



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)

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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
the Good Gift Guide	Sutton Courtenay Church
Abbey Quilters	TVR Oxford Car Club
the Stanton Ballard Charitable Trust	A former family again undertook an open
Waltrose 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 a series of loops and a final horizontal stroke, positioned to the right of the name Mr James Ross (Chair).

**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)

