



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)

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Report of the Trustees for the year ending 31 August 2024

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

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:

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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

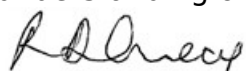
My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the CIO a comparison of those accounts with those records. It also includes consideration of any unusual items or disclosures in 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:

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Mr James Ross (Chair)