

REGISTERED COMPANY NUMBER: 06360309 (England and Wales)
REGISTERED CHARITY NUMBER: 1121629

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

FOR

CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS

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**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

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FOR THE YEAR ENDED 31 MARCH 2020**

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**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS (REGISTERED NUMBER: 06360309)**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2020**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our Aim

Our aim is to provide support services to: carers, their loved-ones and their networks and communities.

We will provide services always according to our values: respectful, resourceful, trustworthy & effective.

Objectives

- To support the **whole network** of carers: family, friends and informal carers.
- To be an **influential** voice raising carers issues.
- To being the **best employer** with the best staff reward package in our area.
- Providing **highest quality services**.
- A **long term partner** to other organisations and funders.
- Committed to providing the **Support** carers need to care.
- **Listening** to carers and designing services they need.
- Committed to **collaborating** with others.

Public benefit

The trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charities Commission in exercising their powers or duties. Our services are provided from a variety of funding streams, we seek to add value by giving our time, energy and expertise to initiatives that benefit our clients and the communities in which we work.

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS (REGISTERED NUMBER: 06360309)**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2020**

STRATEGIC REPORT

Achievement and performance

Review of Activities and Achievements

Crossroads Care Hertfordshire North (CCHN) offers:

- Homecare services to vulnerable & disabled people
- Respite services to family & friends' unpaid carers in Hertfordshire & surrounding.
- Employment support services to unemployed Carers
- Volunteering opportunities.
- Respite day services in the Stevenage area
- Opportunities for peer support, training & networking at Crossroads Meet-ups

Services are offered 24 hours a day, 7 days a week, 365 days a year.

Achievement and performance in the year

Our regulator the Care Quality Commission assesses against 5 key questions and following our inspection during the year we were assessed as Good in all areas this year.

Safe:

- We had no notifiable incidents during the year to CQC, Riddor or the Charity Commission.
- We introduced a real-time care plan & digital medication management system enabling instant changes to be communicated to all staff & clients.

Effective:

- We recruited, trained, and mentored 1242 hours of support workers in the year.
- We collected all invoices within 17 days.

Caring:

- We delivered 131,256 hours of holistic support in the year.
- We experienced less than 0.3% of disrupted visits.

Responsive:

- We grew our homecare, Caring for Life service by 30% in response to demand.

Well-Led:

- We increased Homecare continuing to diversify our income streams.
- 95% utilisation of our salaried care staff.
- It is not the purpose of the charity to make a surplus however we achieved a prudent surplus of £41,437 in the year.
- We achieved membership of the Sunday Times Top 100 Charities in the UK.

Next Year's Goals

Our plans for the year have been modified by the Covid-19 pandemic (see statement below). Our principal objective will be to ensure staff and clients are safe and supported and that we find new and innovative solutions to on-site and remote support for both field and office staff and volunteers.

During the course of the year the trustees reviewed our membership of the Carers Trust and decided that we could find better value in a bespoke insurance and policy framework plus achieve significant savings in membership fees. Our commitment to supporting unpaid carers is unwavering and we remain a member of Carers UK.

If you would like to know more about our work or are seeking partnership opportunities please contact us at ceo@crossroadshn.org.uk or on any of our numbers.

Our Values

Respectful Resourceful Trustworthy Effective

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS (REGISTERED NUMBER: 06360309)**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2020**

STRATEGIC REPORT

Financial review

There is a list of donors, supporters and grant givers in the accounts and we are profoundly grateful on behalf of unpaid carers who bear heavy responsibilities on behalf of those they care for. Every single penny of every donation we receive goes towards the services we subsidise through our activities for the carer communities in which we work such as cafes, peer meetups and day centres and unfunded emergency responses.

This has enabled us to generate a small but significant surplus of £41,437 this year despite a continued decrease in state income. We continue to meet our reserves targets and enjoy an excellent debtor ratio.

Reserves Policy

The organisation's reserves policy is to create reserves equivalent to 3 months gross expenditure (12.04 weeks) for this financial year. We also monitor the reserves to see if they are sufficient to cover all liabilities in the event of an orderly wind down of the organisation's business. The organisation has considered that this level of reserves will allow it to weather any fiscal requirements in the foreseeable future.

Investment Policy

In accordance with the Memorandum and Articles of Association the board may invest the monies of the organisation not immediately required for its purposes in suitable low risk investments.

Long term Financial Position

The organisation's long term financial forecast indicates significant opportunities for growth and the Trustees are considering investment options.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Crossroads in Hertfordshire (North and Northeast) Caring for Carers (trading as Crossroads Hertfordshire North) is a company limited by guarantee governed by its Memorandum and Articles of Association. It is registered as a charity with the Charities Commission. Anyone over the age of 18 can apply to be a member of the Board of Trustees of the charity. Trustees are also Company Directors, in the event of the company being wound up members are eligible to be considered for Limited Liability and the Charity retains insurance against Trustee liability.

Induction and training of new trustees

When new Trustees are appointed, they are inducted and embedded in the Charity, they may come with personal experience of being a Carer and/or relevant local knowledge and business skills. Our Board rotation policy means that we continue to recruit up to 2 trustees each year.

Related parties

The charity was a Network Partner of the national charity Carers Trust which provides both a policy framework & insurance services. We have formal partnerships with Crossroads Hertfordshire South funded through Hertfordshire County Council.

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS (REGISTERED NUMBER: 06360309)**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2020**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The Board considers major risks to which the charity is exposed at Board meetings. The risk register is reviewed monthly. Where appropriate, actions are identified to mitigate the risks the charity faces and are formally evaluated at each board and sub-committee meeting.

Every carer and cared for person is assessed for risk and staff are trained in moving and positioning, adult personal care, health and safety, fire risks and personal safety. All staff working with vulnerable persons are enhanced DBS checked. A Business Continuity Plan is in place for emergencies and possible loss of service.

We also continue to be covered through the national charity's insurance partner, Ecclesiastical, by comprehensive employers, public liability, trustee liability and office contents insurance.

In the financial year 2019-20 we achieved a Sunday Times top 100 charities award.

The Business Plan covering the Years 2018 to March 2022 was reviewed by the Board and found to be fit for purpose. This plan minimises the risk of lack of direction. It covers our strategy and forward planning and is used to support our relationship going forward with stakeholders, funders, contract partners, partner civil society organisations and carers themselves. Any pertinent risks against the plan are evaluated at each Board meeting.

Covid Statement

We were assessed by our Regulator in July 2020 as having effective response to pandemic and they reported as follows:

"We have assessed that you are managing the impact of the COVID-19 pandemic at the above service."

The full statement is available on our website. Our full policy structure and insurances have been revised accordingly.

The organisation has been significantly affected by the pandemic experiencing a significant reduction in demand for respite & day services. We have benefited from pandemic financial support from Hertfordshire County Council which has enabled us to keep 100 staff in the field throughout the crisis. We have also utilised the furlough and the flexi-furlough scheme and will make staffing adjustments, as necessary.

The Senior Management Team and Board of Trustees have met monthly during the pandemic and have reviewed financial information in detail, we are satisfied that the organisation has both adequate resources and made sufficient preparations to ensure that the organisation and its commitments are secured for the anticipated duration of the pandemic and have contingency plans for the remainder of the financial year 2020-2021.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

06360309 (England and Wales)

Registered Charity number

1121629

Registered office

Suite 20, Intech House
Wilbury Way
Hitchin
Hertfordshire
SG4 0TW

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS (REGISTERED NUMBER: 06360309)**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2020**

Trustees

J Thomas
V Kerr
J Jewitt
P Duffy
R Fee
F Hill
G Horne
C Wraith
J Colman

- appointed 30 July 2019

Chief Executive Officer - Michael Farrell

Company secretary

Michael Farrell

Auditors

Bradshaw Johnson
Chartered Accountants
Statutory Auditor
Croft Chambers
11 Bancroft
Hitchin
Hertfordshire
SG5 1JQ

Bankers

CAF Bank
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
SG4 0TW

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Crossroads In Hertfordshire (North and North East) Caring for Carers for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS (REGISTERED NUMBER: 06360309)**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2020**

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Bradshaw Johnson Chartered Accountants, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 27 October 2020 and signed on the board's behalf by:



J Colman - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF
CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS

Opinion

We have audited the financial statements of Crossroads In Hertfordshire (North and North East) Caring for Carers (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

**REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF
CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

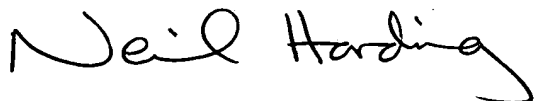
We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Neil Harding FCA
for and on behalf of Bradshaw Johnson
Chartered Accountants
Statutory Auditor
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Croft Chambers
11 Bancroft
Hitchin
Hertfordshire
SG5 1JQ

Date: 6-11-20

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2020**

	Notes	Unrestricted funds £	Restricted funds £	31.3.20 Total funds £	31.3.19 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	13,114	500	13,614	17,279
Charitable activities	5				
Carers support services		2,646,606	114,793	2,761,399	2,417,349
Day centre		73,266	-	73,266	72,264
HCC - YOD group		12,150	-	12,150	12,150
Investment income	4	3,493	-	3,493	669
Total		2,748,629	115,293	2,863,922	2,519,711
EXPENDITURE ON					
Charitable activities	6				
Carers support services		2,618,362	117,259	2,735,621	2,414,451
Day centre		70,231	-	70,231	65,335
HCC - YOD group		16,633	-	16,633	16,334
Total		2,705,226	117,259	2,822,485	2,496,120
NET INCOME/(EXPENDITURE)		43,403	(1,966)	41,437	23,591
RECONCILIATION OF FUNDS					
Total funds brought forward		633,868	1,966	635,834	612,243
TOTAL FUNDS CARRIED FORWARD		677,271	-	677,271	635,834

The notes form part of these financial statements

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS (REGISTERED NUMBER: 06360309)**

STATEMENT OF FINANCIAL POSITION
31 MARCH 2020

	Notes	Unrestricted funds £	Restricted funds £	31.3.20 Total funds £	31.3.19 Total funds £
FIXED ASSETS					
Tangible assets	13	21,819	-	21,819	22,154
CURRENT ASSETS					
Debtors	14	155,466	-	155,466	293,284
Cash at bank and in hand		<u>757,183</u>	<u>-</u>	<u>757,183</u>	<u>541,493</u>
		912,649	-	912,649	834,777
CREDITORS					
Amounts falling due within one year	15	(257,197)	-	(257,197)	(221,097)
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
NET CURRENT ASSETS		<u>655,452</u>	<u>-</u>	<u>655,452</u>	<u>613,680</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>677,271</u>	<u>-</u>	<u>677,271</u>	<u>635,834</u>
NET ASSETS		<u>677,271</u>	<u>-</u>	<u>677,271</u>	<u>635,834</u>
FUNDS	17				
Unrestricted funds				677,271	633,868
Restricted funds				<u>-</u>	<u>1,966</u>
TOTAL FUNDS				<u>677,271</u>	<u>635,834</u>

The notes form part of these financial statements

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS (REGISTERED NUMBER: 06360309)**

STATEMENT OF FINANCIAL POSITION - continued
31 MARCH 2020

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

The financial statements were approved by the Board of Trustees and authorised for issue on 27 October 2020 and were signed on its behalf by:



G Horne - Trustee

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2020**

	Notes	31.3.20 £	31.3.19 £
Cash flows from operating activities			
Cash generated from operations	1	225,617	63,486
Interest paid		<u>(3,249)</u>	<u>(1,972)</u>
Net cash provided by operating activities		<u>222,368</u>	<u>61,514</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(10,171)	(17,304)
Interest received		<u>3,493</u>	<u>669</u>
Net cash used in investing activities		<u>(6,678)</u>	<u>(16,635)</u>
Change in cash and cash equivalents in the reporting period		215,690	44,879
Cash and cash equivalents at the beginning of the reporting period		<u>541,493</u>	<u>496,614</u>
Cash and cash equivalents at the end of the reporting period		<u>757,183</u>	<u>541,493</u>

The notes form part of these financial statements

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

**NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2020**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.20 £	31.3.19 £
Net income for the reporting period (as per the Statement of Financial Activities)	41,437	23,591
Adjustments for:		
Depreciation charges	10,506	6,037
Interest received	(3,493)	(669)
Interest paid	3,249	1,972
Decrease/(increase) in debtors	137,818	(398)
Increase in creditors	<u>36,100</u>	<u>32,953</u>
Net cash provided by operations	<u><u>225,617</u></u>	<u><u>63,486</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.19 £	Cash flow £	At 31.3.20 £
Net cash			
Cash at bank and in hand	<u>541,493</u>	<u>215,690</u>	<u>757,183</u>
	<u>541,493</u>	<u>215,690</u>	<u>757,183</u>
Total	<u><u>541,493</u></u>	<u><u>215,690</u></u>	<u><u>757,183</u></u>

The notes form part of these financial statements

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

1. STATEMENT OF COMPLIANCE

Crossroads in Hertfordshire (North and North East) Caring for Carers is a charitable company incorporated in England. The registered office is:

Suite 20
Intech House
Wilbury Way
Hitchin
Hertfordshire
SG4 0TW

The charitable company's financial statements have been prepared in compliance with Charities SORP (FRS 102) as it applies to the financial statements for the year ended 31 March 2020.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements are prepared in sterling.

After making enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements as outlined in the Statement of Trustees Responsibilities on page 5.

Crossroads in Hertfordshire (North & North-East) Caring for Carers meets the definition of a public entity under FRS 102.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds; it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on cost
Computer equipment	- 33% on cost

Minor additions of less than £250 are not capitalised.

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

2. ACCOUNTING POLICIES - continued

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated services and facilities

Donated services are recognised as income when the receipt of economic benefit from the use by the charity is probable and can be measured reliably.

Legal status of the charity

The Charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding-up is limited to £5 per member of the charity.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

3. DONATIONS AND LEGACIES

	31.3.20	31.3.19
	£	£
Donations and grants	<u>13,614</u>	<u>17,279</u>

The charity is grateful to Stevenage Borough Council for donating the use of the Day Centre. The value of the rent in kind is £3,700 (2019 - £3,700). The value of this service is recognised within income as a donation and an equivalent charge within Day Centre direct costs.

Grants received, included in the above, are as follows:

	31.3.20	31.3.19
	£	£
Other	3,254	3,151
MBDA	-	1,250
Hoddesdon Cafe	-	50
Stevenage Borough Council - rent in kind	3,700	3,700
Waltham Cross Cafe	500	450
In memoriam	-	1,578
The Oddfellows	50	50
In memoriam - Phil Tebbutt	-	100
In memoriam - John (Jack) Barrett	-	550
In memoriam - Mr Ken Vale	-	420
In memoriam - Ron Bray	-	520
Donation - P J & Mrs C M Frostlowe	-	1,000
Donation - Mrs E J Bard & Mrs SC Bard-Bodek	-	1,000
Donation - Biffa Waste Services Ltd	1,560	2,082
Donation - in memory of Mr Ken Vale - the Follett Trust (Barbara Follett)	-	500
Donation - St Mary's Church, Shephall, Stevenage	-	340
Donation - Rotary Club of Harlow Tye (Elaine Caruanna)	-	265
Donation - Hitchin Historical Society	-	123
Donation - St Katherine Ickleford PCC	150	150
Donation - Mrs P A Merry (in memory of Rodney Jones)	500	-
Donation - Mr T Vincent & Mrs B J Vincent	1,000	-
Donations - Osprey Homes (Mr Robert Parker)	200	-
Rotary Club of Amwell Trust Fund 803309	1,000	-
As One Community Choir	<u>1,700</u>	<u>-</u>
	<u>13,614</u>	<u>17,279</u>

4. INVESTMENT INCOME

	31.3.20	31.3.19
	£	£
Deposit account interest	<u>3,493</u>	<u>669</u>

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.20 £	31.3.19 £
HCS - Carers Breaks	Carers support services	410,561	410,561
Stevenage Borough Council	Carers support services	4,120	6,160
HCS - Spot contract	Carers support services	807,164	777,344
Private clients	Carers support services	1,379,701	1,060,534
Lunches	Carers support services	4,391	5,106
Training	Carers support services	48	48
HCS - Other	Carers support services	44,741	71,899
Building Better Opportunities	Carers support services	63,173	37,362
Crossroads Breakaway	Carers support services	47,500	48,335
		<u>2,761,399</u>	<u>2,417,349</u>
HCS - Day Centre	Day Centre	<u>73,266</u>	<u>72,264</u>
HCC - YOD group	HCC - YOD Group	<u>12,150</u>	<u>12,150</u>

Grants received, included in the above, are as follows:

	31.3.20 £	31.3.19 £
HCS - Carers Breaks	410,561	410,561
HCS - Day Centre	36,339	36,339
Stevenage Borough Council	4,120	6,160
HCS - Other	12,150	12,150
Building Better Opportunities	63,173	37,362
Crossroads Breakaway	47,500	48,335
	<u>573,843</u>	<u>550,907</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Carers support services	2,366,806	368,815	2,735,621
Day centre	61,986	8,245	70,231
HCC - YOD group	14,572	2,061	16,633
	<u>2,443,364</u>	<u>379,121</u>	<u>2,822,485</u>

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020

7. SUPPORT COSTS

	Other	Governance costs	Totals
	£	£	£
Carers support services	363,215	5,600	368,815
Day centre	8,245	-	8,245
HCC - YOD group	<u>2,061</u>	<u>-</u>	<u>2,061</u>
	<u>373,521</u>	<u>5,600</u>	<u>379,121</u>

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.20	31.3.19
	£	£
Auditors' remuneration	5,600	5,600
Depreciation - owned assets	<u>10,506</u>	<u>6,037</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

Trustees' expenses

Travel expenses amounting to £34 were reimbursed to 1 trustee in the year (2019 - £123 - 1 trustee).

10. STAFF COSTS

	31.3.20	31.3.19
	£	£
Wages and salaries	2,247,497	1,983,939
Social security costs	119,963	105,752
Other pension costs	<u>31,854</u>	<u>20,727</u>
	<u>2,399,314</u>	<u>2,110,418</u>

The average monthly number of employees during the year was as follows:

	31.3.20	31.3.19
Carer Support Staff	157	148
Administration Staff	23	14
Management	<u>4</u>	<u>4</u>
	<u>184</u>	<u>166</u>

No employees received emoluments in excess of £60,000.

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020

11. 2019 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	16,779	500	17,279
Charitable activities			
Carers support services	2,325,492	91,857	2,417,349
Day centre	72,264	-	72,264
HCC - YOD group	12,150	-	12,150
Investment income	<u>669</u>	<u>-</u>	<u>669</u>
Total	2,427,354	92,357	2,519,711
EXPENDITURE ON			
Charitable activities			
Carers support services	2,317,127	97,324	2,414,451
Day centre	65,335	-	65,335
HCC - YOD group	16,334	-	16,334
Total	<u>2,398,796</u>	<u>97,324</u>	<u>2,496,120</u>
NET INCOME/(EXPENDITURE)	28,558	(4,967)	23,591
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>605,310</u>	<u>6,933</u>	<u>612,243</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>633,868</u></u>	<u><u>1,966</u></u>	<u><u>635,834</u></u>

12. TAXATION

As a charity, Crossroads in Hertfordshire (North & North East) Caring for Carers is exempt from tax on income and capital gains under the relevant tax legislation. No tax charges have arisen in the charity.

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2019	23,104	54,788	77,892
Additions	2,755	7,416	10,171
Disposals	<u>(228)</u>	<u>(23,341)</u>	<u>(23,569)</u>
At 31 March 2020	<u>25,631</u>	<u>38,863</u>	<u>64,494</u>
DEPRECIATION			
At 1 April 2019	10,318	45,420	55,738
Charge for year	4,753	5,753	10,506
Eliminated on disposal	<u>(228)</u>	<u>(23,341)</u>	<u>(23,569)</u>
At 31 March 2020	<u>14,843</u>	<u>27,832</u>	<u>42,675</u>
NET BOOK VALUE			
At 31 March 2020	<u>10,788</u>	<u>11,031</u>	<u>21,819</u>
At 31 March 2019	<u>12,786</u>	<u>9,368</u>	<u>22,154</u>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.20 £	31.3.19 £
Trade debtors	91,294	75,626
Prepayments and accrued income	<u>64,172</u>	<u>217,658</u>
	<u>155,466</u>	<u>293,284</u>

Included within prepayment and accrued income is accrued income of:

	31.3.20 £	31.3.19 £
HCS - Spot Purchase	18,144	73,408
Private clients	30,878	107,989
Other	5,163	11,218

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.20	31.3.19
	£	£
Trade creditors	1,183	7,320
Social security and other taxes	26,364	23,847
Other creditors	3,274	4,844
Deferred income	4,226	1,360
Accrued expenses	<u>222,150</u>	<u>183,726</u>
	<u>257,197</u>	<u>221,097</u>

16. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.20	31.3.19
	£	£
Within one year	1,658	1,694
Between one and five years	<u>6,218</u>	<u>-</u>
	<u>7,876</u>	<u>1,694</u>

17. MOVEMENT IN FUNDS

	At 1.4.19	Net movement in funds	At 31.3.20
	£	£	£
Unrestricted funds			
General fund	633,868	43,403	677,271
Restricted funds			
IT Equipment	730	(730)	-
Stevenage Community Trust	145	(145)	-
Stevenage Community Trust Fund	991	(991)	-
Building Better Opportunities	<u>100</u>	<u>(100)</u>	<u>-</u>
	<u>1,966</u>	<u>(1,966)</u>	<u>-</u>
TOTAL FUNDS	<u>635,834</u>	<u>41,437</u>	<u>677,271</u>

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020

17. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,748,629	(2,705,226)	43,403
Restricted funds			
IT Equipment	-	(730)	(730)
Stevenage Borough Council	4,120	(4,120)	-
Stevenage Community Trust	-	(145)	(145)
Waltham Cross Cafe	500	(500)	-
Stevenage Community Trust Fund	-	(991)	(991)
Building Better Opportunities	63,173	(63,273)	(100)
Crossroads Breakaway	47,500	(47,500)	-
	<u>115,293</u>	<u>(117,259)</u>	<u>(1,966)</u>
TOTAL FUNDS	<u>2,863,922</u>	<u>(2,822,485)</u>	<u>41,437</u>

Comparatives for movement in funds

	At 1.4.18 £	Net movement in funds £	At 31.3.19 £
Unrestricted funds			
General fund	605,310	28,558	633,868
Restricted funds			
IT Equipment	730	-	730
Stevenage Borough Council	219	(219)	-
Hoddesdon Carers Cafe	22	(22)	-
Stevenage Community Trust	290	(145)	145
Welwyn Garden City Cafe	879	(879)	-
Stevenage Community Trust Fund	1,246	(255)	991
Dementia Friendly Homes	33	(33)	-
Lottery Fund (IT Equipment)	156	(156)	-
Dementia Training	3,188	(3,188)	-
Building Better Opportunities	170	(70)	100
	<u>6,933</u>	<u>(4,967)</u>	<u>1,966</u>
TOTAL FUNDS	<u>612,243</u>	<u>23,591</u>	<u>635,834</u>

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020

17. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,427,354	(2,398,796)	28,558
Restricted funds			
Stevenage Borough Council	6,160	(6,379)	(219)
Hoddesdon Carers Cafe	50	(72)	(22)
Stevenage Community Trust	-	(145)	(145)
Welwyn Garden City Cafe	-	(879)	(879)
Waltham Cross Cafe	450	(450)	-
Stevenage Community Trust Fund	-	(255)	(255)
Dementia Friendly Homes	-	(33)	(33)
Lottery Fund (IT Equipment)	-	(156)	(156)
Dementia Training	-	(3,188)	(3,188)
Building Better Opportunities	37,362	(37,432)	(70)
Crossroads Breakaway	48,335	(48,335)	-
	<u>92,357</u>	<u>(97,324)</u>	<u>(4,967)</u>
TOTAL FUNDS	<u>2,519,711</u>	<u>(2,496,120)</u>	<u>23,591</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.18 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	605,310	71,961	677,271
Restricted funds			
IT Equipment	730	(730)	-
Stevenage Borough Council	219	(219)	-
Hoddesdon Carers Cafe	22	(22)	-
Stevenage Community Trust	290	(290)	-
Welwyn Garden City Cafe	879	(879)	-
Stevenage Community Trust Fund	1,246	(1,246)	-
Dementia Friendly Homes	33	(33)	-
Lottery Fund (IT Equipment)	156	(156)	-
Dementia Training	3,188	(3,188)	-
Building Better Opportunities	170	(170)	-
	<u>6,933</u>	<u>(6,933)</u>	<u>-</u>
TOTAL FUNDS	<u>612,243</u>	<u>65,028</u>	<u>677,271</u>

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

17. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	5,175,983	(5,104,022)	71,961
Restricted funds			
IT Equipment	-	(730)	(730)
Stevenage Borough Council	10,280	(10,499)	(219)
Hoddesdon Carers Cafe	50	(72)	(22)
Stevenage Community Trust	-	(290)	(290)
Welwyn Garden City Cafe	-	(879)	(879)
Waltham Cross Cafe	950	(950)	-
Stevenage Community Trust Fund	-	(1,246)	(1,246)
Dementia Friendly Homes	-	(33)	(33)
Lottery Fund (IT Equipment)	-	(156)	(156)
Dementia Training	-	(3,188)	(3,188)
Building Better Opportunities	100,535	(100,705)	(170)
Crossroads Breakaway	95,835	(95,835)	-
	<u>207,650</u>	<u>(214,583)</u>	<u>(6,933)</u>
TOTAL FUNDS	<u><u>5,383,633</u></u>	<u><u>(5,318,605)</u></u>	<u><u>65,028</u></u>

Stevenage Borough Council - A contribution towards our Carer Support Services in the Stevenage area.

Welwyn Garden City Café - funds raised for refreshments, room hire and travel.

Waltham Cross Café - funds raised for refreshments, room hire and travel.

Dementia Friendly Homes - funding for East Herts Dementia Project.

Dementia Training - A fund for providing dementia awareness training to unpaid carers in the Broxbourne area.

Building Better Opportunities - Big Lottery and ESF funding for employment and training mentoring for carers. A 27 member partnership in Hertfordshire. (asset depreciation)

Crossroads Breakaway - a grant funded project for volunteer services for carers.

Stevenage Community Trust - previous project funded for those with dementia. (asset depreciation).

Stevenage Community Trust Fund - activities for carers and day centre clients.

Lottery Fund (IT Equipment) - Funding for Carers Café Worker & Activities (asset depreciation)

**CROSSROADS IN HERTFORDSHIRE (NORTH AND
NORTH EAST) CARING FOR CARERS**

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020

18. RELATED PARTY DISCLOSURES

The key management personnel of the charity comprises of the Chief Executive Officer, the Registered Manager, the Financial Controller and the Human Resources Manager. The total employee benefits of these key management personnel of the charity were £170,778 (2019: £172,259).