



**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)**

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# 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](http://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 25<sup>th</sup> 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 19<sup>th</sup> 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 22<sup>nd</sup> 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 31<sup>st</sup> 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 31<sup>st</sup> 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 light blue horizontal line.

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 £
<b>Receipts:</b>					
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
<b>Total Receipts</b>	<b>82,980</b>	<b>-</b>	<b>7,237</b>	<b>90,217</b>	<b>89,637</b>
<b>Payments:</b>					
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 <sup>th</sup> Birthday non staff costs	-	-	2,084	2,084	
Other costs	117	-	-	117	1,321
<b>Total Payments</b>	<b>81,415</b>	<b>128</b>	<b>6,705</b>	<b>88,248</b>	<b>95,283</b>
<b>Net of receipts/ (payments)</b>	<b>1,565</b>	<b>(128)</b>	<b>532</b>	<b>1,969</b>	<b>(5,646)</b>
<b>Cash funds at 31 August 2024</b>	<b>29,387</b>	<b>6,969</b>	<b>0</b>	<b>36,356</b>	<b>42,002</b>
<b>Cash funds at 31 August 2025</b>	<b>30,952</b>	<b>6,841</b>	<b>532</b>	<b>38,325</b>	<b>36,356</b>

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 £
<b>Current Assets - cash</b>	<b>32,608</b>	<b>6,841</b>	<b>532</b>	<b>39,981</b>	<b>37,062</b>
<b>Current Liabilities – HMRC/ pension</b>	<b>(1,656)</b>	<b>-</b>	<b>-</b>	<b>(1,656)</b>	<b>(706)</b>
<b>Net current assets</b>	<b>30,952</b>	<b>6,841</b>	<b>532</b>	<b>38,325</b>	<b>36,356</b>
<b>Total Funds</b>	<b>30,952</b>	<b>6,841</b>	<b>532</b>	<b>38,325</b>	<b>36,356</b>

The restricted funds include income from Doris Field and Stanton Ballard for IT upgrades, MV Kelly for funding the 40<sup>th</sup> 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