examiner

The CIO's trustees are responsible for the preparation of the accounts. The CIO's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act. and
- to state whether particular matters have come to my attention.

Basis of Independent examiner's statement

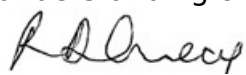
My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the CIO a comparison of those accounts with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit; and consequently, no opinion is given as to whether or not the accounts present a 'true and fair' view, and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records.

I 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.

 15/8/25
Ros Avery FCA
115 Mill Street, Kidlington, Oxon, OX5 2EE

Flexicare (Oxford and Abingdon)

Receipts and payments account for the year to 31 August 2024

	year to 31 August 2024 Unrestrict ed Funds £	year to 31 August 2024 Ben's Fund £	year to 31 August 2024 Other restricted Funds £	year to 31 August 2024 Total Funds £	year to 31 August 2023 Total Funds £
Receipts:					
Oxfordshire County Council Social Services grant	22,256	-	-	22,256	21,200
Fundraising events and income from supporters' group	17,148	-	-	17,148	18,897
Other grants and donations	37,842	-	11,861	49,703	31,675
Investment income	530	-	-	530	248
Total Receipts	77,776	-	11,861	89,637	72,020
Payments:					
Staff costs	66,523	-	17,057	83,580	99,880
Travel costs for staff and volunteers	2,230	32	650	2,912	4,679
Training costs for volunteers	216	-	358	574	270
Telephone costs	158	-	250	408	314
Registration and insurance costs	2,106	-	500	2,606	2,113
IT and database costs	1,046	-	-	1,046	1,459
Fundraising costs	1,469	-	1,194	2,663	2,123
Governance	173	-	-	173	415
Other costs	1,321	-	-	1,321	2,651
Total Payments	75,242	32	12,142	95,283	113,904
Net of receipts/ (payments)	2,534	(32)	(8,148)	(5,646)	(41,884)
Cash funds at 31 August 2023	26,853	7,001	8,148	42,002	83,886
Cash funds at 31 August 2024	29,387	6,969	0	36,356	42,002

During the year to 31 August 2023 £9,011 of income was restricted and £3,015 of expenditure was restricted.

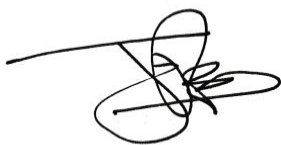
Statement of assets and liabilities as at 31 August 2024

	31 August 2024 Unrestrict ed Funds £	31 August 2024 Ben's Fund £	31 August 2024 Other restricted Funds £	31 August 2024 Total Funds £	31 August 2023 Total Funds £
Current Assets - cash	30,093	6,969	-	37,062	42,923
Current Liabilities - HMRC/ pension	(706)	-	-	(706)	(921)
Net current assets	29,387	6,969	0	36,356	42,022
Total Funds	29,387	6,969	0	36,356	42,002

The restricted funds include income from the National Lottery for fundraising and St James Place for running costs. There were funds remaining relating to income Doris Field and True Colours received in 2023 and this was fully spent on volunteer recruitment and corporate fundraising.

Approved by the Board of Trustees on 12/3/25 and signed on its behalf by:

,



Mr James Ross (Chair)

FLEXICARE (OXFORD AND ABINGDON)

England & Wales - Charity number 1172635

Accounts



Flexicare (Oxford and Abingdon)

**UK Charitable Incorporated Organisation number: 1172635
UK Company Number: CE010086**

**Report and Financial Statements
For the year ended 31 August 2022**

(Formerly UK Registered Charity number 291844)

Contents

	Page
Report of the Trustees	1
Report of the Independent Examiner	7
Receipts and payments account	8
Statement of Assets and Liabilities	9

Report of the Trustees for the year ending 31 August 2022

Reference and Administrative Information

Charitable Incorporated Organisation (CIO) Name:	Flexicare (Oxford and Abingdon)
CIO number:	1172635
Registered Office and operating address:	61 St Gabriel's Wantage Oxon, OX12 8FL
Website	www.flexicare.org
The Trustees for the relevant year	Mr James Ross (Chairman) Mr Ben Stagg (Treasurer) Mrs Elizabeth Ballard Mrs Harriet Bretherton Mrs Tracy Strain Mr Tom Velickovic
Senior Coordinator	Katherine Boyce
Bankers	The Co-Operative Bank PO Box 250, Skelmersdale, WN8 6WT CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ

Structure, Governance and Management

Governing Document

Flexicare was originally constituted by a Deed of Trust dated 25th April 1985. During 2017 the Trustees decided, in the best interests of the children and families it supports and its trustees and staff, to change the status of Flexicare (Oxford and Abingdon) to that of a Charitable Incorporated Organisation (CIO). Flexicare (Oxford and Abingdon) (CIO) was formally registered with the Charity Commission on 19th April 2017 (registration number 1172635) taking over the assets, liabilities, contracts and activities of Flexicare (Oxford and Abingdon).

At the same time Flexicare (Oxford and Abingdon) (registration number 291844) closed and was removed from the Charity commission register on 22nd February 2018. In February 2022, the Charity Commission approved the amendment of the Flexicare Objects as detailed below.

Flexicare is registered with The Care Quality Commission (CQC) as a Domiciliary Care Agency. Registration. The Responsible Individual is the Chairman of Trustees and the Registered Manager is Katherine Boyce.

Organisational Structure

Flexicare (Oxford and Abingdon) has a Board of Trustees who meet at least four times a year and are responsible for the strategic direction and policy of the CIO. Day-to-day responsibility for the provision of the services rests with the Senior Coordinator.

Recruitment and Appointment of Trustees

Each member of the Board of Trustees is selected on the basis of their skills, ensuring that the board has diverse and relevant skills. In the event of particular skills being lost due to retirements, it is the responsibility of the remaining trustees to recruit appropriate replacements. The Constitution specifies that there should be a minimum of three trustees and a maximum of twelve. There is no maximum period of service.

Induction and training for new Trustees

New Trustees are given the main documents that set out the operational framework for the CIO including the Constitution and a summary of the work of the CIO. They also receive the guidance of the Charity Commission on the responsibilities of Charity trustees.

Risk Management

The Trustees have reviewed the major risks to which the CIO is exposed. Internal financial risks are minimised by the requirement that all cheques and external bank payments have to be authorised by two people, one of whom has to be a trustee. The CIO follows written policies regarding safeguarding children, moving and handling, equality, health and safety and administration of medications guidance. All carers are offered regular updates in First Aid, Moving and Handling, Safeguarding and individual training for the administration of medication, undertaking feeds and other requirements of the Oxfordshire Delegation of Tasks Protocol. The CIO is inspected by the CQC and is currently graded as "Good". The last inspection took place in October 2018. Since the lessening of the Covid pandemic, CQC have continued to undertake monthly desktop assessment of Flexicare based on the data and information available to them and have not found evidence that they need to carry out an inspection or reassess Flexicare's rating currently. Whilst Flexicare continue to assess the risks arising from Covid, this is now being done in accordance with the latest requirements of England's rules and regulations on Infection Prevention and Controls. The Trustees monitor this via a clinical risk assessment, together with the Flexicare Risk Register, regularly at the Trustee meetings.

Objectives and Activities

The CIO's objects and principal activities are now "To improve the quality of life for children resident within an area of Oxfordshire defined by the Trustees from time-to-time, who have

challenging or complex care needs as a result of severe physical or mental disability by the provision of practical support and occasional care attendants who will assist their families or carers with their care”.

The CIO continues to provide a flexible service determined by the requests of the families. It offers at-home sitting for families in the Oxford, Abingdon, Grove and Wantage area who have young children up to the age of 18 years with mental and/or physical disabilities. The service relies on volunteers who are supported by 2.3 full-time-equivalent paid staff at present.

The Trustees confirm that they have complied with their duty under section 4 of The Charities Act 2011 to have regard to public benefit guidance published by the Charity Commission. The Trustees believe that all of the activities of Flexicare (Oxford and Abingdon) further its charitable purposes for the public benefit.

Achievements and Performance

Flexicare (Oxford and Abingdon) continues to provide a totally flexible, family-led sitting service for families living within an eight to ten mile radius of the centre of Oxford, plus Grove and Wantage who have a child or children with a severe disability. The time that the sitter spends with the family allows the parents/carers and/or siblings to go out and do things that most families take for granted, or to catch up on some much-needed sleep. Siblings under 14 may also be looked after by the sitter or sitters, as we are more than happy to put in more than one sitter where required.

During the year there were 46 families with 50 children with disabilities registered to use the service. Three bereaved families continue to receive support.

Care and support was provided by 8 active sitting volunteers and 4 paid staff, plus a part time Office Manager and for the last 2 months of the financial year a replacement Senior Coordinator was shadowing the retiring Senior Coordinator.

The number of requests for sits this year has increased again despite the continued impact of Covid19 on our families: 401 compared to 311. Including the hours spent visiting a total of hours 1,217 (2021: 781) was spent with the families, despite there being no new registrations in 2022. Covid continued to have an impact on the service, but post-Christmas 2021, sit numbers continued to climb and by the end of the year there were only a handful of families that had not returned to using us.

20 (2021: 15) families were referred to the service during the year and 0 were registered from the waiting list. Of those 13 were not offered registration because: 7 were out of area; 3 were over the maximum age for registration (12 years); 2 did not meet our criteria and 1 did not want to wait. Seven families and ten professionals were still on the waiting list at the end of the year. We aim to bring further families on to our books as soon as we have capacity.

Staff

The service was run on a day-to-day basis by Katherine Boyce, assisted by Lynn Ross, Amelia Macpherson and Jayne Castle until her retirement in March 2022. Maureen Tossi joined Flexicare as a Coordinator in February 2022 and Hannah Dunning in July 2022 as Senior Co-ordinator to take over from Katherine Boyce before the end of December 2022. Staff costs are higher this year as there were periods of overlap to ensure sufficient handover.

Remuneration & Related Party Transactions of the Board of Trustees

No members of the Board of Trustees received any remuneration from the CIO during the year. Travel costs and expenses of trustees amounted to £nil (2021: £nil).

Andrea Baines is Office Manager and the wife of Ben Stagg, the Treasurer of the CIO. In addition, Lynn Ross, a member of staff, is the wife of James Ross, the Chair of the CIO. All other trustees are satisfied with this arrangement and the Charity Commission confirmed, for both appointments, that they had no concerns either.

Katherine Boyce, the senior co-ordinator, is also a trustee of Helen and Douglas House, who provide training for Flexicare volunteers in practical moving and handling.

No other members of the Board of Trustees or other persons related to the CIO had any personal interest in any contract or transaction entered into by the CIO during the year.

Financial Review

The total income for the year to 31st August 2022 amounted to £60,000 (2021: £106,000) and expenditure to £103,000 (2021: £70,000). The decrease in income was due to a legacy of £55,000 received in 2021 for which the trustees are extremely grateful.

A proportion of the annual income derived from a contract with Oxfordshire Social Services £26,750 (2021: £21,400) to provide care to children. The difference is due to timing of receipt.

This year the CIO undertook fundraising again, with a Classical Concert raising £3,392 and a Walk, £4,725. Sadly, the Flexicare Supporters group have announced their retirement this year, but held a successful final lunch on our behalf (£1,980).

We have also received generous donations from the following sources:

Cranston Trust	
Collecting boxes	the Rotary Club of North Oxford
Donations from several supporters	Infineum
Upholstery coffee	Little Angels Marcham
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Abbey Quilters	TVR Oxford Car Club
the Stanton Ballard Charitable Trust	A former family again undertook an open
Waitrose Abingdon	garden and plant sale
Rowse Honey	Cumnor Christmas Lights Appeal

Plans for Future Periods

The CIO plans to continue the activities outlined above subject to satisfactory funding arrangements as a CIO.

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the CIO's funds are to be spent in the short term so there are no funds for long term investment. It is the Trustees' policy to retain the bulk of its funds in an interest-earning deposit account. In the current circumstances of negligible interest rates even this is hardly significant, but the CAF Gold Fund is considered to give as good a return as any.

Ben's Fund is held in a 60-day notice account to gain slightly better interest. As this is a supporter provided fund its use is planned and does not form part of the day-to-day finances of the charity.

Reserves Policy

The Trustees have examined the CIO's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed should amount to a minimum of 9–12 months of running costs. The reserves are needed to meet the working capital requirements of the CIO and the Trustees are confident that at this level they would have the necessary flexibility to wind down the activities of the CIO in an orderly manner in the event of a significant drop in funding.

Based on actual expenditure for 2022 the reserves target for general funds should be broadly between £69,000 and £92,000. Despite the difficult circumstances, the level of unrestricted reserves at 31st August 2022 was £75,000, which is regarded by the Trustees as sufficient in the current uncertain times. The trustees will aim to continue to manage the activities of the CIO within the limits of the funds available and with prudent planning.

There is a restricted fund known as Ben's Memorial Fund, which was set up by a family in memory of their son who was cared for by the service until his death. The fund was established to provide or increase care to families, appropriate to their needs, where this would be over and above the care that Flexicare could normally offer. This fund spent £2,787 (2021: £1,178) on families this year.

The following grants have been provided during the year:

- Flexicare received a number of Covid grants to assist with amongst other things staff testing costs, these were provided through Oxfordshire County Council

Declaration by the Trustees

Members of the Board of Trustees who served during the year and up to the date of this report are set out on page 1.

The Trustees certify that:

- so far as we are aware, there is no relevant audit information of which the CIO's independent examiner is unaware; and
- we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the CIO's independent examiner is aware of that information.

Examination of the Accounts

Because the income of the CIO is over £25,000, there is a requirement for an independent examination. The Trustees express their gratitude to Ms Ros Avery for carrying out this important task.

Approved by the Board of Trustees on

and signed on its behalf by:

Mr James Ross (Chair)

A handwritten signature in black ink, consisting of several overlapping loops and a horizontal line extending to the left, positioned above a horizontal line.

**Independent Examiner's Report to the Trustees of
Flexicare (Oxford and Abingdon)
for the year ended 31 August 2022**

I report to the Trustees on the accounts of Flexicare (Oxford and Abingdon) (UK Registered Charitable Incorporation number 1172635) for the year ended 31 August 2022 which are set out on page 8.

Respective Responsibilities of trustees and examiner

The CIO's trustees are responsible for the preparation of the accounts. The CIO's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act. and
- to state whether particular matters have come to my attention.

Basis of Independent examiner's statement

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the CIO a comparison of those accounts with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit; and consequently no opinion is given as to whether or not the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records.

I 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.



Ros Avery FCA
115 Mill Street, Kidlington, Oxon, OX5 2EE

Flexicare (Oxford and Abingdon)

Receipts and payments account for the year to 31 August 2022

	year to 31 August 2022 Unrestricted Funds £	year to 31 August 2022 Ben's Fund £	year to 31 August 2022 Other restricted Fund £	year to 31 August 2022 Total Funds £	year to 31 August 2021 Total Funds £
Receipts:					
Oxfordshire County Council Social Services grant	26,750	–	551	27,301	29,645
Fundraising events and income from supporters' group	7,260	–	–	7,260	690
Other grants and donations	23,044	–	450	23,494	19,996
Legacy	2,214	–	–	2,214	55,718
Investment income	47	68	–	115	109
Total Receipts	59,315	68	1,001	60,384	106,158
Payments:					
Staff costs	75,747	359	7,754	83,860	54,765
Recruitment costs	1,709	–	–	1,709	–
Travel costs for staff and volunteers	3,961	–	–	3,961	2,706
Training costs for volunteers	2,611	–	–	2,611	802
Telephone costs	287	–	–	287	324
Registration and insurance costs	1,312	–	–	1,312	1,568
IT and database costs	2,992	–	–	2,992	6,059
Fundraising costs	1,515	–	–	1,515	198
Governance	714	–	–	714	1,503
Other costs	1,058	2,428	489	3,975	1,829
Total Payments	91,906	2,787	8,243	102,936	69,754
Net of receipts/ (payments)	(32,591)	(2,719)	(7,242)	(42,552)	36,404
Cash funds at 31 August 2021	107,324	11,872	7,242	126,438	90,034
Cash funds at 31 August 2022	74,733	9,153	–	83,886	126,438

During the year to 31 August 2021 £8,722 of income was restricted and £16,881 of expenditure was restricted.

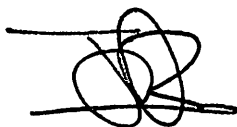
Statement of assets and liabilities as at 31 August 2022

	31 August 2022 Unrestricted Funds £	31 August 2022 Ben's Fund £	31 August 2022 Other restricted Funds £	31 August 2022 Total Funds £	31 August 2021 Total Funds £
Total Funds	74,733	9,153	–	83,886	126,438

The restricted funds includes income from Oxfordshire County Council for Protective equipment and other COVID grants and was fully spent.

Approved by the Board of Trustees on _____ and signed on its behalf by:

Mr James Ross (Chair)



FLEXICARE (OXFORD AND ABINGDON)

England & Wales - Charity number 1172635

Accounts



Flexicare (Oxford and Abingdon)

**UK Charitable Incorporated Organisation number: 1172635
UK Company Number: CE010086**

**Report and Financial Statements
For the year ended 31 August 2022**

(Formerly UK Registered Charity number 291844)

Contents

	Page
Report of the Trustees	1
Report of the Independent Examiner	7
Receipts and payments account	8
Statement of Assets and Liabilities	9

Report of the Trustees for the year ending 31 August 2022

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challenging or complex care needs as a result of severe physical or mental disability by the provision of practical support and occasional care attendants who will assist their families or carers with their care”.

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Care and support was provided by 8 active sitting volunteers and 4 paid staff, plus a part time Office Manager and for the last 2 months of the financial year a replacement Senior Coordinator was shadowing the retiring Senior Coordinator.

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No other members of the Board of Trustees or other persons related to the CIO had any personal interest in any contract or transaction entered into by the CIO during the year.

Financial Review

The total income for the year to 31st August 2022 amounted to £60,000 (2021: £106,000) and expenditure to £103,000 (2021: £70,000). The decrease in income was due to a legacy of £55,000 received in 2021 for which the trustees are extremely grateful.

A proportion of the annual income derived from a contract with Oxfordshire Social Services £26,750 (2021: £21,400) to provide care to children. The difference is due to timing of receipt.

This year the CIO undertook fundraising again, with a Classical Concert raising £3,392 and a Walk, £4,725. Sadly, the Flexicare Supporters group have announced their retirement this year, but held a successful final lunch on our behalf (£1,980).

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Plans for Future Periods

The CIO plans to continue the activities outlined above subject to satisfactory funding arrangements as a CIO.

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the CIO's funds are to be spent in the short term so there are no funds for long term investment. It is the Trustees' policy to retain the bulk of its funds in an interest-earning deposit account. In the current circumstances of negligible interest rates even this is hardly significant, but the CAF Gold Fund is considered to give as good a return as any.

Ben's Fund is held in a 60-day notice account to gain slightly better interest. As this is a supporter provided fund its use is planned and does not form part of the day-to-day finances of the charity.

Reserves Policy

The Trustees have examined the CIO's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed should amount to a minimum of 9–12 months of running costs. The reserves are needed to meet the working capital requirements of the CIO and the Trustees are confident that at this level they would have the necessary flexibility to wind down the activities of the CIO in an orderly manner in the event of a significant drop in funding.

Based on actual expenditure for 2022 the reserves target for general funds should be broadly between £69,000 and £92,000. Despite the difficult circumstances, the level of unrestricted reserves at 31st August 2022 was £75,000, which is regarded by the Trustees as sufficient in the current uncertain times. The trustees will aim to continue to manage the activities of the CIO within the limits of the funds available and with prudent planning.

There is a restricted fund known as Ben's Memorial Fund, which was set up by a family in memory of their son who was cared for by the service until his death. The fund was established to provide or increase care to families, appropriate to their needs, where this would be over and above the care that Flexicare could normally offer. This fund spent £2,787 (2021: £1,178) on families this year.

The following grants have been provided during the year:

- Flexicare received a number of Covid grants to assist with amongst other things staff testing costs, these were provided through Oxfordshire County Council

Declaration by the Trustees

Members of the Board of Trustees who served during the year and up to the date of this report are set out on page 1.

The Trustees certify that:

- so far as we are aware, there is no relevant audit information of which the CIO's independent examiner is unaware; and
- we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the CIO's independent examiner is aware of that information.

Examination of the Accounts

Because the income of the CIO is over £25,000, there is a requirement for an independent examination. The Trustees express their gratitude to Ms Ros Avery for carrying out this important task.

Approved by the Board of Trustees on

and signed on its behalf by:

Mr James Ross (Chair)

A handwritten signature in black ink, consisting of several loops and a horizontal line extending to the left, positioned to the right of the name 'Mr James Ross (Chair)'. The signature is written over a horizontal line.

**Independent Examiner's Report to the Trustees of
Flexicare (Oxford and Abingdon)
for the year ended 31 August 2022**

I report to the Trustees on the accounts of Flexicare (Oxford and Abingdon) (UK Registered Charitable Incorporation number 1172635) for the year ended 31 August 2022 which are set out on page 8.

Respective Responsibilities of trustees and examiner

The CIO's trustees are responsible for the preparation of the accounts. The CIO's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act. and
- to state whether particular matters have come to my attention.

Basis of Independent examiner's statement

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the CIO a comparison of those accounts with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit; and consequently no opinion is given as to whether or not the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records.

I 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.



Ros Avery FCA
115 Mill Street, Kidlington, Oxon, OX5 2EE

Flexicare (Oxford and Abingdon)

Receipts and payments account for the year to 31 August 2022

	year to 31 August 2022 Unrestricted Funds £	year to 31 August 2022 Ben's Fund £	year to 31 August 2022 Other restricted Fund £	year to 31 August 2022 Total Funds £	year to 31 August 2021 Total Funds £
Receipts:					
Oxfordshire County Council Social Services grant	26,750	–	551	27,301	29,645
Fundraising events and income from supporters' group	7,260	–	–	7,260	690
Other grants and donations	23,044	–	450	23,494	19,996
Legacy	2,214	–	–	2,214	55,718
Investment income	47	68	–	115	109
Total Receipts	59,315	68	1,001	60,384	106,158
Payments:					
Staff costs	75,747	359	7,754	83,860	54,765
Recruitment costs	1,709	–	–	1,709	–
Travel costs for staff and volunteers	3,961	–	–	3,961	2,706
Training costs for volunteers	2,611	–	–	2,611	802
Telephone costs	287	–	–	287	324
Registration and insurance costs	1,312	–	–	1,312	1,568
IT and database costs	2,992	–	–	2,992	6,059
Fundraising costs	1,515	–	–	1,515	198
Governance	714	–	–	714	1,503
Other costs	1,058	2,428	489	3,975	1,829
Total Payments	91,906	2,787	8,243	102,936	69,754
Net of receipts/ (payments)	(32,591)	(2,719)	(7,242)	(42,552)	36,404
Cash funds at 31 August 2021	107,324	11,872	7,242	126,438	90,034
Cash funds at 31 August 2022	74,733	9,153	–	83,886	126,438

During the year to 31 August 2021 £8,722 of Income was restricted and £16,881 of expenditure was restricted.

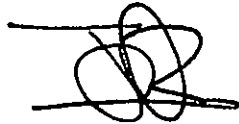
Statement of assets and liabilities as at 31 August 2022

	31 August 2022 Unrestricted Funds £	31 August 2022 Ben's Fund £	31 August 2022 Other restricted Funds £	31 August 2022 Total Funds £	31 August 2021 Total Funds £
Total Funds	74,733	9,153	–	83,886	126,438

The restricted funds includes income from Oxfordshire County Council for Protective equipment and other COVID grants and was fully spent.

Approved by the Board of Trustees on _____ and signed on its behalf by:

Mr James Ross (Chair)



FLEXICARE (OXFORD AND ABINGDON)

England & Wales - Charity number 1172635

Accounts

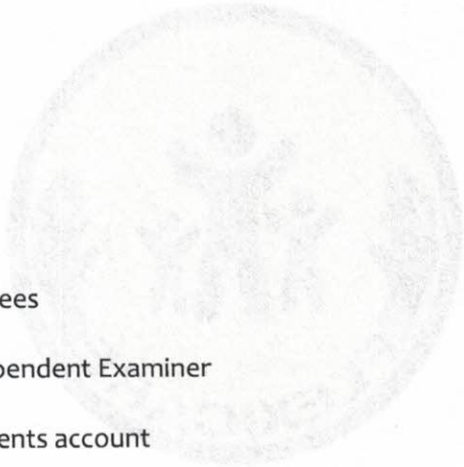


Flexicare (Oxford and Abingdon)

**UK Charitable Incorporated Organisation number: 1172635
UK Company Number: CE010086**

**Report and Financial Statements
For the year ended 31 August 2021**

(Formerly UK Registered Charity number 291844)



Contents

	Page
Report of the Trustees	1
Report of the Independent Examiner	7
Receipts and payments account	8
Statement of Assets and Liabilities	9

Flexicare (Oxford and Abingdon)

UK Charitable Incorporated Organisation number: 1175838
UK Company Number: 02010015

Report and Financial Statements
For the year ended 31 August 2021

(Company UK registered charity number 251844)

Report of the Trustees for the year ending 31 August 2021

Reference and Administrative Information

Charitable Incorporated Organisation (CIO) Name: Flexicare (Oxford and Abingdon)

CIO number: 1172635

Registered Office and operating address: 61 St Gabriel's
Wantage
Oxon, OX12 8FL

Website: www.flexicare.org

The Trustees for the relevant year: Mr James Ross (Chairman)

Mr Ben Stagg (Treasurer)

Mrs Elizabeth Ballard

Mrs Harriet Bretherton

Mrs Tracy Strain

Mr Tom Velickovic

Senior Coordinator: Katherine Boyce

Bankers: CAF Bank Ltd, 25 Kings Hill Avenue,
Kings Hill, West Malling, Kent, ME19
4JQ

Structure, Governance and Management

Governing Document

Flexicare was originally constituted by a Deed of Trust dated 25th April 1985. During 2017 the Trustees decided, in the best interests of the children and families it supports and its trustees and staff, to change the status of Flexicare (Oxford and Abingdon) to that of a Charitable Incorporated Organisation (CIO). Flexicare (Oxford and Abingdon) (CIO) was formally registered with the Charity Commission on 19th April 2017 (registration number 1172635) taking over the assets, liabilities, contracts and activities of Flexicare (Oxford and Abingdon). At the same time Flexicare (Oxford and Abingdon) (registration number 291844) closed and was removed from the Charity commission register on 22nd February 2018.

Flexicare is registered with The Care Quality Commission (CQC) as a Domiciliary Care Agency. Registration. The Responsible Individual is the Chairman of Trustees and the Registered Manager is Katherine Boyce.

Organisational Structure

Flexicare (Oxford and Abingdon) has a Board of Trustees who meet at least four times a year and are responsible for the strategic direction and policy of the CIO. Day-to-day responsibility for the provision of the services rests with the Senior Coordinator.

Recruitment and Appointment of Trustees

Each member of the Board of Trustees is selected on the basis of their skills, ensuring that the board has diverse and relevant skills. In the event of particular skills being lost due to retirements, it is the responsibility of the remaining trustees to recruit appropriate replacements. The Constitution specifies that there should be a minimum of three trustees and a maximum of twelve. There is no maximum period of service.

Induction and training for new Trustees

New Trustees are given the main documents that set out the operational framework for the CIO including the Constitution and a summary of the work of the CIO. They also receive the guidance of the Charity Commission on the responsibilities of Charity trustees.

Risk Management

The Trustees have reviewed the major risks to which the CIO is exposed. Internal financial risks are minimised by the requirement that all cheques and external bank payments have to be authorised by two people, one of whom has to be a trustee. The CIO follows written policies regarding safeguarding children, moving and handling, equality, health and safety and administration of medications guidance. All carers are offered regular updates in First Aid, Moving and Handling, Safeguarding and individual training for the administration of medication, undertaking feeds and other requirements of the Oxfordshire Shared Care Protocol. The CIO is inspected by the CQC and is currently graded as “Good”. The last inspection took place in October 2018. Since the start of the Covid pandemic, Flexicare’s CQC Inspector has been in periodic contact with Flexicare to ensure that the measures that are in place are sufficient for the current situation. Since July 2021, CQC have undertaken monthly desktop assessment of Flexicare based on the data and information available to them and have not found evidence that they need to carry out an inspection or reassess Flexicare’s rating at this stage. Since Flexicare resumed sits in June 2020, a Covid 19 risk assessment has been undertaken and reviewed regularly, particularly when things have changed. The Trustees monitor this risk assessment at the Trustee meetings.

Objectives and Activities

The CIO’s objects and principal activities are “to improve the quality of life for children resident in the Oxford and Abingdon areas who have challenging or complex care needs as a result of severe physical or mental disability by the provision of occasional care attendants who will assist their families or carers with their care”.

The CIO continues to provide a totally flexible service determined by the requests of the families. It offers sitting in/care at home for families in the Oxford, Abingdon, Grove and Wantage area who have young children up to the age of 18 years with mental and/or physical disabilities. The service relies on volunteers who are supported by 1.9 full-time-equivalent paid staff at present.

The Trustees confirm that they have complied with their duty under section 4 of The Charities Act 2006 to have regard to public benefit guidance published by the Charity Commission. The Trustees believe that all of the activities of Flexicare (Oxford and Abingdon) further its charitable purposes for the public benefit.

Achievements and Performance

Flexicare (Oxford and Abingdon) continues to provide a totally flexible, family-led sitting service for families living within an eight-mile radius of the centre of Oxford, Grove and Wantage who have a child or children with a severe disability. The time that the sitter spends with the family allows the parents/carers and/or siblings to go out and do things that most families take for granted, or to catch up on some much-needed sleep. Siblings under 14 may also be looked after by the sitter or sitters, as we are more than happy to put in more than one sitter where required.

During the year there were 52 families with 56 children with disabilities registered to use the service. Three bereaved families continue to receive support.

Care and support was provided by 14 volunteers and 4 paid staff.

The number of requests for sits this year has increased again despite the continued impact of Covid19 on our families: 311 compared to 262. Including the hours spent visiting and registering a total of 781 hours (2020: 792) was spent with the families. Covid continued to have a big impact on the service, nearly two thirds of the hours with our families, came in the second half of the year but many of our families are still being very cautious about interactions outside of the home.

15 (2020: 14) families were referred to the service during the year and 7 were registered from this year and last year's waiting list. Of those not offered registration, three did not meet our criteria, one left the area before we contacted them and one was after regular childcare. Three families and seven professionals were still on the waiting list at the end of the year. We have closed the waiting list again as we cannot foresee when we can bring further families on to our books.

Staff

The service was run on a day-to-day basis by Katherine Boyce, assisted by Lynn Ross and Jayne Castle. Amelia Macpherson joined Flexicare as a Coordinator in May 2021 and Andrea Baines in June 2021 as Office Manager.

Remuneration & Related Party Transactions of the Board of Trustees

No members of the Board of Trustees received any remuneration from the CIO during the year. Travel costs and expenses of trustees amounted to £nil (2020: £nil).

During the year, Andrea Baines, was appointed as Office Manager through a robust recruitment process. She is the wife of Ben Stagg, the Treasurer of the CIO. In addition, Lynn Ross, a member of staff, is the wife of James Ross, the Chair of the CIO. All other trustees are satisfied with this arrangement and the Charity Commission confirmed, for both appointments, that they had no concerns either.

Katherine Boyce, the senior co-ordinator, is also a trustee of Helen and Douglas House, who provide training for Flexicare volunteers in practical moving and handling.

No other members of the Board of Trustees or other persons related to the CIO had any personal interest in any contract or transaction entered into by the CIO during the year.

Financial Review

The total income for the year to 31st August 2021 amounted to £106,000 (2020: £55,000) and expenditure to £70,000 (2020: £66,000). The increase in income was due to a legacy of £55,000 for which the trustees are extremely grateful.

A proportion of the annual income is derived from a quarterly contract with Oxfordshire Social Services £21,400 (2020: £16,050) to provide care to children. Only three instalments were received in 2020.

This year it was not possible for us or the Flexicare Supporters to undertake fundraising events. However, we assisted one of our volunteers to undertake a virtual Bridge Tournament that was very well received.

We have also received generous donations from the following sources:

Cranston Trust	A number of In Memory donations
Collecting boxes	The Rotary Club of North Oxford
Donations from several supporters	A former family undertook an open garden and plant sale.
Upholstery coffee and fabric and chair sale	Waitrose Abingdon green token scheme
Wallingford Bridge Club	Cumnor Christmas Lights Appeal
Alfreic Masonic Lodge	
the Good Gift Guide,	

Plans for Future Periods

The CIO plans to continue the activities outlined above subject to satisfactory funding arrangements as a CIO.

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the CIO's funds are to be spent in the short term so there are no funds for long term investment. It is the Trustees' policy to retain the bulk of its funds in an interest-earning deposit account. In the current circumstances of negligible interest rates even this is hardly significant, but the CAF Gold Fund is considered to give as good a return as any.

Ben's Fund is held in a 60-day notice account to gain slightly better interest. As this is a supporter provided fund its use is planned and does not form part of the day-to-day finances of the charity.

Reserves Policy

The Trustees have examined the CIO's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed should amount to a minimum of 9–12 months of running costs. The reserves are needed to meet the working capital requirements of the CIO and the Trustees are confident that at this level they would have the necessary flexibility to wind down the activities of the CIO in an orderly manner in the event of a significant drop in funding.

Based on actual expenditure for 2021 the reserves target for general funds should be broadly between £52,500 and £70,000. Despite the difficult circumstances, the level of unrestricted reserves at 31st August 2021 was £107,000, which is regarded by the Trustees as very healthy in the current uncertain times. The increase is due to the legacy of £55,000 received in the year. The trustees will aim to continue to manage the activities of the CIO within the limits of the funds available and with prudent planning.

There is a restricted fund known as Ben's Memorial Fund, which was set up by a family in memory of their son who was cared for by the service until his death. The fund was established to provide or increase care to families, appropriate to their needs, where this would be over and above the care that Flexicare could normally offer. This fund spent £1,178 on families this year.

The following grants have been provided during the year:

- True Colour Trust provided funds to trial an administrator and to assist with policy and procedure updating.
- Flexicare received a number of Covid grants to assist with amongst other things staff testing costs, these were provided through Oxfordshire County Council

Declaration by the Trustees

Members of the Board of Trustees who served during the year and up to the date of this report are set out on page 1.

The Trustees certify that:

- so far as we are aware, there is no relevant audit information of which the CIO's independent examiner is unaware; and
- we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the CIO's independent examiner is aware of that information.

Examination of the Accounts

Because the income of the CIO is over £25,000, there is a requirement for an independent examination. The Trustees express their gratitude to Ms Ros Avery for carrying out this important task.

Approved by the Board of Trustees on 19/4/22 and signed on its behalf by:

Mr James Ross (Chair)



**Independent Examiner's Report to the Trustees of
Flexicare (Oxford and Abingdon)
for the year ended 31 August 2021**

I report to the Trustees on the accounts of Flexicare (Oxford and Abingdon) (UK Registered Charitable Incorporation number 1172635) for the year ended 31 August 2021 which are set out on page 8.

Respective Responsibilities of trustees and examiner

The CIO's trustees are responsible for the preparation of the accounts. The CIO's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act. and
- to state whether particular matters have come to my attention.

Basis of Independent examiner's statement

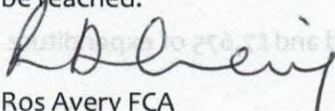
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Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records.

I 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.


Ros Avery FCA
115 Mill Street, Kidlington, Oxon, OX5 2EE

25/4/22

Flexicare (Oxford and Abingdon)

Receipts and payments account for the year to 31 August 2021

	year to 31 August 2021 Unrestricted Funds £	year to 31 August 2021 Ben's Fund £	year to 31 August 2021 Other restricted Fund £	year to 31 August 2021 Total Funds £	year to 31 August 2020 Total Funds £
Receipts:					
Oxfordshire County Council Social Services grant	26,900	–	2,745	29,645	16,050
Fundraising events and income from supporters' group	690	–	–	690	2,965
Job retention grant	–	–	–	–	3,903
Other grants and donations	14,120	876	5,000	19,996	29,647
Legacy	55,718	–	–	55,718	
Investment income	8	101	–	109	210
Total Receipts	97,436	977	7,745	106,158	54,775
Payments:					
Staff costs	46,300	–	8,465	54,765	51,823
Travel costs for staff and volunteers	2,706	–	–	2,706	3,387
Training costs for volunteers	802	–	–	802	843
Telephone costs	324	–	–	324	299
Registration and insurance costs	1,568	–	–	1,568	1,725
IT and database costs	21	–	6,038	6,059	4,360
Fundraising costs	198	–	–	198	1,438
Governance	303	–	1,200	1,503	
Other costs	651	1,178	–	1,829	1,950
Total Payments	52,873	1,178	15,703	69,754	65,825
Net of receipts/ (payments)	44,563	(201)	(7,958)	36,404	(11,050)
Cash funds at 31 August 2020	62,761	12,073	15,200	90,034	101,084
Cash funds at 31 August 2021	107,324	11,872	7,242	126,438	90,034

During the year to 31 August 2020 £2,099 of income was restricted and £7,675 of expenditure was restricted.

Statement of assets and liabilities as at 31 August 2021

	31 August 2021 Unrestricted Funds £	31 August 2021 Ben's Fund £	31 August 2021 Other restricted Funds £	31 August 2021 Total Funds £	31 August 2020 Total Funds £
Total Funds	107,324	11,872	7,242	126,438	90,034

The restricted funds includes income from Oxfordshire County Council for Protective equipment during COVID19 and was fully spent.

Approved by the Board of Trustees on 19/4/22 and signed on its behalf by:

Mr James Ross (Chair)



