

Crossroads Care Wokingham



ANNUAL REPORT 2017-2018



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Crossroads Care Wokingham is a registered charity No:1128216 and is a company limited by guarantee. Company number: 6768350. We are registered with the Care Quality Commission.

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WHAT WE DO

Crossroads Care Wokingham has, since 1994, worked to create an environment where carers have time to themselves. Over coming years, the demand for our services will steadily increase because:

- by 2037, it's anticipated that the number of carers will grow to 9 million
- every day another 6,000 people take on a caring responsibility – that equals over 2 million people each year.

Our Services

We provide a wide range of services for all age groups and people with different disabilities or health conditions in the boroughs of Wokingham and Bracknell Forest Councils. This includes:

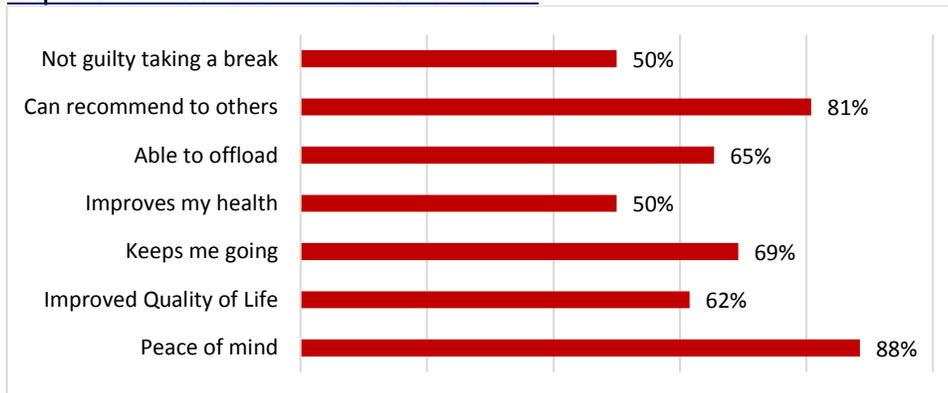
- 1:1 Home Based Respite Breaks
- Call & Care Support
- Emergency Back Me Up
- Overnight Service
- Companionship including social outings or accompanying the people with care needs and their carers to family celebrations
- End of life care for carers.

Results from the 2017-18 Survey

Quality of services

73% of carers rated our service as being excellent and 27% good or very good.

Impact of our services on carers' lives:



Use of breaks:

Concerns have been raised by the fact 77% of carers used their breaks for household/food shopping compared to around 40% who used it for spending time with friends/families or simply relaxing.

“Having Crossroads in our lives is wonderful. I always feel rested and content following 3 hours of the weekly visit by our kind and considerate carer.” Mr R - carer

CHAIRPERSON OF TRUSTEES REPORT

Crossroads Caring for Carers Wokingham Limited (hereafter referred to as “the Charity”) is a charitable company limited by guarantee, registered at Companies House and with the Charity Commission. It is controlled by its governing document, the Memorandum and Articles of Association, as defined by the Companies Act 2006.

The Charity is a network partner of Carers Trust, a national organisation which supports and campaigns for unpaid carers. In the fiscal year 2016 to 2017, statistics showed that nationally there are over six million unpaid carers in the UK. These carers may be looking after a family member or a friend who is not able to live independently due to frailty, illness, disability, a mental health problem or an addiction. It was estimated that there were about 15,000 carers in Wokingham providing unpaid care. This situation has not improved, and indications are that our services will be in greater demand in the future.

One of the responsibilities of the Board of Trustees is the appointment of new trustees. During this reporting period the Board was pleased to appoint Simon Bee as our Treasurer thus providing corrective action required by an audit in 2017. Over the year the Board reviewed the Work Plan to identify all major risks to the Strategic Objectives. Before every Board meeting these risks were re-assessed and scheduled for attention according to the severity of their potential impact.

The Charity’s objectives are twofold:

- To relieve the stresses and isolations of the unpaid carers through the provision of home-based respite breaks;
- To provide meaningful activities to support the people with care needs to enhance their quality of life.

Much of the support is offered to carers and professionals without charge. The Trustees have considered the Charity Commission guidelines regarding public benefit and are satisfied that the Charity’s activities meet these criteria. The activities of the organisation are governed by the Board of Trustees and managed by the CEO. Catherina Tam ensured that the Charity was compliant with all government regulations and the Charities thanks are extended to her for this work. Regrettably, Mrs Tam decided to retire from her post for personal reasons.

In this age of economic austerity, it is essential that relationships with funders are established, maintained and considered a high priority to ensure sustainable and diverse funding streams. The results of the Charity are summarised in the Statement of Financial Activities. The closing reserves are shown on the annual balance sheet. The Charity’s reserves policy is a minimum of three months of its operational costs with an extension to a maximum of six months at any one year. Should the reserves exceed their maximum permitted level the Trustees will consider investment of surplus funds to benefit the Charity’s objectives per the Memorandum and Articles of Association. The Trustees’ investment powers are set down in the Memorandum and Articles of Association; the current investment policy is to invest any surplus funds in COIF Charity Deposit Funds managed by CCLA Investment Management Limited.

Maureen Meatcher
Chairperson of Trustees Board

SILVER ANNIVERSARY HIGHLIGHTS!

Crossroads Care Wokingham started in 1993 thanks to the work of our current Trustee Dr Ann Wylie. At that time the county of Berkshire was split into unitary authorities when, unlike in other areas, there was no support available for unpaid family carers in Wokingham. Ann and Churches Together Wokingham were determined to change it. Their hard work resulted in the setting up of the Wokingham District Crossroads Care Attendants Scheme.

Our very first AGM was held in October 1994. We then had 12 care assistants, one of whom, Tree, is still with us.

It soon became clear more support was needed to enable us to grow. Crossroads Care, the national carers organisation offered strategic advice and a quality framework to organisations providing respite care.

Shortly after forming we became an affiliated member.

In 2009 we were renamed Crossroads Caring for Carers Wokingham Ltd.

In 2012 the national charities Crossroads Care and the Princess Royal Trust for Carers Service merged to form the Carers Trust.

We continue to be one of its Network Partners.

After a period of uncertainty, our hard work resulted in the award of a Good rating from the CQC in 2016.

Adult Carers

Over 25 years we have helped 2,220+ carers & provided over 210,800 respite hours. Our carers:

- Have 'Me Time' to do what they want
- Talk about how they really feel
- Are able to cope in an emergency & look after their own health
- Become less isolated, can have fun with other carers.

Young Carers

Between 1995 to 2016 we supported over 500 young carers aged 5 to 18. The Crossroads Club/Playscheme & Young Carers projects provided fun activities, excitement and 1-1 support. In doing so, we prevented these children / young adults missing out on their childhoods.



Staff & Trustees

The dedication of our small band of staff & trustees is key to our success. 28% have been with Crossroads over 10 years and 21% of staff for 20 years.

"We are an excellent service. I am proud to be part of it."
Peggy - Support Worker

"Having previously undertaken work in a professional capacity across the Crossroads/Carers Trust network, I am very pleased to be able to contribute on a voluntary basis to ensuring good governance, sound management and future success for an organisation providing vital services at a time of extreme difficulty in care provision both locally and nationally." Steve Vale (Trustee)

ANNUAL REVIEW 2017-18

Achievements

- Loyalty of staff
- Crossroads Care Wokingham videos - funded by the Triangle Trust 1949 Development Fund (Triangle Trust) we were able to produce 2 promotional videos. These highlight the lives of our carers and their cared for people and the differences Crossroads has made to their lives. The videos are available on our website and YouTube.
- New carer registrations - 105 new carers were referred and assessed, all of whom are now registered on the Back Me Up Emergency Scheme offering them peace of mind at times of crisis or if they need to attend health related appointments.
- Care hours - In total 12,099 care hours were delivered to support the unpaid carers with the age ranged from 20's to 90's.
- Roster System - Thanks to Triangle Trust a new care management database, as recommended by Carers Trust, is in the set-up stage.
- Website - The first stage updated was completed with regular analysis of its effectiveness. It is planned to implement the second stage update in 2018/19.
- Partnership working - shared training with Berkshire Care Home.
- Call & Care - planning & development of a new style service to meet local care needs.
- Compliments & complaints - 32 compliments were received of which 26 were written. No complaints were received in the year.

Funding

Despite the decline of the statutory funding, our fund raising had gone from strength to strength. To name a few, Sand Martins Golf Club chose us as its Captain's charity raising £25,000 in the year. Citizen Watch Ltd raised just under £6,000 and committed to continue supporting us in 2018/19. The total amount raised for the year was £31,024, above our target. Without the generosity of our supporters and donors we would not be able to serve the unpaid carers in the local community.

Future Plans

Key strategic objectives and challenges for 2018/2019

As for the year ahead, Crossroads Care Wokingham continues focusing on achieving the 6 Strategic Objectives as set out in the 5-year Business Plan, namely, Governance, Income Generation, Services Development & Improvement, Staff & Volunteers Support, Carers Involvement and Partnership Working.

With the current political and economic changes affecting the health & social care sector, the 4 main challenges are as follows:

• Uncertainty of statutory funding	• Increase of service running cost
• Ageing workforce & CEO retires	• Market competition

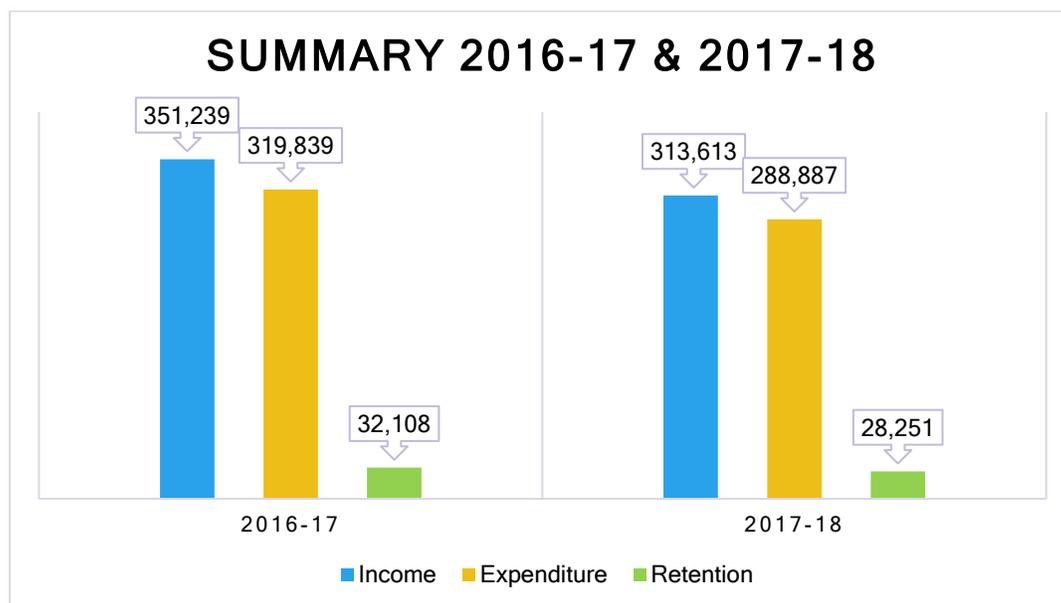
Catherina Tam, Chief Executive Officer

TREASURER'S REPORT

FOR THE YEAR ENDED 31ST MARCH 2018

2017/18 has seen a decrease in our income by 10.71% compared to 2016/17. The main factor was the continued reduction of the local authority grant. However, the sales of service and the fundraising continued to grow, although at a slightly slower rate. Therefore, after the deduction of overheads and all expenditures there was a retention of £28,251 for the year.

	2016-17	2017-18	Change
Income	£351,239	£313,613	(10.71%)
Expenditure	£319,839	£288,887	(9.68%)
Retention	£32,108	£28,251	(12.01%)



Our financial objectives for 2017/18:

- Continuing to increase the sales of services through private clients and personal budget holders
- Create new care packages to meet the diverse needs of carers and the demand from the social care market.
- Invest in marketing and building the organisation's capacity to meet the change of the social care agenda, both nationally and locally.
- Actively secure corporate fundraising in addition to the community fundraising.

Maureen Meatcher

(On behalf of the Treasurer)

AUDIT ACCOUNT FOR YEAR ENDED MARCH 2018

INDEPENDENT EXAMINER'S REPORT



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees of	CROSSROADS CARE WOKINGHAM		
On accounts for the year ended	31 st March 2018	Charity no	1128216
Set out on pages	1-2		

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity'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 the 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 general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented 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 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; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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.

Signed:

Name: Rachel Eden
ACMA (Associate of the Chartered
Institute of Management Accountants)
7 Windrush Way, Reading, RG30 2NQ

Date: 28th
August 2018

CROSSROADS CARING FOR CARERS WOKINGHAM LIMITED

Balance Sheet

AS AT 31ST MARCH 2018

	Note	2018		Unrestricted Funds		Restricted Funds		Total 2017	
		£	£	£	£	£	£	£	£
Fixed Assets									
Fixed Assets	5		362	362		0			714
Current Assets									
Bank		75,745		75,745					93,032
Deposit/Reserve Accounts		178,934		49,297		129,637			178,510
Cash		29		29					45
Debtors		10,181		10,181					729
Accrued Income		15,388		15,388					18,240
Prepayments		<u>3,063</u>		<u>3,063</u>					
		<u>283,340</u>		<u>153,703</u>		<u>129,637</u>			<u>290,556</u>
Current Liabilities									
Trade Creditors		511		511					64
Accrued charges/prepaid income		9,926		9,926					47,353
Pension		203		203					96
PAYE and NIC		<u>5,182</u>		<u>4,484</u>		<u>698</u>			<u>4,128</u>
Amounts falling due within 1 year		<u>15,823</u>		<u>15,125</u>		<u>698</u>			<u>51,641</u>
Net current assets			<u>267,517</u>	<u>138,578</u>		<u>128,939</u>			<u>238,914</u>
Net Assets			<u>267,879</u>	<u>138,940</u>		<u>128,939</u>			<u>239,628</u>
Represented By									
Unbounded funds									
General funds		141,860		141,860				118,436	
			<u>141,860</u>	<u>141,860</u>					<u>118,436</u>
Bonded funds	12								
Sinking Fund		70,000				70,000			50,000
Project funds		29,019				29,019			4,192
Other funds		27,000				27,000			67,000
			<u>126,019</u>			<u>126,019</u>			<u>121,192</u>
			<u>267,879</u>	<u>141,860</u>		<u>126,019</u>			<u>239,628</u>

For the year ending 31st March 2018 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its account for the year ending 31 March 2018 in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the Board on 10/10/2018 and signed on its behalf
Maureen Meatcher, Chairperson

CROSSROADS CARING FOR CARERS WOKINGHAM LIMITED

Income & Expenditure Account

FOR THE YEAR ENDED 31ST MARCH 2018

Note	Total			Total
	2018	Unbounded Funds	Bounded Funds	2017
	£	£	£	£ £
Income				
Adult service grant	26,667		26,667	28,333
Care support charges	188,296	188,296		252,590
Young carers project	-		-	15,750
Children's services	9,750		9,750	13,000
ISF sitting services	1,463	1,463		1,808
Donations & fundraising	31,024	31,024		22,168
Charitable Trusts Grants	55,067		55,067	16,751
Sundry Income	1,347	1,347		839
Total Turnover	313,613	222,130	91,484	351,239
Direct costs				
Salaries ¹¹				
Carer Support Workers (Adult & Children Services)	112,441	94,337	18,104	138,303
Young carers project	-	-	-	7,576
Children services	-	-	-	-
ISF sitting services	-	-	-	432
Training	1,993	1,993	-	2,625
Holiday/Sick pay/Co NI	19,925	16,717	3,208	24,105
Pension	684	684	-	290
Travel expenses				
Carer Support Workers	23,986	20,124	3,862	29,783
Project costs				
Young carers project	-	-	-	5,195
Triangle Trust New Services	26,048	-	26,048	-
Co-op Memory Lane	-	-	-	-
	185,077	133,855	51,222	208,309
Gross retentions	128,536	88,275	40,262	142,930
Overheads				
Salaries ¹¹	75,915	75,915		79,434
Admin National Insurance	8,010	8,010		8,177
Administration	19,338	19,338		20,491
Marketing expenses	72	72		2,865
Finance	475	475		562
	103,810	103,810		111,530
Retentions on ordinary activity	24,726	(15,535)	40,262	31,401
Interest received	424	424		707
Membership fees received	100	100		
Rebate from HMRC	3,000	3,000		
Retentions for the year	28,251	(12,011)	40,262	32,108

ACKNOWLEDGEMENTS

Crossroads Care Wokingham would like to express its sincere gratitude

to

Wokingham Borough Council and NHS Wokingham for the grants received during 2017/2018

to

Wokingham Community Hospital

to

Triangle Trust 1949 Fund for the funding of a new project

to

All professional colleagues for the invaluable advice received

Special thanks also go to individual donors, supporters and companies for the cash and in kind support.

Sand Martins Golf Club
 Citizen Watch Ltd
 Woodley Flower Club
 The Rotary Club of Wokingham

Wokingham Medical Centre
 Wokingham 41 Club
 Wokingham Choral Society

Without the generosity and kindness of these organisations and individuals, Crossroads Care Wokingham would not be able to offer the much-needed respite breaks to our carers and the people they care for



Crossroads Care.....the people carers turn to