

BEXLEY CROSSROADS CARE LIMITED

England & Wales · Charity number 1076375

Details

Other names CROSSROADS CARE BEXLEY

Status Registered

Legal form Charitable company

Company number [03726471](#)

Registered 1999-07-05

Register [View on the Charity Commission register](#)

Contact

Address Crossroads Care
42 Pier Road
Erith
DA8 1TA

Phone 01322336086

Email info@ccsel.org

Website <http://www.ccsel.org>

Activities

Objects: FOR THE PUBLIC BENEFIT, TO RELIEVE THE STRESSES EXPERIENCED BY CARERS AND PEOPLE WITH PHYSICAL, MENTAL OR SENSORY IMPAIRMENT WITHIN THE FAMILY OR HOME BY OFFERING A RESPITE SERVICE THROUGH THE PROVISION OF COMMUNITY BASED CARE ATTENDANTS AND, AT THE DISCRETION OF THE MANAGEMENT COMMITTEE AND IN EXCEPTIONAL CIRCUMSTANCES, TO PROVIDE SUCH CARE ATTENDANTS FOR DISABLED PEOPLE LIVING ALONE. THE AREA OF BENEFIT SHALL BE THE COUNTY OF KENT AND THE SURROUNDING AREA

Activities: CROSSROADS CARE SOUTH EAST LONDON is a not for profit voluntary organisation providing a diverse range of quality community based services to carers of children/young people/ adults/older people to have a break from their caring responsibilities. The support is provided in their own home. People who wish to self fund or are in receipt of D/Payments can also purchase services from us.

Classification

- **How:** Provides Human Resources, Provides Services
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin

Geography

- **Area of benefit:** KENT AND SURROUNDING AREA
- Bexley
- Bromley
- Greenwich
- Kent
- Lewisham

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£695,714	£693,598	£618,495	45
2023-12-31	£628,639	£629,223	£616,379	53
2022-12-31	£448,037	£517,860	-	-
2022-03-31	£663,845	£646,087	£686,786	59
2021-03-31	£858,786	£744,572	£669,028	51

Trustees

Name	Role	Appointed
Arunava Banerjee		2026-01-13
Daniel Stuart Wallace		2024-06-26
Iva Diamond		2022-05-03
Janice Algar		2020-11-30
Paul Patrick Nevulis		2023-05-17
Rory Springbett		2023-10-23
Sarah Jane Smith		2025-12-03
Sharon Hutton		2023-02-06

BEXLEY CROSSROADS CARE LIMITED

England & Wales - Charity number 1076375

Accounts



**BEXLEY CROSSROADS
CARE LIMITED**

(A company limited by guarantee)

(Operating name: Crossroads Care South East London)

**TRUSTEE REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR YEAR
ENDED 31ST DECEMBER 2024**

Company Number: 03726471

Charity Number: 1076375

BEXLEY CROSSROADS CARE LIMITED

(A company limited by guarantee)

(Operating name: Crossroads Care South East London)

FINANCIAL STATEMENT FOR THE YEAR ENDED 31ST DECEMBER 2024

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BEXLEY CROSSROADS CARE LIMITED
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Janice Algar, Chair from 08/07/2024 Rory Springbett, Chair of F&GP from 26/11/2024 Iva Diamond Michael Hampton, Chair to 08/07/2024, resigned 08/07/2024 Lee Hawkes, appointed 26/06/2024, resigned 14/10/2024 Lisa Hemsley, resigned 08/07/2024 Sharon Hutton Paul Nevulis Daniel Wallace, appointed 26/06/2024
Senior Management	Darren Tobin - Chief Executive Officer & Company Secretary Louise Jossa – Finance Manager
Registered Office	Pier Road Centre 42 Pier Road Erith Kent DA8 1TA
Charity registration number	1076375
Company registration number	03726471
Bankers	Barclays Bank PLC 6 Market Place Bexleyheath Kent DA6 7DY
Independent Examiners	UHY Hacker Young Thames House Roman Square Sittingbourne Kent ME10 4BJ

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2024

The Trustees present their annual report together with the independently examined financial statements of the charitable company for the financial year from 1 January 2024 to 31 December 2024. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102 March 2018).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

TRUSTEES

The Trustees named on the Legal and Administrative Information page have served during the period of the accounts. Appointment of trustees is governed by the trust deed of the charity. The Board of Trustees are authorised to appoint new trustees to fill vacancies arising through resignation or death of an existing trustee. Three trustees resigned and two trustees joined during the financial year, therefore the number of trustees serving on the governing body at 31 December 2024 decreased to six.

OBJECTIVES AND ACTIVITIES

Bexley Crossroads Care Limited is a charitable company limited by guarantee, and its objects are for the public benefit, the relief of carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone, by providing a range of support services delivered by community based staff and volunteers. The areas of benefit shall be the London Boroughs of Bexley, Greenwich, Lewisham and surrounding areas. The provision of care to vulnerable people in addition to other activities undertaken has directly contributed to the achievement of our objectives during the year.

The charity's strategy is to achieve its aims and objectives by providing high quality services to individuals living within the aforementioned areas and to identify and increase the number of carers we support.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The governing document of the charity is the revised Articles of Association as amended by special resolution dated 27 November 2017, with the consent of the Charity Commission dated 23rd March 2018 and subsequent ratification by the Board dated 23rd April 2018. Under the Articles of Association the minimum number of trustees is four and the maximum is seventeen. The charity appoints new trustees when required to strengthen the board and replace retiring trustees. New trustees are

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)**

required to attend briefing sessions as part of their induction and are provided with relevant governance information and links to the Charity Commission and other appropriate governance bodies. All trustees have an opportunity to attend relevant training sessions and events to support their professional development.

The Board of Trustees are responsible for setting the strategic direction and policy of the charity and are supported by the Finance and General Purposes Committee. The Chief Executive attends Board meetings and sits on the committee but has no voting rights. A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive. The Chief Executive is responsible for ensuring that the charity delivers the services and that key performance indicators are met. The charity is also known by its trading name 'Crossroads Care South East London'.

The arrangements for setting pay and remuneration of the charity's key management personnel is determined by the Finance and General Purposes Committee. The main criteria used is an agreed percentage of salary which is in line with other employees of the charity.

LEGAL STATUS

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £5 per trustee of the charity.

RELATED PARTIES

The charity is a network partner of Carers Trust and is governed under its framework for policy and strategy. The charity has links with other voluntary sector organisations across our operating boroughs in the pursuance of its charitable objectives.

RISK REVIEW

The Trustees are responsible for identifying, assessing, managing and conducting periodic reviews of the major risks to which the charity is exposed. Potential risks are reviewed at the F&GP and board meetings each quarter and are continually assessed, with the possible impact on finances considered.

Operational risks are under constant review. Service delivery processes have been implemented to safeguard the health and welfare of staff, volunteers and clients. Due to the nature of our community work with vulnerable clients, we continue to apply robust infection control procedures to mitigate risks to our clients and workforce.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)**

Income and financial sustainability, which could be impacted by the loss of significant packages of care, changes in local government policy affecting grants and contract funding and loss of income from trusts, is monitored continually and compared to budgeted forecasts. The organisation has a medium-term strategy to diversify its services and mitigate some of these risks, whilst taking measures to ensure the ongoing financial sustainability of the charity is sound.

Inflation is a fundamental concern; some incoming resources may not keep pace with inflation as grants are generally awarded for a fixed sum over the duration of the contract. Whilst we try to negotiate provisions for inflation at the outset, this is not always possible or the economic outlook foreseen, hence we have set aside a percentage of reserves to mitigate this risk for existing contracts and arrangements, to enable us to keep salaries under constant review.

Data protection and compliance is of paramount importance. The Chief Executive is responsible for ensuring the organisation complies with GDPR requirements. All key staff undertake regular training, receive periodic updates and monitor processes. IT is outsourced and we continue to invest in the security of online data.

Legislation relating to employment matters are under constant review; the charity receives alerts of changes in regulations periodically and subscribes to a professional helpline.

Safeguarding our benefactors and vulnerable clients is integral to the culture of the charity, and we have been evaluated as 'good' at the most recent CQC inspection. We ensure staff receive adequate training, shadow experienced members of staff as required and attend supervision and review meetings at regular intervals.

The Business Continuity Plan (BCP) was updated in February 2024 and is reviewed periodically. This addresses potential incidents that could limit the charity's ability to operate effectively, including cyber security.

Reputation risk within the care sector and events outside our control are monitored on a regular basis. We have a good reputation for providing high quality care and try to mitigate this risk by maintaining a high profile through social media, stakeholder presentations and networking events across our operating boroughs.

Governance and regulatory matters are reviewed regularly; internal controls and processes are documented to identify which reporting guidelines and timescales must be adhered to.

Systems and procedures to manage the above risks are implemented to minimise any potential impact on the charity.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)

RESERVES POLICY

The Trustees, who are also directors of the charity for company law purposes, are responsible for the sound financial management of the charity. They ensure that the charity will remain able to fulfil its obligations as they fall due and have considered the level of reserves they wish to retain appropriate to the charity's needs.

The policy is to hold free reserves to cover expenditure and ensure the charity will be able to continue to fulfil its charitable objectives, even if there is a temporary shortfall in income, based on the charity's size and the level of commitments held. This policy is constantly under review having regard to the changing financial, regulatory and competitive environment in which we operate.

The short-term outlook is a critical consideration and our objective is to retain quality staff and respond quickly to changes in our client portfolio, in order to mitigate some funding risk and continue to provide core services to vulnerable people. Furthermore, a tolerance of plus or minus 10% is applied to budget projections. For the purposes of short-term financial management, the trustees seek to ensure that working capital is in line with the policy of holding free resources, sufficient to fund at least four months ongoing unrestricted expenditure and to cover a decline in incoming resources, increases in expenditure due to higher than anticipated inflation, support operational overheads and provide core services in challenging times.

Aspirational objectives and the business strategy are both fundamental when assessing what is an optimal level of reserves. It is our objective to retain and support core and specific services which benefit vulnerable individuals within the boroughs in which we operate for a period of two years, whilst alternative or continuation funding is sought.

Total funds held at the end of the year were £618,495. This total includes £18,887 of restricted funds, which will be used within the next financial year, and £195,787 of designated funds which are detailed in note 12 on page 24. Free reserves, available for the Trustees to spend as they see fit, therefore exclude these restricted and designated balances, and also the value of funds held in tangible fixed assets and longer term fixed asset investments. The charitable company's free reserves at 31 December 2024 therefore stood at £307,336 (2023: £335,119).

INVESTMENT POLICY

The Trustee's policy is to invest in low risk short term assets offering a guaranteed rate of return, with institutions regulated by the Financial Conduct Authority. A due diligence and approval process is adopted for each institution that funds are placed with. The maximum investment with any one institution is the financial limit of protection afforded by the Financial Services Compensation Scheme prevailing or likely to prevail at the maturity date.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)****ACHIEVEMENTS AND PERFORMANCE**

This has been a challenging year, operating within a politically and financially demanding health and social care sector. We have continued to deliver a diverse range of adult and children's services to individuals living within our three operating boroughs and provided 14,164 hours of direct care to 109 carers and the person they care for. This care is community based and provides support, alleviating some of the multiple pressures borne by unpaid carers in accordance with the charity's objectives. All key contracts and grants were measured and evaluated at quarterly monitoring meetings with funders and key performance indicators were met. The organisation continued to develop services in the following areas to support individuals and families, adding social value:

- Provided 14,164 hours of core support in the community. Core hours decreased slightly from the previous period due to the cost-of-living crisis and staff capacity. We are proud that all clients received an exceptional level of care and support throughout the period due to the dedication of our care staff.
- Our volunteer befriending service continued to operate across the three boroughs, providing regular in person support to individuals experiencing isolation through bereavement, loss of family connections, mobility, health, age, or financial constraints. During the year, we delivered 12,792 hours of direct support to lonely or isolated older people, establishing befriending relationships to develop social contacts and interaction and reduce their social isolation. This support includes face to face meetings, telephone calls, outings and social gatherings. We organised monthly lunch groups for befriended individuals and befrienders to come together, which were well attended with an average of 25-30 participants. The Christmas lunch was held at the Anchor in Bexley and we would like to express our sincere thanks and gratitude to Friends of Bexley CIC for once again funding this event.
- We employed a community-based frailty practitioner, funded by the Better Care Fund to improve the pathway for older people and their carers who present symptoms of frailty. During the reporting period we received referrals and undertook 53 face-to-face assessments and provided telephone support to 75 frail people and their carers. These early interventions and assessments are important to individuals living with frailty, as this facilitates access to co-ordinated care to maximise their health and wellbeing. This has led to working with local health professionals, ensuring that all communications are relevant and accurate, preventing admissions to hospitals and enabling the older person to remain in the community as independently as possible. Frailty is an increasingly common condition which often renders older people vulnerable to adverse outcomes and these interventions have enabled us to work with older people and their families towards positive outcomes.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)

- As a partner of the One Bexley Adult Social care consortium our two Trusted Assessors undertook approximately 438 carers' assessments and reviews during the year under a five-year contract with the London Borough of Bexley.
- The Trauma project which commenced on 1st September 2023 funded by The National Lottery for five years was fully integrated into the organisation during 2024. We received 41 referrals during the first year of operation in which 101 interventions were delivered. Our trauma informed therapist provided 215 hours of support to 24 individuals during 2024. The service, which allows us to assist older people and unpaid carers who have previously suffered trauma, encompasses the standards of safety, empowerment, choice, collaboration, trust and cultural consideration, promoting kindness, dignity, respect and choice for both service users and staff. An integral part of this work was to ensure the workforce and volunteers were introduced to this practice with enhanced knowledge and understanding through specific trauma training events which were provided to 47 individuals. This will continue to ingrain a mechanism to support unpaid carers and older people who have experienced trauma, through a range of interventions that will help them recover and heal. We have recently employed a trauma informed programme manager and expect to attain a recognised 'Trauma Informed Organisation' Charter Mark at bronze level during 2025.
- We were the lead partner of the WDF Care Qualifications partnership, working with Skills for Care, who invested £770,906 throughout the period, improving staff skills via digital modules and learning programmes within the social care sector to 103 partner organisations.
- We invested £3,700 providing extensive upskilling and development opportunities to our care staff, who undertook 442 hours of external training over 16 courses which were relevant to their professional development.

FINANCIAL REVIEW

The Statement of Financial Activities shows an operational surplus of £2,116 in the year ended 31st December 2024 (2023 deficit: £584). Total reserves at the end of the year were £618,495.

GOING CONCERN

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, we continue to adopt the going concern basis in preparing the financial statements.

PRINCIPAL FUNDING SOURCES

The principal sources of funding to facilitate the provision of care and deliver carers respite services within the community in accordance with our objectives were received

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)

from grants and contracts awarded by The London Borough of Bexley, NHS South-East London ICB (Bexley) and The Royal Borough of Greenwich. Funding was awarded by The National Lottery for a trauma service, the London Borough of Bexley and the NHS South-East London ICB (Bexley) for a frailty practitioner post through the 'Better Care Fund' which had been deferred and utilised during this reporting year, Carers Trust (in collaboration with the gas distribution network) to alleviate fuel poverty for unpaid carers, The Postcode Lottery and external funding was provided from a variety of smaller schemes. Individuals' who self-funded their care services equated to 29% of overall income.

FUNDRAISING ACTIVITIES AND DONATIONS

Fundraising events were impacted in recent years by the general economic environment, however we continued to receive funds from the Bexley Community Lottery, where supporters purchase lottery tickets in exchange for the opportunity to win substantial prizes. We anticipate that fundraising opportunities will be limited to some extent in the forthcoming financial year, due to the current economic factors. k

In September a group of four employees completed the 25km Thames Bridge Trek Challenge; we received £2,730 on the Just Giving platform in respect of this.

We have received unrestricted one-off donations from several donors and would like to express our thanks to all individual donors in addition to Friends for Bexley, Danson Fireworks, Sidcup Rotary Club and the Greenwich Rotary Club for their generosity.

VOLUNTEERS

The befriending service provides companionship and effective support to older people who may have experienced a significant life event to become active, reduce the risks of isolation and enhance their quality of life with continued health and well-being. Our aim is to ensure older people have a greater sense of confidence, choice and control in their lives with an opportunity to make wider connections. The service continues to be delivered within the individuals own home, with weekly telephone contact or in the community, with opportunities to attend and participate in activities if they so wish. Our trauma project, funded by The National Lottery will also provide appropriate therapy and counselling sessions required to support older people through adverse experiences with recovery and healing.

The charity has benefitted from the support of 66 unpaid volunteer befrienders who bring a range of skills and life experiences to our befriending service, many of whom have helped us support local residents since this service commenced in 2012. This valuable service can only operate because of the free time given by volunteers, their willingness to foster meaningful relationships and ensure vulnerable and isolated individuals were supported and contacted regularly.

The Board of Trustees would like to express their gratitude and thanks to all volunteers for their continued support to the charity, and for the 12,792 direct hours of voluntary assistance donated. We are unable to translate this directly into monetary values, but an approximate value of this equates to £146,340.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)

PLANS FOR THE FUTURE

Our primary objective is to improve the lives of carers and those they care for, whilst ensuring those we support, including our staff, are safe and well. We will continue to ensure that staff have the correct equipment, training, resources and assistance to provide a reliable service in which the vulnerable people we care for feel confident and protected. We firmly believe attracting and retaining the best care staff and providing an excellent service that is personalised for clients individually is fundamental to the organisation's purpose, ethos, and success. We recognise that supporting our workforce is key to delivering these goals and remain focused on their continued wellbeing, training, career development, rewards, and job satisfaction, recognising that individual circumstances are diverse and that there are significant benefits in optimising work and life balance.

We aim to pursue and develop strong relationships, working closely in partnership with other organisations to provide specialised and cost-effective services.

We have implemented a strategy, developing services and extending our provision to carers and people with support needs, including carers who are self-funders and those in receipt of personal budgets or direct payments to improve their health, well-being and independence.

Our objective is to raise greater awareness of carers' issues and increase public understanding of issues that carers face on a regular basis. During the next financial year, the charity plans to attain a quality kitemark as a trauma informed organisation, to maintain its robust infection controls to support staff and clients, adhering to current government guidance. In the longer term, the charity plans to increase staffing and volunteer capacity, diversify and extend its services offered to clients with an additional range of regulated and non-regulated services across all operating areas. There has been no significant expenditure on future income generation during the period.

FACTORS OUTSIDE THE CHARITY'S CONTROL

The risk register was reviewed in March 2024 and is reviewed by the Board regularly. Risks fall into six categories: governance, people, quality, service, GDPR and finance, with the likelihood, impact and consequences highlighted and actions documented.

We continued to monitor staff and adhere to best practice infection control procedures. The wearing of PPE remains in place and risk assessments are undertaken with individual clients. All colleagues are given regular updates on guidance and attend training on infection control risk as part of our workforce development.

Inflation and cost of living pressures are a concern and therefore salaries and budgets are under constant review. We have sufficient reserves to meet obligations for the foreseeable future and aim to ensure remuneration levels for front line care support staff are preserved.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)**

The charity operates within a challenging sector in which sudden changes to care packages or social care contracts could impact finances radically. The charity has little direct influence over the levels of funding available from trusts and local authorities or the criteria and strategies adopted by funders for determining the allocation of resources and monitoring requirements. Social factors including media influence, social media and the perception of charities, attitudes towards charitable giving and changes in government legislation are also outside the charity's control. Other factors that could have a bearing on the charity's ability to achieve its objectives include developments in technology and increases in the number of providers within the social care sector.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Bexley Crossroads Care Limited for the purposes of company law) are responsible for preparing the Trustee's report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they 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 these financial statements, the Trustees are required to:

- a) select suitable accounting policies and then apply them consistently;
- b) observe the *methods and principles* in the Charities SORP;
- c) make judgments and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)

DISCLOSURE OF INFORMATION TO THE INDEPENDENT EXAMINERS

The Trustees at the time when this Trustee's report is approved have confirmed that:

- so far as that Trustees are aware, there is no relevant information of which the charitable company's independent examiners are unaware, and
- that Trustees have taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant information and to establish that the charitable company's independent examiners are aware of that information.

Approved by the board on 20th May 2025 and signed on its behalf by:



Janice Algar
Trustee Director



Rory Springbett
Trustee Director

Independent Examiner's Report to the Trustees of Bexley Crossroads Care Limited ('the Company')

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 December 2024.

Responsibilities and Basis of Report

As the Trustees of the Company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Company's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and 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.

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed: *Allan Hickie*

Dated: 4/6/2025

Allan Hickie BSc FCA

UHY Hacker Young
Chartered Accountants
Thames House
Roman Square
Sittingbourne
Kent
ME10 4BJ

BEXLEY CROSSROADS CARE LIMITED

Statement of Financial Activities Incorporating Income and Expenditure Account
for the Year Ended 31st December 2024

	<u>Note</u>	<u>Unrestricted Funds</u>	<u>Restricted Income Funds</u>	<u>2024 Total This Year Ended 31-Dec-24</u>	<u>2023 Total Prior Year Ended 31-Dec-23</u>
		£	£	£	£
<u>Income from:</u>					
<u>Donations and Legacies</u>					
Voluntary income - donations		17,081	800	17,881	5,487
<u>Charitable Activities</u>					
Provision of care services - grants & contract income		175,564	196,854	372,418	261,939
Provision of care services - income direct from clients		201,409	-	201,409	222,636
Provision of care services - brokerage & non contract income		62,426	-	62,426	94,727
Income from charitable activities - befriending		735	-	735	250
Income from charitable activities - household support		-	-	-	10,800
<u>Other Trading Activities</u>					
Activities for generating funds - fund raising		215	-	215	320
<u>Investments</u>					
Investment income		23,837	-	23,837	17,811
<u>Other Incoming Resources</u>					
Other income		16,793	-	16,793	14,669
Total Incoming Resources	3	498,060	197,654	695,714	628,639
<u>Expenditure on:</u>					
<u>Raising Funds</u>					
Fundraising expenditure		608	-	608	92
<u>Charitable Activities</u>					
Charitable activities		502,677	190,313	692,990	629,131
Total Resources Expended	4	503,285	190,313	693,598	629,223
Net Incoming Resources / (Resources Expended)		(5,225)	7,341	2,116	(584)
Transfers between funds		-	-	-	-
Total funds brought forward		604,833	11,546	616,379	616,963
Total funds carried forward		599,608	18,887	618,495	616,379

The notes on pages 16 to 26 form part of these financial statements.

BEXLEY CROSSROADS CARE LIMITED**Balance Sheet as at 31st December 2024**

		<u>2024</u>	<u>2023</u>
		<u>Total This</u>	<u>Total Prior</u>
		<u>Year Ended</u>	<u>Year Ended</u>
		<u>31-Dec-24</u>	<u>31-Dec-23</u>
	Notes	£	£
Fixed Assets			
Tangible fixed assets	7	4,980	10,106
Investments	9	91,505	87,086
		<u>96,485</u>	<u>97,192</u>
Current Assets			
Debtors	8	46,864	73,333
Investments	9	374,684	371,164
Cash at bank and in hand		243,008	195,593
		<u>664,556</u>	<u>640,090</u>
Creditors			
Creditors: amounts falling due within one year	10	(142,546)	(120,903)
Net current assets		<u>522,010</u>	<u>519,187</u>
Net assets		<u>618,495</u>	<u>616,379</u>
Charity Funds			
Restricted funds		18,887	11,546
Designated funds		195,787	172,522
Unrestricted funds		403,821	432,311
Total funds	12	<u>618,495</u>	<u>616,379</u>

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006, and the members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved by the trustees on 20th May 2025 and signed on its behalf by:

.....


Janice Algar
Trustee Director

.....


Rory Springbett
Trustee Director

The notes on pages 16 to 26 form part of these financial statements.

BEXLEY CROSSROADS CARE LIMITED

Cash Flow Statement as at 31st December 2024

	<u>2024</u>	<u>2023</u>	Note
	<u>Total Funds</u>	<u>Total Funds</u>	
	<u>This</u>	<u>Prior</u>	
	<u>Year Ended</u>	<u>Year Ended</u>	
	<u>31-Dec-24</u>	<u>31-Dec-23</u>	
	£	£	
Cash generated from operating activities:			
Net cash provided by operating activities	31,518	(124,453)	Table A
Cash flows from investing activities:			
Dividends, interest and rents from investments	23,837	17,811	
Purchase of property, plant and equipment	-	(1,907)	
Purchase of investments	7,939	(6,273)	
Net cash (used in) / provided by investing activities	31,776	9,631	
Change in cash and cash equivalents in the reporting year / period	47,415	(61,822)	
Cash and cash equivalents at the beginning of the reporting year / period	195,593	257,415	Table B
Cash and cash equivalents at the end of the reporting year / period	243,008	195,593	Table B

Table A: Reconciliation of net movement in funds to net cash flow from operating operating activities

	<u>Current Year</u>	<u>Prior Year</u>
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	2,115	(583)
Adjustments for:		
Depreciation and charges for impaired fixed assets	5,127	5,326
Dividends, interest and rents from investments	(23,837)	(17,811)
(Increase)/decrease in debtors	26,470	(12,153)
Increase/(decrease) in creditors	21,643	(99,232)
Net cash provided by operating activities	31,518	(124,453)

Table B: Analysis of cash at bank and in hand

	<u>Current Year</u>	<u>Prior Year</u>
	£	£
Cash at bank and in hand	158,008	110,593
Notice deposits less than 3 months	85,000	85,000
Total cash and cash equivalents	243,008	195,593

Table C: Analysis of Changes in Net Debt

	<u>At Start of</u>	<u>Cash Flows</u>	<u>At End of</u>
	<u>Year</u>	<u>£</u>	<u>Year</u>
	£	£	£
Cash	195,593	47,415	243,008

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31ST DECEMBER 2024****1 General Information**

Bexley Crossroads Care Limited, the 'Charity', is a company limited by guarantee without share capital, registered in England and Wales. Its registered office is Pier Road Centre, 42 Pier Road, Erith, Kent, DA8 1TA.

2 Accounting Policies

The principal accounting policies are summarised below.

2.1 Basis of Preparation of Financial Statements

The financial statements have been prepared in accordance with the Charities SORP (FRS102) – 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 (FRS102 March 2018), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Bexley Crossroads Care Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going Concern Accounting Policy

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern.

The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements.

Prudent forecasts have been prepared for the coming year, taking the above into account, and using the assumption that the charity will be able to continue to provide services, even in the event of significant changes to current pandemic guidance which result in restrictions or lockdowns being reintroduced.

The current investments shown on the balance sheet relate to annual bonds and savings accounts and there has been no impairment of these assets.

Taking the above into account the trustees have concluded there are no material uncertainties about the charity's ability to continue as a going concern and that it remains appropriate to continue to adopt the going concern basis of accounting in preparing the financial statements.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)****2.3 Company Status**

The company is a company limited by guarantee. The directors of the company are the Trustees named on the Legal and Administrative Information page. In the event of the company being wound up, the liability in respect of the guarantee is limited to £5 per member of the company.

2.4 Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2.5 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Donated services are recognised when the charity receives the service. The charity benefits from the help of volunteers who are befrienders. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised and further information is contained within the Trustee's report in respect of their contribution.

2.6 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)****2.7 Taxation**

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.8 Tangible Fixed Assets and Depreciation

All assets costing more than £1,000 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities incorporating the income and expenditure account.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computer equipment – 20% straight line

Furniture and fixtures – 20% straight line

Office equipment – 20% straight line

2.9 Investments

Investments include bonds or term deposits held for twelve months from the date of investment. This includes notice deposit accounts requiring notice of more than 90 days from the date that funds were deposited into the account.

Long term investments include bonds or term deposits held for more than twelve months from the date of investment.

All investments are approved by the Finance and General Purposes Committee.

Interest on funds is included when earned and the amount can be measured reliably by the company.

Investment income, gains and losses are allocated to the appropriate fund.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)****2.10 Pensions**

The company enrolls eligible employees into a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the period funded by contributions from employee and employer. New and existing employees who were or who became eligible to join but were not in the pension scheme at 23 May 2023 were automatically enrolled into the scheme unless they exercised their right to opt out of scheme membership.

Employees joining the pension scheme operated by B&CE (scheme name: The People's Pension), contract directly with the pension company. The charity made a contribution of 3% of qualifying salary to this pension scheme throughout the financial period, and acts as agent in collecting and paying over employee pension contributions. The contributions made for the accounting period are treated as an expense.

2.11 Operating Leases

Rentals under operating leases are charged to the Statement of Financial Activities (incorporating income and expenditure account) on a straight -line basis over the lease term.

2.12 Financial Instruments

The charity 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 the carrying value plus accrued interest less repayments. The financing charge to expenditure is at a constant rate calculated using the effective interest method.

BEXLEY CROSSROADS CARE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2024 (CONTINUED)

3 Sources of Income During the Year

<u>Income From</u>	<u>Income Source</u>	<u>Income Type</u>	<u>2024</u> <u>This Year</u> <u>Ended</u> <u>31-Dec-24</u> £	<u>2023</u> <u>Prior Year</u> <u>Ended</u> <u>31-Dec-23</u> £
	Other	Sundry income	17,881	5,487
<u>Donations and Legacies</u>			<u>17,881</u>	<u>5,487</u>
	Individuals	Non contract income	201,410	222,636
	London Borough of Bexley	Grant income	109,660	123,792
		Contract income	89,030	105,322
	NHS South East London ICB (Bexley)	Non contract income	50,689	57,886
		Contract income	-	5,923
		Non contract income	10,894	35,086
	Royal Borough of Greenwich	Contract income	2,134	2,220
	London Borough of Lewisham	Non contract income	2,842	3,596
	The National Lottery	Grant income	86,092	29,426
	The Postcode Lottery	Grant income	50,000	-
	Carers Trust	Grant income	33,503	-
	City Bridge Trust	Grant income	-	4,056
	Other	Sundry income	733	409
<u>Charitable Activities</u>			<u>636,987</u>	<u>590,353</u>
	Other	Sundry income	215	320
<u>Other Trading Activities</u>			<u>215</u>	<u>320</u>
	Other	Sundry income	23,837	17,811
<u>Investments</u>			<u>23,837</u>	<u>17,811</u>
	London Borough of Bexley	Contract income	2,000	2,000
	Other	Sundry income	14,793	12,669
<u>Other Incoming Resources</u>			<u>16,793</u>	<u>14,669</u>
TOTAL INCOME			<u><u>695,714</u></u>	<u><u>628,639</u></u>

The Charity has no unfulfilled conditions or contingencies.

Income comprises unrestricted funds of £498,060 (2023: £555,415) and restricted funds of £197,654 (2023: £73,224).

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st DECEMBER 2024 (CONTINUED)

4 Analysis of Resources Expended

	<u>2024</u> Year Ended 31-Dec-24 £	<u>2023</u> Prior Year Ended 31-Dec-23 £
<u>Direct Charitable Costs</u>		
Care support workers' wages, national insurance and pension costs	212,505	238,638
Staff salaries, national insurance and pension costs	361,823	299,834
Care support workers and staff travel and other expenses	7,284	6,956
Direct service expenses	96	46
Workers' equipment	195	193
Volunteers expenses and associated costs	440	19
Governance costs	2,118	2,040
Accountancy and bookkeeping	3,322	3,402
	<u>587,783</u>	<u>551,129</u>
<u>Core Service Support Costs</u>		
Carers Trust membership fees	5,862	5,626
Training costs and training consultancy fees	5,139	4,346
DBS enhanced checks	1,250	785
Insurance	10,207	9,317
Accreditation	2,400	-
CQC fee	1,654	1,964
Data protection	35	35
	<u>26,547</u>	<u>22,072</u>
<u>Other Resources Expended</u>		
Rent of office	10,250	10,250
Printing, postage and stationery	2,324	1,971
Telephone	5,102	4,177
Photocopier and franking machine lease costs	1,132	966
Depreciation and loss on disposal of asset	5,127	5,326
Bank charges and finance costs	465	460
Advertising	2,505	2,556
Rent of venue and activities	2,162	-
Befriending and older carers activities	2,116	1,315
Household support and fuel poverty expenses	21,016	5,250
Computer and software	23,899	21,899
Bad debt and provision for bad debts	75	21
Other	2,487	1,738
	<u>78,660</u>	<u>55,930</u>
Expenditure on Charitable Activities	<u>692,990</u>	<u>629,131</u>
Fundraising Expenditure	<u>608</u>	<u>92</u>
TOTAL EXPENDITURE	<u><u>693,598</u></u>	<u><u>629,223</u></u>

The expenditure comprises unrestricted funds of £503,285 (2023: £531,897) and restricted funds of £190,313 (2023: £97,326).

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31ST DECEMBER 2024 (CONTINUED)

5 Net Incoming Resources / (Resources Expended)

This is stated after charging:

	<u>2024</u> <u>This Year</u> <u>Ended</u> <u>31-Dec-24</u> £	<u>2023</u> <u>Prior Year</u> <u>Ended</u> <u>31-Dec-23</u> £
Depreciation of tangible fixed assets:		
-owned by the charity	5,126	5,326
Independent examiner's remuneration	2,118	2,040
Operating lease rentals	1,132	966

During the period, no Trustee received any remuneration (2023: £NIL).

During the period, no Trustee received any benefits in kind (2023: £NIL).

During the period, no Trustee received any reimbursement of expenses (2023: £NIL).

6 Staff Costs

The staff costs were

	<u>2024</u> <u>This Year</u> <u>Ended</u> <u>31-Dec-24</u> £	<u>2023</u> <u>Prior Year</u> <u>Ended</u> <u>31-Dec-23</u> £
Wages and salaries	531,892	508,845
Social security costs	32,314	20,410
Employers contribution to defined contribution pension schemes	10,121	9,217
	<u>574,327</u>	<u>538,472</u>

The average number of staff employed during the period was as follows:

<u>2024</u>	<u>2023</u>
45	53

The total aggregate amount of combined remuneration received by senior management comprising salaries, employers national insurance and pension contributions during the period totalled £86,935 (2023: £74,219).

7 Tangible Fixed Assets

	<u>Computer</u> <u>Equipment</u> £	<u>Office</u> <u>Equipment</u> £	<u>Furniture and</u> <u>Fixtures</u> £	<u>Total</u> £
<u>Cost</u>				
At 1st January 2024	31,764	1,643	505	33,912
Additions	-	-	-	0
At 31st December 2024	<u>31,764</u>	<u>1,643</u>	<u>505</u>	<u>33,912</u>
<u>Depreciation</u>				
At 1st January 2024	22,262	1,090	454	23,806
Charge for the year	4,854	221	51	5,126
At 31st December 2024	<u>27,116</u>	<u>1,311</u>	<u>505</u>	<u>28,932</u>
<u>Net Book Values</u>				
At 31st December 2023	<u>9,502</u>	<u>553</u>	<u>51</u>	<u>10,106</u>
At 31st December 2024	<u>4,648</u>	<u>332</u>	<u>0</u>	<u>4,980</u>

BEXLEY CROSSROADS CARE LIMITED

**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st DECEMBER 2024 (CONTINUED)**

<u>8 Debtors</u>	<u>2024</u>	<u>2023</u>
	<u>This Year</u>	<u>Prior Year</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-24</u>	<u>31-Dec-23</u>
	£	£
Trade debtors	32,032	57,633
Prepayments and accrued income	14,832	15,700
	<u>46,864</u>	<u>73,333</u>

<u>9 Investments</u>	<u>2024</u>	<u>2023</u>
	<u>This Year</u>	<u>Prior Year</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-24</u>	<u>31-Dec-23</u>
	£	£
Unlisted investments (liquid)	374,684	371,164
Unlisted investments (long term)	91,505	87,086
	<u>466,189</u>	<u>458,250</u>

<u>10 Creditors</u>	<u>2024</u>	<u>2023</u>
	<u>This Year</u>	<u>Prior Year</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-24</u>	<u>31-Dec-23</u>
	£	£
Amounts falling due within one year		
Trade creditors	790	670
Taxation and social security	17,618	18,118
Payroll and associated staff costs	19,151	19,647
Accruals and deferred income	104,987	82,468
	<u>142,546</u>	<u>120,903</u>

Deferred income movement:	<u>2024</u>	<u>2023</u>
	<u>This Year</u>	<u>Prior Year</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-24</u>	<u>31-Dec-23</u>
	£	£
Balance as at 1 January 24	80,428	159,787
Amount released to income from charitable activities	(45,120)	(97,219)
Amount deferred in period	59,308	17,860
Balance as at 31 December 24	<u>94,616</u>	<u>80,428</u>

Deferred income comprises grant income received in advance £88,497, contract income of £3,347 and overpayments from clients of £2,772.

<u>11 Financial Instruments</u>	<u>2024</u>	<u>2023</u>
	<u>This Year</u>	<u>Prior Year</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-24</u>	<u>31-Dec-23</u>
	£	£
Financial assets measured at fair value through income and expenditure	709,197	653,843

Financial assets measured at fair value through income and expenditure comprise the value of cash held and investment bond or term deposits classified as current investment assets.

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st DECEMBER 2024 (CONTINUED)

12. Statement of Funds

Current Year Statement of Funds to 31 December 2024

Fund	Opening Funds	Income	Expenditure	Transfers Between Funds	Closing Funds
	£	£	£	£	£
Restricted fund	11,546	197,654	(190,313)	-	18,887
Designated fund	172,522	-	-	23,265	195,787
Unrestricted fund	432,311	498,060	(503,285)	(23,265)	403,821
	616,379	695,714	(693,598)	-	618,495

Prior Year Statement of Funds to 31 December 2023

Fund	Opening Funds	Income	Expenditure	Transfers Between Funds	Closing Funds
	£	£	£	£	£
Restricted fund	35,648	73,224	(97,326)	-	11,546
Designated fund	172,856	-	-	(334)	172,522
Unrestricted fund	408,459	555,415	(531,897)	334	432,311
	616,963	628,639	(629,223)	-	616,379

Restricted funds are used for the purpose stipulated within restrictions imposed by the donor, which include paying staff salaries, training costs, administration and other related costs to support the specific projects. The Charitable Company managed the following restricted grants and contracts during the year:

London Borough of Bexley Better Care fund: £32,536 has been deferred and will be spent over the next 2 years on the services of a frailty practitioner and on respite services.

Yorkshire Building Society: £534 will be spent over the next year on services for older carers.

Edward Gostling Foundation fund: £882 will be spent over the next year providing post bereavement support to unpaid carers.

The National Lottery: £86,092 was received and £85,976 spent on the provision of a trauma service within our operating boroughs.

The Postcode Lottery: £50,000 was received and spent on the operation of the befriending service.

Carers Trust Fuel Poverty: £55,000 was received during the year; £24,841 of expenditure was incurred and £30,159 will be spent in the next year to support and ease the financial and fuel challenges faced by many unpaid carers and their families.

Designated funds are unrestricted funds ring-fenced for a specific purpose, with no restrictions imposed.

Designated fund (1) £123,787 for employment liabilities which might arise.

Designated fund (2) £72,000 to meet future costs relating to the Befriending Service

Unrestricted funds are spent at the discretion of the trustees for furtherance of the charity's objectives.

BEXLEY CROSSROADS CARE LIMITED

**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st DECEMBER 2024 (CONTINUED)**

13 Analysis of Net Assets Between Funds

<u>Current Year to 31 December 2024</u>	<u>2024</u> <u>Restricted</u> <u>Fund</u> £	<u>2024</u> <u>Designated</u> <u>Fund</u> £	<u>2024</u> <u>Unrestricted</u> <u>Fund</u> £	<u>2024</u> <u>Total</u> <u>Funds</u> £
Tangible fixed assets	-	-	4,980	4,980
Current assets	62,500	195,787	406,269	664,556
Creditors due within one year	(43,613)	-	(98,933)	(142,546)
Net current assets	18,887	195,787	307,336	522,010
Long term assets	-	-	91,505	91,505
Net assets	18,887	195,787	403,821	618,495

<u>Prior Year to 31 December 2023</u>	<u>2023</u> <u>Restricted</u> <u>Fund</u> £	<u>2023</u> <u>Designated</u> <u>Fund</u> £	<u>2023</u> <u>Unrestricted</u> <u>Fund</u> £	<u>2023</u> <u>Total</u> <u>Funds</u> £
Tangible fixed assets	-	-	10,106	10,106
Current assets	11,546	172,522	456,022	640,090
Creditors due within one year	-	-	(120,903)	(120,903)
Net current assets	11,546	172,522	335,119	519,187
Long term assets	-	-	87,086	87,086
Net assets	11,546	172,522	432,311	616,379

14 Pension Commitments

Pension contributions totalling £2,419 (2023: £2,237) were payable to the scheme at the balance sheet date and are included in creditors.

BEXLEY CROSSROADS CARE LIMITED

**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st DECEMBER 2024 (CONTINUED)**

15 Operating Leases

At 31 December 2024 the total of the charity's future minimum lease payments under non-cancellable operating leases was:

	<u>2024</u>	<u>2023</u>
	<u>This Year</u>	<u>Prior Year</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-24</u>	<u>31-Dec-23</u>
	£	£
Amounts payable:		
Within 1 year	1,132	1,176
Between 1 and 5 years	2,937	1,068
Total	<u>4,069</u>	<u>2,244</u>

16 Related Party Transactions

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

Management and trustees made donations to the charity totalling £NIL (2023: £NIL).

BEXLEY CROSSROADS CARE LIMITED

England & Wales - Charity number 1076375

Accounts



**BEXLEY CROSSROADS
CARE LIMITED**

(A company limited by guarantee)

(Operating name: Crossroads Care South East London)

**TRUSTEE REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR YEAR
ENDED 31ST DECEMBER 2023**

Company Number: 03726471

Charity Number: 1076375

BEXLEY CROSSROADS CARE LIMITED

(A company limited by guarantee)

(Operating name: Crossroads Care South East London)

FINANCIAL STATEMENT FOR THE **YEAR ENDED 31ST DECEMBER 2023**

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BEXLEY CROSSROADS CARE LIMITED
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Michael Hampton, Chair Okanya Kokas, Chair of F&GP, resigned 08/09/2023 Janice Algar Iva Diamond Lisa Hemsley Sharon Hutton, appointed 06/02/2023 Paul Nevulis, appointed 17/05/2023 Rory Springbett, appointed 23/10/2023
Senior Management	Darren Tobin - Chief Executive Officer & Company Secretary Louise Jossa – Finance Manager
Registered Office	Pier Road Centre 42 Pier Road Erith Kent DA8 1TA
Charity registration number	1076375
Company registration number	03726471
Bankers	Barclays Bank PLC 6 Market Place Bexleyheath Kent DA6 7DY
Independent Examiners	UHY Hacker Young Thames House Roman Square Sittingbourne Kent ME10 4BJ

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2023

The Trustees present their annual report together with the independently examined financial statements of the charitable company for the financial year from 1 January 2023 to 31 December 2023. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102 March 2018).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

TRUSTEES

The Trustees named on the Legal and Administrative Information page have served during the period of the accounts. Appointment of trustees is governed by the trust deed of the charity. The Board of Trustees are authorised to appoint new trustees to fill vacancies arising through resignation or death of an existing trustee. One trustee resigned and three trustee joined during the financial year, therefore the number of trustees serving on the governing body at 31 December 2023 increased to seven.

OBJECTIVES AND ACTIVITIES

Bexley Crossroads Care Limited is a charitable company limited by guarantee, and its objects are for the public benefit, the relief of carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone, by providing a range of support services delivered by community based staff and volunteers. The areas of benefit shall be the London Boroughs of Bexley, Greenwich, Lewisham and surrounding areas. The provision of care to vulnerable people in addition to other activities undertaken has directly contributed to the achievement of our objectives during the year.

The charity's strategy is to achieve its aims and objectives by providing high quality services to individuals living within the aforementioned areas and to identify and increase the number of carers we support.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The governing document of the charity is the revised Articles of Association as amended by special resolution dated 27 November 2017, with the consent of the Charity Commission dated 23rd March 2018 and subsequent ratification by the Board dated 23rd April 2018. Under the Articles of Association the minimum number of trustees is four and the maximum is seventeen. The charity appoints new trustees when required to strengthen the board and replace retiring trustees. New trustees are

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)**

required to attend briefing sessions as part of their induction and are provided with relevant governance information and links to the Charity Commission and other appropriate governance bodies. All trustees have an opportunity to attend relevant training sessions and events to support their professional development.

The Board of Trustees are responsible for setting the strategic direction and policy of the charity and are supported by the Finance and General Purposes Committee. The Chief Executive attends Board meetings and sits on the committee but has no voting rights. A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive. The Chief Executive is responsible for ensuring that the charity delivers the services and that key performance indicators are met. The charity is also known by its trading name 'Crossroads Care South East London'.

The arrangements for setting pay and remuneration of the charity's key management personnel is determined by the Finance and General Purposes Committee. The main criteria used is an agreed percentage of salary which is in line with other employees of the charity.

LEGAL STATUS

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £5 per trustee of the charity.

RELATED PARTIES

The charity is a network partner of Carers Trust and is governed under its framework for policy and strategy. The charity has links with other voluntary sector organisations across our operating boroughs in the pursuance of its charitable objectives.

RISK REVIEW

The Trustees are responsible for identifying, assessing, managing and conducting periodic reviews of the major risks to which the charity is exposed. Potential risks are reviewed at the F&GP and board meetings each quarter and are continually assessed, with the possible impact on finances considered.

Operational risks are under constant review. Service delivery processes have been implemented to safeguard the health and welfare of staff, volunteers and clients. Due to the nature of our community work with vulnerable clients we continue to apply robust infection control procedures; staff and clients are required to report any Covid19 symptoms to the office, as well as appropriate wearing of PPE on a case by case basis to mitigate risks to our clients and workforce.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)**

Income and financial sustainability, which could be impacted by the loss of significant packages of care, changes in local government policy affecting grants and contract funding and loss of income from trusts, is monitored continually and compared to budgeted forecasts. The organisation has a medium-term strategy to diversify its services and mitigate some of these risks, whilst taking measures to ensure the ongoing financial sustainability of the charity is sound.

Inflation is a fundamental concern; some incoming resources may not keep pace with inflation as grants are generally awarded for a fixed sum over the duration of the contract. Whilst we try to negotiate provisions for inflation at the outset, this is not always possible or the economic outlook foreseen, hence we have set aside a percentage of reserves to mitigate this risk for existing contracts and arrangements, to enable us to keep salaries under constant review.

Data protection and compliance is of paramount importance. The Chief Executive is responsible for ensuring the organisation complies with GDPR requirements. All key staff undertake regular training, receive periodic updates and monitor processes. IT is outsourced and we continue to invest in the security of online data.

Legislation relating to employment matters are under constant review; the charity receives alerts of changes in regulations periodically and subscribes to a professional helpline.

Safeguarding our benefactors and vulnerable clients is integral to the culture of the charity, and we have been evaluated as 'good' at the most recent CQC inspection. We ensure staff receive adequate training, shadow experienced members of staff as required and attend supervision and review meetings at regular intervals.

The Business Continuity Plan (BCP) was updated in February 2024 and is reviewed every 3 months. This addresses potential incidents that could limit the charity's ability to operate effectively, including cyber security.

Reputation risk within the care sector and events outside our control are monitored on a regular basis. We have a good reputation for providing high quality care and try to mitigate this risk by maintaining a high profile through social media, stakeholder presentations and networking events across our operating boroughs.

Governance and regulatory matters are reviewed regularly; internal controls and processes are documented to identify which reporting guidelines and timescales must be adhered to.

Systems and procedures to manage the above risks are implemented to minimise any potential impact on the charity.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)

RESERVES POLICY

The Trustees, who are also directors of the charity for company law purposes, are responsible for the sound financial management of the charity. They ensure that the charity will remain able to fulfil its obligations as they fall due and have considered the level of reserves they wish to retain appropriate to the charity's needs.

The policy is to hold free reserves to cover expenditure and ensure the charity will be able to continue to fulfil its charitable objectives, even if there is a temporary shortfall in income, based on the charity's size and the level of commitments held. This policy is constantly under review having regard to the changing financial, regulatory and competitive environment in which we operate.

The short-term outlook is a critical consideration and our objective is to retain quality staff and respond quickly to changes in our client portfolio, in order to mitigate some funding risk and continue to provide core services to vulnerable people. Furthermore, a tolerance of plus or minus 10% is applied to budget projections. For the purposes of short-term financial management, the trustees seek to ensure that working capital is in line with the policy of holding free resources, sufficient to fund at least four months ongoing unrestricted expenditure and to cover a decline in incoming resources, increases in expenditure due to higher than anticipated inflation, support operational overheads and provide core services in challenging times.

Aspirational objectives and the business strategy are both fundamental when assessing what is an optimal level of reserves. It is our objective to retain and support core and specific services which benefit vulnerable individuals within the boroughs in which we operate for a period of two years, whilst alternative or continuation funding is sought.

Total reserves held at the end of the year were £616,379; of which £11,546 was restricted and will be used within the next financial year. £172,522 was designated; £123,787 as a provision for redundancy and employment costs and £48,735 as a provision for pandemic related costs.

INVESTMENT POLICY

The Trustee's policy is to invest in low risk short term assets offering a guaranteed rate of return, with institutions regulated by the Financial Conduct Authority. A due diligence and approval process is adopted for each institution that funds are placed with. The maximum investment with any one institution is the financial limit of protection afforded by the Financial Services Compensation Scheme prevailing or likely to prevail at the maturity date.

ACHIEVEMENTS AND PERFORMANCE

This has been a challenging year, operating within a politically and financially demanding health and social care sector. We have continued to deliver a diverse

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)**

range of adult and children's services to individuals living within our three operating boroughs and provided 17,521 hours of direct care to 72 carers and the person they care for. This care is community based and provides support, alleviating some of the multiple pressures borne by unpaid carers in accordance with the charity's objectives. All key contracts and grants were measured and evaluated at quarterly monitoring meetings with funders and key performance indicators were met. The organisation continued to develop services in the following areas to support individuals and families, adding social value:

- Provided 17,521 hours of core support in the community. Core hours decreased slightly from the previous period due to the cost-of-living crisis and staff capacity. We are proud that all clients received an exceptional level of care and support throughout the period due to the dedication of our care staff.
- Our volunteer befriending service continued to operate across the three boroughs, providing regular in person support to individuals experiencing isolation through bereavement, loss of family connections, mobility, health, age, or financial constraints. During the year, we delivered 12,480 hours of direct support to lonely or isolated older people, establishing befriending relationships to develop social contacts and interaction and reduce their social isolation. This support includes face to face meetings, telephone calls, outings and social gatherings. We organised monthly lunch groups for befriended individuals and befrienders to come together, which were well attended with an average of 25-30 participants. The Christmas lunch was held at the Anchor in Bexley and we would like to express our sincere thanks and gratitude to Friends of Bexley CIC for once again funding this event.

During the year five of our volunteering befrienders received a 'Bexley Volunteer Excellence Award' from the Mayor of Bexley in recognition of their outstanding volunteering work through our befriending service.

- We employed a community-based frailty practitioner, funded by the Better Care Fund to improve the pathway for older people and their carers who present symptoms of frailty. During the reporting period we received referrals and undertook 74 face to face assessments and provided telephone support to 58 frail people and their carers. These early interventions and assessments are important to individuals living with frailty, as this facilitates access to co-ordinated care to maximise their health and wellbeing. This has led to working with the Rapid Response Team at Queen Elizabeth Hospital in emergency situations, communications with general practitioners and pharmacies and collaborations with local support services, preventing admissions to hospitals and enabling the older person to remain in the community as independently as possible. Frailty is an increasingly common condition which often renders older people vulnerable to adverse outcomes and these interventions have enabled us to work with older people and their families towards positive outcomes.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)

- As a partner of the One Bexley Adult Social care consortium our two Trusted Assessors undertook 460 carers' assessments and reviews during the year as part of a three-year contract with the London Borough of Bexley.
- The Trauma project commenced on 1st September 2023 funded by The National Lottery for five years. We have employed a trauma practitioner and a trauma therapist, who as part of their induction met with stakeholders to give them an overview of our approach and short-term objectives including attaining a recognised 'Trauma Informed Organisation' quality kitemark, fully embedding a trauma informed approach across policy and practice, enhanced knowledge and understanding within the workforce and specific trauma training. This will ingrain into practice a mechanism for supporting unpaid carers and older people who have experienced trauma, through a range of interventions that will help them recover and heal.
- We were the lead partner of the WDF Care Qualifications partnership, working with Skills for Care, who invested £712,140 throughout the period, improving staff skills via digital modules and learning programmes within the social care sector, benefitting 2,025 candidates from 138 partner organisations.
- We invested £8,111 providing extensive upskilling and development opportunities to our care staff, who undertook 340 hours of external training over 14 courses which were relevant to their professional development.

FINANCIAL REVIEW

The Statement of Financial Activities shows an operational deficit of £584 in the year ended 31st December 2023 (2022 deficit: £69,823). Total reserves at the end of the year were £616,379.

The prior reporting period referred to in comparative notes as '2022', was a shortened period of account from 1 April 2022 to 31 December 2022.

GOING CONCERN

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, we continue to adopt the going concern basis in preparing the financial statements.

PRINCIPAL FUNDING SOURCES

The principal sources of funding to facilitate the provision of care and deliver carers respite services within the community in accordance with our objectives were received from grants and contracts awarded by The London Borough of Bexley, NHS South-East London ICB (Bexley) and The Royal Borough of Greenwich. Funding was

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2023 (CONTINUED).

awarded by City Bridge Trust to fund an 'Older Persons Community Development Officer'. Income from the Borough of Bexley and the NHS South-East London ICB (Bexley) for a frailty practitioner post and the provision of additional respite services through the 'Better Care Fund' was deferred and utilised during this reporting year. A grant was awarded by The National Lottery during the year to provide a trauma service locally, and external funding was awarded from a variety of smaller schemes. Individuals who self-funded their care services equated to 35% of overall income.

FUNDRAISING ACTIVITIES AND DONATIONS

Fundraising events were adversely impacted in recent years by the general economic environment and the pandemic. The annual charity ball, which is our largest fundraiser had to be cancelled once again in 2023 due to insufficient numbers. We continued to receive funds from the Bexley Community Lottery, where supporters purchase lottery tickets in exchange for the opportunity to win substantial prizes.

We have received unrestricted one-off donations from several donors and would like to express our thanks to all of our individual donors in addition to Friends for Bexley, Merton Court School Sidcup, The Rotary Club of Bexley, Welling Round Table and Morden College for their generosity.

We anticipate that fundraising opportunities will be limited to some extent in the forthcoming financial year, due to the current economic factors.

VOLUNTEERS

The befriending service provides companionship and effective support to older people who may have experienced a significant life event to become active, reduce the risks of isolation and enhance their quality of life with continued health and well-being. Our aim is to ensure older people have a greater sense of confidence, choice and control in their lives with an opportunity to make wider connections. The service continues to be delivered within the individuals own home, with weekly telephone contact or in the community, with opportunities to attend and participate in activities if they so wish. Our trauma project, funded by The National Lottery will also provide appropriate therapy and counselling sessions required to support older people through adverse experiences with recovery and healing.

The charity has benefitted from the support of 63 unpaid volunteer befrienders who bring a range of skills and life experiences to our befriending service. This valuable service can only operate because of the free time given by volunteers, their willingness to foster meaningful relationships and ensure vulnerable and isolated individuals were supported and contacted regularly.

The Board of Trustees would like to express their gratitude and thanks to all volunteers for their continued support to the charity, and for the 12,480 direct hours of voluntary assistance donated. We are unable to translate this directly into monetary values, but an approximate value of this equates to £130,042.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)

PLANS FOR THE FUTURE

Our primary objective is to improve the lives of carers and those they care for, whilst ensuring those we support, including our staff, are safe and well. We will continue to ensure that staff have the correct equipment, training, resources and assistance to provide a reliable service in which the vulnerable people we care for feel confident and protected. We firmly believe attracting and retaining the best care staff and providing an excellent service that is personalised for clients individually is fundamental to the organisation's purpose, ethos, and success. We recognise that supporting our workforce is key to delivering these goals and remain focused on their continued wellbeing, training, career development, rewards, and job satisfaction, recognising that individual circumstances are diverse and that there are significant benefits in optimising work and life balance.

We aim to pursue and develop strong relationships, working closely in partnership with other organisations to provide specialised and cost-effective services.

We have implemented a strategy to 31st March 2024, developing services and extending our provision to carers and people with support needs, including carers who are self-funders and those in receipt of personal budgets or direct payments to improve their health, well-being and independence.

We have been fortunate to have been awarded a grant in January 2024 of £50,000 from the People's Postcode Lottery. This will be spent within the next 18 months in accordance with our charitable objects.

Our objective is to raise greater awareness of carers' issues and increase public understanding of issues that carers face on a regular basis. During the next financial year, the charity plans to attain a quality kitemark as a trauma informed organisation, to maintain its robust infection controls to support staff and clients, adhering to current government guidance. In the longer term, the charity plans to increase staffing and volunteer capacity, diversify and extend its services offered to clients with an additional range of regulated and non-regulated services across all operating areas. There has been no significant expenditure on future income generation during the period.

FACTORS OUTSIDE THE CHARITY'S CONTROL

The risk register was reviewed in March 2024 and is reviewed by the Board regularly. Risks fall into six categories: governance, people, quality, service, GDPR and finance, with the likelihood, impact and consequences highlighted and actions documented.

We continued to monitor staff who experience Covid19 symptoms and have a designated fund for Covid19 and wellbeing to financially support colleagues who test positive. The wearing of PPE remains in place and risk assessments are undertaken with individual clients.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)**

All colleagues are given regular updates on guidance and attend training on infection control risk as part of our workforce development.

Inflation and cost of living pressures are a concern and therefore salaries and budgets are under constant review. We have sufficient reserves to meet obligations for the foreseeable future and aim to ensure remuneration levels for front line care support staff are preserved.

The charity operates within a challenging sector in which sudden changes to care packages or social care contracts could impact finances radically. The charity has little direct influence over the levels of funding available from trusts and local authorities or the criteria and strategies adopted by funders for determining the allocation of resources and monitoring requirements. Social factors including media influence, social media and the perception of charities, attitudes towards charitable giving and changes in government legislation are also outside the charity's control. Other factors that could have a bearing on the charity's ability to achieve its objectives include developments in technology and increases in the number of providers within the social care sector.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Bexley Crossroads Care Limited for the purposes of company law) are responsible for preparing the Trustee's report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they 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 these financial statements, the Trustees are required to:

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgments and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)


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.

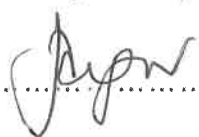
DISCLOSURE OF INFORMATION TO THE INDEPENDENT EXAMINERS

The Trustees at the time when this Trustee's report is approved have confirmed that:

- so far as that Trustees are aware, there is no relevant information of which the charitable company's independent examiners are unaware, and
- that Trustees have taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant information and to establish that the charitable company's independent examiners are aware of that information.

Approved by the board on 16th May 2024 and signed on its behalf by:


..... Michael Hampton
Trustee Director


..... Janice Algar
Trustee Director

Independent Examiner's Report to the Trustees of Bexley Crossroads Care Limited ('the Company') j

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 December 2023.

Responsibilities and Basis of Report

As the Trustees of the Company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Company's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and 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.

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed:

Dated: 24 May 2024

Allan Hickie BSc FCA

UHY Hacker Young
Chartered Accountants
Thames House
Roman Square
Sittingbourne
Kent
ME10 4BJ

BEXLEY CROSSROADS CARE LIMITED

Statement of Financial Activities Incorporating Income and Expenditure Account
for the Year Ended 31st December 2023

	Note	Unrestricted Funds	Restricted Income Funds	2023 Total This Year Ended 31-Dec-23	2022 Total Prior Period Ended 31-Dec-22
		£	£	£	£
<u>Income from:</u>					
<u>Donations and Legacies</u>					
Voluntary income - donations		5,337	150	5,487	9,804
<u>Charitable Activities</u>					
Provision of care services - grants & contract income		199,665	62,274	261,939	174,531
Provision of care services - income direct from clients		222,636	-	222,636	168,165
Provision of care services - brokerage & non contract income		94,727	-	94,727	81,202
Income from charitable activities - befriending		250	-	250	-
Income from charitable activities - household support		-	10,800	10,800	-
<u>Other Trading Activities</u>					
Activities for generating funds - fund raising		320	-	320	396
<u>Investments</u>					
Investment income		17,811	-	17,811	5,772
<u>Other Incoming Resources</u>					
Other income		14,669	-	14,669	8,167
Total Incoming Resources	3	555,415	73,224	628,639	448,037
<u>Expenditure on:</u>					
<u>Raising Funds</u>					
Fundraising expenditure		92	-	92	144
<u>Charitable Activities</u>					
Charitable activities		531,805	97,326	629,131	517,716
Total Resources Expended	4	531,897	97,326	629,223	517,860
Net Incoming Resources / (Resources Expended)		23,518	(24,102)	(584)	(69,823)
Transfers between funds		-	-	-	-
Total funds brought forward		581,315	35,648	616,963	686,786
Total funds carried forward		604,833	11,546	616,379	616,963

The notes on pages 16 to 26 form part of these financial statements.

BEXLEY CROSSROADS CARE LIMITED**Balance Sheet as at 31st December 2023**

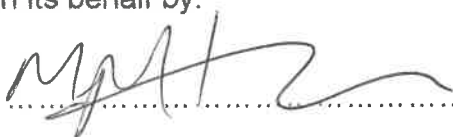
		<u>2023</u>	<u>2022</u>
		<u>Total This</u>	<u>Total Prior</u>
		<u>Year Ended</u>	<u>Period Ended</u>
		<u>31-Dec-23</u>	<u>31-Dec-22</u>
	Notes	£	£
Fixed Assets			
Tangible fixed assets	7	10,106	13,525
Investments	9	87,086	-
		<u>97,192</u>	<u>13,525</u>
Current Assets			
Debtors	8	73,333	61,181
Investments	9	371,164	504,977
Cash at bank and in hand		195,593	257,415
		<u>640,090</u>	<u>823,573</u>
Creditors			
Creditors: amounts falling due within one year	10	(120,903)	(220,135)
Net current assets		<u>519,187</u>	<u>603,438</u>
Net assets		<u>616,379</u>	<u>616,963</u>
Charity Funds			
Restricted funds		11,546	35,648
Designated funds		172,522	172,856
Unrestricted funds		432,311	408,459
Total funds	12	<u>616,379</u>	<u>616,963</u>

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006, and the members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved by the trustees on 16th May 2024 and signed on its behalf by:

.....


Michael Hampton
Trustee Director

.....


Janice Algar
Trustee Director

The notes on pages 16 to 26 form part of these financial statements.

BEXLEY CROSSROADS CARE LIMITED

Cash Flow Statement as at 31st December 2023

	<u>2023</u>	<u>2022</u>	Note
	<u>Total Funds</u>	<u>Total Funds</u>	
	<u>This</u>	<u>Prior</u>	
	<u>Year Ended</u>	<u>Period Ended</u>	
	<u>31-Dec-23</u>	<u>31-Dec-22</u>	
	£	£	
Cash generated from operating activities:			
Net cash provided by operating activities	<u>(124,453)</u>	<u>(111,676)</u>	Table A
Cash flows from investing activities:			
Dividends, interest and rents from investments	17,811	5,772	
Purchase of property, plant and equipment	(1,907)	-	
Purchase of investments	<u>(6,273)</u>	<u>(2,603)</u>	
Net cash (used in) / provided by investing activities	<u>9,631</u>	<u>3,169</u>	
Change in cash and cash equivalents in the reporting year / period	<u>(61,822)</u>	<u>(108,507)</u>	
Cash and cash equivalents at the beginning of the reporting year / period	257,415	365,922	Table B
Cash and cash equivalents at the end of the reporting year / period	<u>195,593</u>	<u>257,415</u>	Table B

Table A: Reconciliation of net movement in funds to net cash flow from operating operating activities

	<u>Current Year</u>	<u>Prior Period</u>
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	<u>(583)</u>	<u>(69,824)</u>
Adjustments for:		
Depreciation and charges for impaired fixed assets	5,326	4,083
Dividends, interest and rents from investments	(17,811)	(5,772)
(Increase)/decrease in debtors	(12,153)	16,293
Increase/(decrease) in creditors	<u>(99,232)</u>	<u>(56,457)</u>
Net cash provided by operating activities	<u>(124,453)</u>	<u>(111,677)</u>

Table B: Analysis of cash at bank and in hand

	<u>Current Year</u>	<u>Prior Period</u>
	£	£
Cash at bank and in hand	110,593	172,415
Notice deposits less than 3 months	85,000	85,000
Total cash and cash equivalents	<u>195,593</u>	<u>257,415</u>

Table C: Analysis of Changes in Net Debt

	<u>At Start of</u>		<u>At End of</u>
	<u>Year</u>	<u>Cash Flows</u>	<u>Year</u>
	£	£	£
Cash	<u>257,415</u>	<u>(61,822)</u>	<u>195,593</u>

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31ST DECEMBER 2023

1 General Information

Bexley Crossroads Care Limited, the 'Charity', is a company limited by guarantee without share capital, registered in England and Wales. Its registered office is Pier Road Centre, 42 Pier Road, Erith, Kent, DA8 1TA.

2 Accounting Policies

The principal accounting policies are summarised below.

2.1 Basis of Preparation of Financial Statements

The financial statements have been prepared in accordance with the Charities SORP (FRS102) – 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 (FRS102 March 2018), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Bexley Crossroads Care Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going Concern Accounting Policy

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern.

The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements.

Trustees are confident that the impact on operations of Covid19 will remain low in the year ahead. There will continue to be Covid19 related costs, for example payments to staff for isolating and other pandemic related operational costs, which will be met from a designated fund.

Prudent forecasts have been prepared for the coming year, taking the above into account, and using the assumption that the charity will be able to continue to provide services, even in the event of significant changes to current pandemic guidance which result in restrictions or lockdowns being reintroduced.

The current investments shown on the balance sheet relate to annual bonds and savings accounts and there has been no impairment of these assets.

Taking the above into account the trustees have concluded there are no material uncertainties about the charity's ability to continue as a going concern and that it

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)**

remains appropriate to continue to adopt the going concern basis of accounting in preparing the financial statements.

2.3 Company Status

The company is a company limited by guarantee. The directors of the company are the Trustees named on the Legal and Administrative Information page. In the event of the company being wound up, the liability in respect of the guarantee is limited to £5 per member of the company.

2.4 Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2.5 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Donated services are recognised when the charity receives the service. The charity benefits from the help of volunteers who are befrienders. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised and further information is contained within the Trustee's report in respect of their contribution.

2.6 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)****2.7 Taxation**

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.8 Tangible Fixed Assets and Depreciation

All assets costing more than £1,000 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities incorporating the income and expenditure account.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computer equipment – 20% straight line

Furniture and fixtures – 20% straight line

Office equipment – 20% straight line

2.9 Investments

Investments include bonds or term deposits held for twelve months from the date of investment. This includes notice deposit accounts requiring notice of more than 90 days from the date that funds were deposited into the account.

Long term investments include bonds or term deposits held for more than twelve months from the date of investment.

All investments are approved by the Finance and General Purposes Committee.

Interest on funds is included when earned and the amount can be measured reliably by the company.

Investment income, gains and losses are allocated to the appropriate fund.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)****2.10 Pensions**

The company enrolls eligible employees into a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the period funded by contributions from employee and employer. New and existing employees who were or who became eligible to join but were not in the pension scheme at 23 May 2023 were automatically enrolled into the scheme unless they exercised their right to opt out of scheme membership.

Employees joining the pension scheme operated by B&CE (scheme name: The People's Pension), contract directly with the pension company. The charity made a contribution of 3% of qualifying salary to this pension scheme throughout the financial period, and acts as agent in collecting and paying over employee pension contributions. The contributions made for the accounting period are treated as an expense.

2.11 Operating Leases

Rentals under operating leases are charged to the Statement of Financial Activities (incorporating income and expenditure account) on a straight -line basis over the lease term.

2.12 Financial Instruments

The charity 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 the carrying value plus accrued interest less repayments. The financing charge to expenditure is at a constant rate calculated using the effective interest method.

BEXLEY CROSSROADS CARE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st DECEMBER 2023 (CONTINUED)3 Sources of Income During the Year

	<u>Income Type</u>	<u>2023</u>	<u>2022</u>
		<u>This Year</u>	<u>Prior Period</u>
		<u>Ended</u>	<u>Ended</u>
		<u>31-Dec-23</u>	<u>31-Dec-22</u>
		£	£
Individuals	Non contract income	222,636	168,165
London Borough of Bexley	Grant income	123,792	98,635
	Contract income	107,322	30,242
	Non contract income	57,886	50,379
NHS South East London ICB (Bexley)	Contract income	5,923	-
	Non contract income	35,086	25,029
Royal Borough of Greenwich	Contract income	2,220	1,679
London Borough of Lewisham	Non contract income	3,596	7,294
The National Lottery	Grant income	29,426	-
Carers Trust	Grant income	-	8,000
Merchant Taylor	Grant income	-	-
City Bridge Trust	Grant income	4,056	35,976
Other	Sundry income	36,696	22,639
		<u>628,639</u>	<u>448,037</u>

The Charity has no unfulfilled conditions or contingencies.

Income comprises unrestricted of £555,415 (2022: £365,427) and restricted of £73,224 (2022: £82,610).

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st DECEMBER 2023 (CONTINUED)

4 Analysis of Resources Expended

	<u>2023</u> <u>Year</u> <u>Ended</u> <u>31-Dec-23</u> £	<u>2022</u> <u>Prior Period</u> <u>Ended</u> <u>31-Dec-22</u> £
<u>Direct Charitable Costs</u>		
Care support workers' wages, national insurance and pension costs	238,638	196,856
Staff salaries, national insurance and pension costs	299,834	253,726
Care support workers and staff travel and other expenses	6,956	5,042
Direct service expenses	46	-
Workers' equipment	193	151
Volunteers expenses and associated costs	19	-
Governance costs	2,040	1,920
Accountancy and bookkeeping	3,402	2,029
	<u>551,129</u>	<u>459,724</u>
<u>Core Service Support Costs</u>		
Carers Trust membership fees	5,626	4,247
Training costs and training consultancy fees	4,346	5,990
DBS enhanced checks	785	853
Insurance	9,317	6,988
CHAS accreditation	-	-
CQC fee	1,964	1,446
Data protection	35	35
	<u>22,072</u>	<u>19,559</u>
<u>Other Resources Expended</u>		
Rent of offices	10,250	7,688
Printing, postage and stationery	1,971	2,808
Telephone	4,177	2,961
Photocopier and franking machine costs, including annual maintenance	966	966
Depreciation and loss on disposal of asset	5,326	4,083
Bank charges and finance costs	460	381
Advertising and fund raising activities	2,648	1,214
Café rent and activities	-	-
Befriending and older carers activities	1,315	1,939
Household support	5,250	-
Legal and professional	-	264
Computer and software	21,899	15,485
Bad debt and provision for bad debts	21	(95)
Other	1,738	882
	<u>56,022</u>	<u>38,576</u>
TOTAL EXPENDITURE	<u><u>629,223</u></u>	<u><u>517,860</u></u>

The expenditure comprises unrestricted of £531,897 (2022: £436,850) and restricted of £97,236 (2022: £81,010).

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31ST DECEMBER 2023 (CONTINUED)

5 Net Incoming Resources / (Resources Expended)

This is stated after charging:

	<u>2023</u> <u>This Year</u> <u>Ended</u> <u>31-Dec-23</u> £	<u>2022</u> <u>Prior Period</u> <u>Ended</u> <u>31-Dec-22</u> £
Depreciation of tangible fixed assets:		
-owned by the charity	5,326	4,083
Independent examiner's remuneration	2,040	1,920
Operating lease rentals	966	966

During the period, no Trustee received any remuneration (2022: £NIL).

During the period, no Trustee received any benefits in kind (2022: £NIL).

During the period, no Trustee received any reimbursement of expenses (2022: £NIL).

6 Staff Costs

The staff costs were

	<u>2023</u> <u>This Year</u> <u>Ended</u> <u>31-Dec-23</u> £	<u>2022</u> <u>Prior Period</u> <u>Ended</u> <u>31-Dec-22</u> £
Wages and salaries	508,845	420,947
Social security costs	20,410	22,393
Employers contribution to defined contribution pension schemes	9,217	7,242
	<u>538,472</u>	<u>450,581</u>

The average number of staff employed during the period was as follows:

<u>2023</u>	<u>2022</u>
53	53

The total aggregate amount of combined remuneration received by senior management comprising salaries, employers national insurance and pension contributions during the period totalled £74,219 (2022: £72,923).

7 Tangible Fixed Assets

	<u>Computer</u> <u>Equipment</u> £	<u>Office</u> <u>Furniture and</u> <u>Equipment</u> <u>Fixtures</u> £	<u>Total</u> £
<u>Cost</u>			
At 1st January 2023	29,857	1,643	32,005
Additions	1,907	-	1,907
At 31st December 2023	<u>31,764</u>	<u>1,643</u>	<u>33,912</u>
<u>Depreciation</u>			
At 1st January 2023	17,357	770	18,480
Charge for the year	4,905	320	5,326
At 31st December 2023	<u>22,262</u>	<u>1,090</u>	<u>23,806</u>
<u>Net Book Values</u>			
At 31st December 2022	<u>12,500</u>	<u>873</u>	<u>13,525</u>
At 31st December 2023	<u>9,502</u>	<u>553</u>	<u>10,106</u>

BEXLEY CROSSROADS CARE LIMITED

**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st DECEMBER 2023 (CONTINUED)**

<u>8 Debtors</u>	<u>2023</u>	<u>2022</u>
	<u>This Year</u>	<u>Prior Period</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-23</u>	<u>31-Dec-22</u>
	£	£
Trade debtors	57,633	46,366
Prepayments and accrued income	15,700	14,815
	<u>73,333</u>	<u>61,181</u>

<u>9 Investments</u>	<u>2023</u>	<u>2022</u>
	<u>This Year</u>	<u>Prior Period</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-23</u>	<u>31-Dec-22</u>
	£	£
Unlisted investments (liquid)	371,164	504,977
Unlisted investments (long term)	87,086	-

<u>10 Creditors</u>	<u>2023</u>	<u>2022</u>
	<u>This Year</u>	<u>Prior Period</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-23</u>	<u>31-Dec-22</u>
	£	£
Amounts falling due within one year		
Trade creditors	670	3,239
Taxation and social security	18,118	17,316
Payroll and associated staff costs	19,647	30,186
Accruals and deferred Income	82,468	169,394
	<u>120,903</u>	<u>220,135</u>

Deferred income movement:	<u>2023</u>	<u>2022</u>
	<u>This Year</u>	<u>Prior Period</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-23</u>	<u>31-Dec-22</u>
	£	£
Balance as at 1 January 23	159,787	222,795
Amount released to income from charitable activities	(97,219)	(90,588)
Amount deferred in period	17,860	27,580
Balance as at 31 December 23	<u>80,428</u>	<u>159,787</u>

Deferred income comprises grant income received in advance £74,150, contract income of £3,347 and overpayments of £2,961.

<u>11 Financial Instruments</u>	<u>2023</u>	<u>2022</u>
	<u>This Year</u>	<u>Prior Period</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-23</u>	<u>31-Dec-22</u>
	£	£
Financial assets measured at fair value through income and expenditure	653,843	762,392

Financial assets measured at fair value through income and expenditure comprise the value of cash held and investment bond or term deposits classified as current investment assets.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st DECEMBER 2023 (CONTINUED)****12 Statement of Funds**

Current Year Statement of Funds to 31 December 2023

Fund	Opening Funds	Income	Expenditure	Transfers Between Funds	Closing Funds
	£	£	£	£	£
Restricted fund	35,648	73,224	(97,326)	-	11,546
Designated fund	172,856	-	-	(334)	172,522
Unrestricted fund	408,459	555,415	(531,897)	334	432,311
	616,963	628,639	(629,223)	-	616,379

Prior Period Statement of Funds to 31 December 2022

Fund	Opening Funds	Income	Expenditure	Transfers Between Funds	Closing Funds
	£	£	£	£	£
Restricted fund	34,048	82,610	(81,010)	-	35,648
Designated fund	175,000	-	-	(2,144)	172,856
Unrestricted fund	477,738	365,427	(436,850)	2,144	408,459
	686,786	448,037	(517,860)	-	616,963

Restricted funds are used for the purpose stipulated within restrictions imposed by the donor, which include paying staff salaries, training costs, administration and other related costs to support the specific projects. The Charitable Company managed the following restricted grants and contracts during the year:

Mayor's fund: £175 will be spent over the next year on the provision of young people.

Co-op Foundation fund: £1,600 was spent on events for vulnerable people.

City Bridge Trust fund: £4,056 was received and £23,786 spent during the year on the provision of an older persons community programme,

London Borough of Bexley Better Care fund: £59,796 has been deferred and will be spent over the next 2 years on the services of a frailty practitioner and on respite services.

Yorkshire Building Society: £720 will be spent over the next year on services for older carers

Edward Gostling Foundation fund: £1,957 will be spent over the next year providing post bereavement support to unpaid carers.

LBB Household Support Fund: £10,800 was spent awarding and administering one-off payments to support residents in the cost of-living crisis.

The National Lottery: £29,426 was received and £20,734 spent on the provision of a trauma service within our operating boroughs.

Carers Trust fund: £8,000 was spent during the year supporting older carers with health activity interventions, therapies and group sessions.

Designated funds are unrestricted funds ring-fenced for a specific purpose, with no restrictions imposed.

Designated fund (1) £123,787 for employment liabilities which might arise.

Designated fund (2) £48,735 to meet future costs relating to Covid19 and wellbeing.

Unrestricted funds are spent at the discretion of the trustees for furtherance of the charity's objectives.

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st DECEMBER 2023 (CONTINUED)

13 Analysis of Net Assets Between Funds

<u>Current Year to 31 December 2023</u>	<u>2023</u> <u>Restricted</u> <u>Fund</u> <u>£</u>	<u>2023</u> <u>Designated</u> <u>Fund</u> <u>£</u>	<u>2023</u> <u>Unrestricted</u> <u>Fund</u> <u>£</u>	<u>2023</u> <u>Total</u> <u>Funds</u> <u>£</u>
Tangible fixed assets	-	-	10,106	10,106
Current assets	11,546	172,522	456,022	640,090
Creditors due within one year	-	-	(120,903)	(120,903)
Net current assets	11,546	172,522	335,119	519,187
Long term assets	-	-	87,086	87,086
Net assets	11,546	172,522	432,311	616,379

<u>Prior Period to 31 December 2022</u>	<u>2022</u> <u>Restricted</u> <u>Fund</u> <u>£</u>	<u>2022</u> <u>Designated</u> <u>Fund</u> <u>£</u>	<u>2022</u> <u>Unrestricted</u> <u>Fund</u> <u>£</u>	<u>2022</u> <u>Total</u> <u>Funds</u> <u>£</u>
Tangible fixed assets	-	-	13,525	13,525
Current assets	35,648	172,856	615,068	823,573
Creditors due within one year	-	-	(220,135)	(220,135)
Net current assets	35,648	172,856	394,933	603,438
Net assets	35,648	172,856	408,458	616,963

14 Pension Commitments

Pension contributions totalling £2,237 (2022: £2,085) were payable to the scheme at the balance sheet date and are included in creditors.

BEXLEY CROSSROADS CARE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2023 (CONTINUED)

15 Operating Leases

At 31 December 2023 the total of the charity's future minimum lease payments under non-cancellable operating leases was:

	<u>2023</u>	<u>2022</u>
	<u>This Year</u>	<u>Prior Period</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-23</u>	<u>31-Dec-22</u>
	£	£
Amounts payable:		
Within 1 year	1,176	1,027
Between 1 and 5 years	1,068	912
Total	2,244	1,939

16 Related Party Transactions

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

Management and trustees made donations to the charity totalling £NIL (2022: £NIL).

BEXLEY CROSSROADS CARE LIMITED

England & Wales - Charity number 1076375

Accounts



**BEXLEY CROSSROADS
CARE LIMITED**

(A company limited by guarantee)

(Operating name: Crossroads Care South East London)

**TRUSTEE REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR PERIOD
ENDED 31ST DECEMBER 2022**

Company Number: 03726471

Charity Number: 1076375

BEXLEY CROSSROADS CARE LIMITED

(A company limited by guarantee)

(Operating name: Crossroads Care South East London)

FINANCIAL STATEMENT FOR THE **PERIOD ENDED 31ST DECEMBER 2022**

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BEXLEY CROSSROADS CARE LIMITED
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Michael Hampton, Chair
Okanya Kokas, Chair of F&GP
Janice Algar
Iva Diamond, appointed 03/05/2022
Lisa Hemsley
Sharon Hutton, appointed 06/02/2023
Trevor Perrin, resigned 29/06/2022

Senior Management

Darren Tobin - Chief Executive Officer & Company Secretary
Louise Jossa – Finance Manager

Registered Office

Pier Road Centre
42 Pier Road
Erith
Kent
DA8 1TA

Charity registration number 1076375

Company registration number 03726471

Bankers

Barclays Bank PLC
6 Market Place
Bexleyheath
Kent
DA6 7DY

Independent Examiners

UHY Hacker Young
Thames House
Roman Square
Sittingbourne
Kent
ME10 4BJ

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE PERIOD ENDED 31ST DECEMBER 2022

The Trustees present their report for the period, together with the independently examined financial statements of the charitable company for the shortened period of account from 1 April 2022 to 31 December 2022. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102 March 2018).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

TRUSTEES

The Trustees named on the Legal and Administrative Information page have served during the period of the accounts. Appointment of trustees is governed by the trust deed of the charity. The Board of Trustees are authorised to appoint new trustees to fill vacancies arising through resignation or death of an existing trustee. One trustee resigned and one trustee joined during the financial period, therefore the number of trustees serving on the governing body at 31 December 2022 remained at five.

OBJECTIVES AND ACTIVITIES

Bexley Crossroads Care Limited is a charitable company limited by guarantee, and its objects are for the public benefit, the relief of carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone, by providing a range of support services delivered by community based staff and volunteers. The areas of benefit shall be the London Boroughs of Bexley, Greenwich, Lewisham and surrounding areas. The provision of care to vulnerable people in addition to other activities undertaken has directly contributed to the achievement of our objectives during the period.

The charity's strategy is to achieve its aims and objectives by providing high quality affordable services to individuals living within the aforementioned areas and to identify and increase the number of carers we support.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The governing document of the charity is the revised Articles of Association as amended by special resolution dated 27 November 2017, with the consent of the Charity Commission dated 23rd March 2018 and subsequent ratification by the Board dated 23rd April 2018. Under the Articles of Association the minimum number of trustees is four and the maximum is seventeen. The charity appoints new trustees when required to strengthen the board and replace retiring trustees. New trustees are

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)

required to attend briefing sessions as part of their induction and are provided with relevant governance information and links to the Charity Commission and other appropriate governance bodies. All trustees have an opportunity to attend relevant training sessions and events to support their professional development.

The Board of Trustees are responsible for setting the strategic direction and policy of the charity and are supported by the Finance and General Purposes Committee. The Chief Executive attends Board meetings and sits on the committee but has no voting rights. A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive. The Chief Executive is responsible for ensuring that the charity delivers the services and that key performance indicators are met. The charity is also known by its trading name 'Crossroads Care South East London'.

The arrangements for setting pay and remuneration of the charity's key management personnel is determined by the Finance and General Purposes Committee. The main criteria used is an agreed percentage of salary which is in line with other employees of the charity.

LEGAL STATUS

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £5 per trustee of the charity.

RELATED PARTIES

The charity is a network partner of Carers Trust and is governed under its framework for policy and strategy. The charity has links with other voluntary sector organisations across our operating boroughs in the pursuance of its charitable objectives.

RISK REVIEW

The Trustees are responsible for identifying, assessing, managing and conducting periodic reviews of the major risks to which the charity is exposed. Potential risks are reviewed at the F&GP and board meetings each quarter and are continually assessed, with the possible impact on finances considered.

Operational risks have become more predominant following the pandemic. Service delivery processes have been adapted to safeguard the health and welfare of staff, volunteers and clients. Following central government guidance in February 2022, the introduction of 'Living well with Covid' and the easing of restrictions we adapted our processes to risk assessments on all service delivery, face to face assessments and phased return of colleagues to head office. Due to the nature of our community work with vulnerable clients we continued with robust infection control procedures including weekly LFD testing and reporting as well as appropriate wearing of PPE on a case by case basis to mitigate risks to our clients and workforce.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)**

Income and financial sustainability, which could be impacted by the loss of significant packages of care, changes in local government policy affecting grants and contract funding and loss of income from trusts, is monitored continually and compared to budgeted forecasts. The organisation has a medium-term strategy to diversify its services and mitigate some of these risks, whilst taking measures to ensure the ongoing financial sustainability of the charity is sound.

Inflation is a fundamental concern; some incoming resources may not keep pace with inflation and grants are generally awarded for a fixed sum over the duration of the contract. Whilst we try to negotiate provisions for inflation at the outset, this is not always possible or the economic outlook foreseen, hence we have set aside a percentage of reserves to mitigate this risk for existing contracts and arrangements, to enable us to keep salaries under constant review.

Data protection and compliance is of paramount importance. The Chief Executive is responsible for ensuring the organisation complies with GDPR requirements. All key staff undertake regular training, receive periodic updates and monitor processes. IT is outsourced and we continue to invest in the security of online data.

Legislation relating to employment matters are under constant review; the charity receives alerts of changes in regulations periodically and subscribes to a professional helpline.

Safeguarding our benefactors and vulnerable clients is integral to the culture of the charity, and we have been evaluated as 'good' at the most recent CQC inspection. We ensure staff receive adequate training, shadow experienced members of staff as required and attend supervision and review meetings at regular intervals.

The Business Continuity Plan (BCP) was updated in February 2023 and is reviewed every 3 months. This addresses potential incidents that could limit the charity's ability to operate effectively, including cyber security.

Reputation risk within the care sector and events outside our control are monitored. We have a good reputation for providing high quality affordable care and try to mitigate this risk by maintaining a high profile locally, on social media, at events and by networking.

Governance and regulatory matters are reviewed regularly; internal controls and processes are documented to identify which reporting guidelines and timescales must be adhered to.

Systems and procedures to manage the above risks are implemented to minimise any potential impact on the charity, should those risks materialise.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)****RESERVES POLICY**

The Trustees, who are also directors of the charity for company law purposes, are responsible for the sound financial management of the charity. They ensure that the charity will remain able to fulfil its obligations as they fall due and have considered the level of reserves they wish to retain appropriate to the charity's needs.

The policy is to hold free reserves to cover expenditure and ensure the charity will be able to continue to fulfil its charitable objectives, even if there is a temporary shortfall in income, based on the charity's size and the level of commitments held. This policy is constantly under review having regard to the changing financial, regulatory and competitive environment in which we operate.

The short-term outlook is a critical consideration and our objective is to retain quality staff and respond quickly to changes in our client portfolio in order to mitigate some funding risk and continue to provide core services to vulnerable people. Furthermore, a tolerance of plus or minus 10% is applied to budget projections. For the purposes of short-term financial management, the trustees seek to ensure that working capital is in line with the policy of holding free resources, sufficient to fund at least four months ongoing unrestricted expenditure and to cover a decline in incoming resources, increases in expenditure due to higher than anticipated inflation, support operational overheads and provide core services in challenging times.

Aspirational objectives and the business strategy are both fundamental when assessing what is an optimal level of reserves. It is our objective to retain and support core and specific services which benefit vulnerable individuals within the boroughs in which we operate for a period of two years, whilst alternative or continuation funding is sought.

Total reserves held at the end of the period were £616,963; of which £35,648 was restricted and will be used within the next financial year. £172,856 was designated; £123,787 as a provision for redundancy and employment costs and £49,069 as a provision for pandemic related costs.

INVESTMENT POLICY

The Trustee's policy is to invest in low risk short term assets offering a guaranteed rate of return, with institutions regulated by the Financial Conduct Authority. A due diligence and approval process is adopted for each institution that funds are placed with. The maximum investment with any one institution is the financial limit of protection afforded by the Financial Services Compensation Scheme prevailing or likely to prevail at the maturity date.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)****ACHIEVEMENTS AND PERFORMANCE**

This has been a challenging period, operating within a politically and financially demanding health and social care sector. We have continued to deliver a diverse range of adult and children's services to individuals living within our three operating boroughs and provided 14,628 hours of direct care to 208 vulnerable individuals and unpaid carers. This support is community based and provides support, alleviating some of the multiple pressures borne by unpaid carers in accordance with the charity's objectives. All key contracts and grants were measured and evaluated at quarterly monitoring meetings with funders and key performance indicators were met. The organisation continued to develop services in the following areas to support individuals and families, adding social value:

- Provided 14,628 hours of core support in the community. Core hours decreased slightly from the previous year, due to the cost-of-living crisis. We sadly lost two clients who required large packages of care and the supported living service ceased in 2021. We are proud that all clients received an exceptional level of care and support throughout the period due to the dedication of our care staff.
- Our volunteer befriending service continued to operate, providing regular support to socially isolated and vulnerable individuals. We delivered 6,480 hours of direct support and made approximately 78 telephone calls to 72 lonely or isolated older people in order to reduce their social isolation. Furthermore, we organised monthly lunch groups which were well attended with an average of 25-30 participants. The Christmas lunch was held at the Anchor in Bexley and we would like to express our sincere thanks and gratitude to Friends of Bexley CIC for once again funding this event.
- This is the final year of a 5-year funding grant awarded by City Bridge Trust for our older carers project. The easing of restrictions in early 2022 enabled community face to face contacts and a range of therapeutic workshops to be re-started. We undertook network events to increase awareness of the older carers service providing information advice and support to 249 older carers and their families through a series of face-to-face, online, telephone and social media sessions which included 65 ongoing welfare checks. We received 43 new referrals and reported outcomes include improved confidence, health, physical and emotional wellbeing, together with financial benefits. We have delivered 18 one off chair-based exercise classes, chat groups, information, and advice sessions to 148 individuals and maintained a comprehensive information zone on our website. We have collaborated with other local organisations to deliver information and support sessions including a regular carers information hub at Bexley libraries and facilitated monthly online support groups for older carers and individuals.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)

- We undertook 144 carers' assessments and reviews during the period as part of a three-year contract with the One Bexley Adult Social Care consortium and an additional 69 carers' assessments and reviews on a spot basis outside of the contractual arrangement. Trusted assessors undertook 82.5 hours of training throughout the reporting period.
- We employed a *community-based frailty practitioner, funded by the Better Care Fund* to improve the pathway for older people and their carers who present symptoms of frailty. During the reporting period we received 15 referrals specifically relating to frailty and undertook a combined total of 30 assessments and reviews. Frailty is an increasingly common condition which often renders older people who are vulnerable to adverse outcomes, consequently the initial screening and follow ups have enabled us to work with older people and their families towards positive outcomes. These interventions by community care colleagues supported the avoidance of hospital admissions, enabling the older person to remain in the community and stay as independent as possible.
- We were the lead partner of the WDF Care Qualifications partnership, working with Skills for Care, who invested £277,905 throughout the period, improving staff skills via digital modules and learning programmes within the social care sector, benefitting 742 candidates from 56 partner organisations.
- We invested £10,403 providing extensive upskilling and development opportunities to our care staff, who undertook 375 hours of external training over 19 courses which were relevant to their *professional development*.

FINANCIAL REVIEW

The Statement of Financial Activities shows an operational deficit of £69,823 in the nine-month reporting period to 31st December 2022 (2021-22 surplus: £17,758). Total reserves at the end of the period were £616,963.

GOING CONCERN

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, we continue to adopt the going concern basis in preparing the financial statements.

PRINCIPAL FUNDING SOURCES

The principal sources of funding to facilitate the provision of care and deliver carers respite services within the community in accordance with our objectives were received from grants and contracts awarded by The London Borough of Bexley, NHS South-East London CCG (Bexley) and The Royal Borough of Greenwich. We also received

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)

funding from the London Borough of Bexley to support the organisation and carers in respect of Covid19 expenditure. Funding was awarded by City Bridge Trust to fund an 'Older Person's Community Development Officer'. Income from the Borough of Bexley and the NHS South-East London CCG (Bexley) for a frailty practitioner post and the provision of additional respite services through the 'Better Care Fund', was deferred previously and utilised during this reporting period. External funding was also awarded from a variety of smaller schemes. Individuals' who self-funded their care services equated to 38% of overall income.

FUNDRAISING ACTIVITIES AND DONATIONS

The ability to pursue fundraising events was impacted in recent years due to the pandemic and the annual charity ball, which is our largest fundraiser, was cancelled in 2020, 2021 and again in 2022. We continued to receive funds from the Bexley Community Lottery, where supporters purchase lottery tickets in exchange for the opportunity to win substantial prizes.

We have received unrestricted one-off donations from several donors and would like to express our thanks to all of the individual donors in addition to Friends for Bexley, the Bexley Mayors Charity Appeal, NSM, Wates Group, St Pauls Column Lodge and Heathfield Court for their generosity. We would also like to thank Morrisons, Erith for their continued gift in kind.

We anticipate that fundraising opportunities will be limited to some extent in the forthcoming financial year, due to current economic factors.

VOLUNTEERS

The befriending service provides companionship and encouragement to older people who live within our three operating boroughs. The service addresses the reduction in isolation and loneliness, and helps vulnerable individuals stay as mentally and physically fit as possible. Our aim steadfastly remains giving older people a greater sense of confidence, independence and well-being that gives them more choice and control in their lives. Our befriending service continues to be delivered within the individuals own home, by weekly telephone contact or in the community, with opportunities to attend and participate in activities as a therapeutic model. The demand for this service is high with a constant flow of referrals. however post pandemic the recruiting of volunteers has become more challenging.

The charity has benefitted from the support of 81 unpaid volunteer befrienders throughout the period, primarily to operate the befriending service. This valuable service can only be operated because of the free time given by volunteers and their willingness to adapt and ensure that vulnerable and isolated individuals were supported and contacted regularly. Trustees would like to express their gratitude and thanks to all volunteers for their continued support to the charity, and for the 6,480 direct hours of voluntary assistance, 78 hours of telephone calls and 462 combined hours at events. We are unable to translate this directly into monetary values, but an approximate value of this equates to £66,690.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)****PLANS FOR THE FUTURE**

Our primary objective is to improve the lives of carers and those they care for, whilst ensuring those we support and staff are safe and well. We will continue to ensure that staff have the correct equipment, training, resources and assistance to provide a reliable service in which the vulnerable people we care for feel confident and protected. We firmly believe attracting and retaining the best care staff and providing an excellent service that is personalised for clients individually is fundamental to the organisation's purpose, ethos, and success. We recognise that supporting our workforce is key to delivering these goals and remain focused prioritising training, career development, rewards and job satisfaction for staff, recognising that individual circumstances are diverse and that there are significant benefits in optimising work and life balance.

We aim to pursue and develop strong relationships, working closely in partnership with other organisations to provide specialised and cost-effective services.

We have implemented a strategy to 31st March 2024, developing services and extending our provision to carers and people with support needs, including carers who are self-funders and those in receipt of personal budgets or direct payments to improve their health, well-being and independence.

Our objective is to raise greater awareness of carers' issues and increase public understanding of issues that carers face on a daily basis. During the next financial year, the charity plans to maintain its robust infection controls to support staff and clients, adhering to current government guidance. In the longer term, the charity plans to increase staffing and volunteer capacity, diversify and extend its services offered to clients with an additional range of regulated and non-regulated services across all operating areas. There has been no significant expenditure on future income generation during the period.

FACTORS OUTSIDE THE CHARITY'S CONTROL

The risk register was reviewed in February 2023 and is reviewed by the Board regularly. Risks fall into six categories: governance, people, quality, service, GDPR and finance, with the likelihood, impact and consequences highlighted and actions documented.

The Covid19 virus has affected the demand and availability of staff to deliver core services but has not had a significantly detrimental impact on our ability to sustain income streams. We continued with our two weekly lateral flow testing for all colleagues to support our robust infection controls throughout the reporting period and have a designated Covid 19 fund to financially support colleagues who test positive. The mechanism for reporting weekly testing also changed from ADASS to Capacity Tracker once a month, in accordance with the central governments initiative 'Living Well with Covid' The wearing of PPE remains in place with appropriate risk assessments on a case by case basis with clients.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)**

All colleagues are given regular updates on guidance and attend training on infection control risk as part of our workforce development.

Inflation and cost of living pressures are increasing and therefore salaries and budgets are under constant review. We have sufficient reserves to meet obligations for the foreseeable future and aim to ensure remuneration levels for front line care support staff are preserved.

The charity operates within a challenging sector in which sudden changes to care packages or social care contracts could impact finances radically. The charity has little direct influence over the levels of funding available from trusts and local authorities or the criteria and strategies adopted by funders for determining the allocation of resources and monitoring requirements. Social factors including media influence, social media and the perception of charities, attitudes towards charitable giving and changes in government legislation are also outside the charity's control. Other factors that could have a bearing on the charity's ability to achieve its objectives include developments in technology and increases in the number of providers within the social care sector.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Bexley Crossroads Care Limited for the purposes of company law) are responsible for preparing the Trustee's report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they 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 these financial statements, the Trustees are required to:

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgments and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)**


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.


DISCLOSURE OF INFORMATION TO THE INDEPENDENT EXAMINERS

The Trustees at the time when this Trustee's report is approved have confirmed that:

- so far as that Trustees are aware, there is no relevant information of which the charitable company's independent examiners are unaware, and
- that Trustees have taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant information and to establish that the charitable company's independent examiners are aware of that information.

Approved by the board on 16/5/2023 and signed on its behalf by:


..... Michael Hampton
Trustee Director


..... Okanya Kokas
Trustee Director

Independent Examiner's Report to the Trustees of Bexley Crossroads Care Limited ('the Company')

I report to the charity Trustees on my examination of the accounts of the Company for the period ended 31 December 2022.

Responsibilities and Basis of Report

As the Trustees of the Company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Company's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and 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.

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed:

Dated: 5 June 2023

Allan Hickie BSc FCA

UHY Hacker Young
Chartered Accountants
Thames House
Roman Square
Sittingbourne
Kent
ME10 4BJ

BEXLEY CROSSROADS CARE LIMITED

Statement of Financial Activities Incorporating Income and Expenditure Account
for the Period to 31st December 2022

	<u>Note</u>	<u>Unrestricted</u> <u>Funds</u>	<u>Restricted</u> <u>Income</u> <u>Funds</u>	<u>2022</u> <u>Total This</u> <u>Period Ended</u> <u>31-Dec-22</u>	<u>2021-22</u> <u>Total Prior</u> <u>Year Ended</u> <u>31-Mar-22</u>
		£	£	£	£
<u>Income from:</u>					
<u>Donations and Legacies</u>					
Voluntary income - donations		9,804	-	9,804	11,320
<u>Charitable Activities</u>					
Provision of care services - grants & contract income		91,921	82,610	174,531	305,828
Provision of care services - income direct from clients		168,165	-	168,165	220,380
Provision of care services - brokerage & non contract income		81,202	-	81,202	111,427
Income from charitable activities - dementia café's		-	-	-	117
Income from charitable activities - befriending		-	-	-	375
<u>Other Trading Activities</u>					
Activities for generating funds - fund raising		396	-	396	5,240
<u>Investments</u>					
Investment income		5,772	-	5,772	3,571
<u>Other Incoming Resources</u>					
Other income		8,167	-	8,167	5,587
Total Incoming Resources	3	365,427	82,610	448,037	663,845
<u>Expenditure on:</u>					
<u>Raising Funds</u>					
Fundraising expenditure		144	-	144	148
<u>Charitable Activities</u>					
Charitable activities		436,706	81,010	517,716	645,939
Total Resources Expended	4	436,850	81,010	517,860	646,087
Net Incoming Resources / (Resources Expended)		(71,423)	1,600	(69,823)	17,758
Transfers between funds		-	-	-	-
Total funds brought forward		652,738	34,048	686,786	669,028
Total funds carried forward		581,315	35,648	616,963	686,786

The notes on pages 16 to 26 form part of these financial statements.

BEXLEY CROSSROADS CARE LIMITED**Balance Sheet as at 31st December 2022**

		<u>2022</u> <u>Total This</u> <u>Period Ended</u> <u>31-Dec-22</u> £	<u>2021-22</u> <u>Total Prior</u> <u>Year Ended</u> <u>31-Mar-22</u> £
Fixed assets			
Tangible fixed assets	7	13,525	17,609
Current assets			
Debtors	8	61,181	77,474
Investments	9	504,977	502,373
Cash at bank and in hand		257,415	365,923
		<u>823,573</u>	<u>945,770</u>
Creditors			
Creditors: amounts falling due within one year	10	(220,135)	(276,593)
Net current assets		<u>603,438</u>	<u>669,177</u>
Net assets		<u>616,963</u>	<u>686,786</u>
Charity Funds			
Restricted funds		35,648	34,048
Designated funds		172,856	175,000
Unrestricted funds		408,459	477,738
Total funds	12	<u>616,963</u>	<u>686,786</u>

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006, and the members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved by the trustees on ...16/5/2023
and signed on its behalf by:



Michael Hampton
Trustee Director



Okanya Kokas
Trustee Director

The notes on pages 16 to 26 form part of these financial statements.

BEXLEY CROSSROADS CARE LIMITED

Cash Flow Statement as at 31st December 2022

	<u>2022</u>	<u>2021-22</u>	Note
	<u>Total Funds</u>	<u>Total Funds</u>	
	<u>This</u>	<u>Prior</u>	
	<u>Period Ended</u>	<u>Year Ended</u>	
	<u>31-Dec-22</u>	<u>31-Mar-22</u>	
	£	£	
Cash generated from operating activities:			
Net cash provided by operating activities	(111,676)	97,964	Table A
Cash flows from investing activities:			
Dividends, interest and rents from investments	5,772	3,571	
Purchase of property, plant and equipment	-	(6,635)	
Purchase of investments	(2,603)	(156,583)	
Net cash (used in) / provided by investing activities	<u>3,169</u>	<u>(159,647)</u>	
Change in cash and cash equivalents in the reporting period	(108,507)	(61,682)	
Cash and cash equivalents at the beginning of the reporting period	365,922	427,605	Table B
Cash and cash equivalents at the end of the reporting period	<u>257,415</u>	<u>365,923</u>	Table B

Table A: Reconciliation of net movement in funds to net cash flow from operating operating activities

	<u>Current Year</u>	<u>Prior Year</u>
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	(69,823)	17,758
Adjustments for:		
Depreciation and charges for impaired fixed assets	4,083	4,683
Dividends, interest and rents from investments	(5,772)	(3,571)
(Increase)/decrease in debtors	16,293	(6,519)
Increase/(decrease) in creditors	(56,457)	85,613
Net cash provided by operating activities	<u>(111,676)</u>	<u>97,964</u>

Table B: Analysis of cash at bank and in hand

	<u>Current Year</u>	<u>Prior Year</u>
	£	£
Cash at bank and in hand	172,415	280,923
Notice deposits less than 3 months	85,000	85,000
Total cash and cash equivalents	<u>257,415</u>	<u>365,923</u>

Table C: Analysis of Changes in Net Debt

	<u>At Start of</u>	<u>Cash Flows</u>	<u>At End of</u>
	<u>Year</u>	<u>£</u>	<u>Year</u>
	£	£	£
Cash	365,923	(61,682)	365,923

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
PERIOD ENDED 31ST DECEMBER 2022****1 General Information**

Bexley Crossroads Care Limited, the 'Charity', is a company limited by guarantee without share capital, registered in England and Wales. Its registered office is Pier Road Centre, 42 Pier Road, Erith, Kent, DA8 1TA.

2 Accounting Policies

The principal accounting policies are summarised below.

2.1 Basis of Preparation of Financial Statements

The financial statements have been prepared in accordance with the Charities SORP (FRS102) – 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 (FRS102 March 2018), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Bexley Crossroads Care Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going Concern Accounting Policy

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern.

The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements.

The impact on operations of Covid19 has been minimal and whilst acknowledging the uncertainties that remain, the trustees are confident that the impact in the coming year will remain low. Care is an important area of the charity sector and has become even more crucial during the pandemic, and as a result the first quarter of 2023 does not show a significant reduction in income. There have been, and will continue to be, some additional Covid19 related costs, for example payments to staff for isolating and other pandemic related operational costs which will continue to be met in the foreseeable future from a designated fund.

Prudent forecasts have been prepared for the coming year, taking the above into account, and using the assumption that the charity will be able to continue to provide services, even in the event of significant changes to current pandemic guidance which result in restrictions or lockdowns being reintroduced.

BEXLEY CROSSROADS CARE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)

The current investments shown on the balance sheet relate to annual bonds and savings accounts and there has been no impairment of these assets.

Taking the above into account the trustees have concluded there are no material uncertainties about the charity's ability to continue as a going concern and that it remains appropriate to continue to adopt the going concern basis of accounting in preparing the financial statements.

2.3 Company Status

The company is a company limited by guarantee. The directors of the company are the Trustees named on the Legal and Administrative Information page. In the event of the company being wound up, the liability in respect of the guarantee is limited to £5 per member of the company.

2.4 Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2.5 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Donated services are recognised when the charity receives the service. The charity benefits from the help of volunteers who are befrienders. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised and further information is contained within the Trustee's report in respect of their contribution.

2.6 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)****2.7 Taxation**

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.8 Tangible Fixed Assets and Depreciation

All assets costing more than £1,000 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities incorporating the income and expenditure account.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computer equipment – 20% straight line

Furniture and fixtures – 20% straight line

Office equipment – 20% straight line

2.9 Investments

Investments include bonds or term deposits held for twelve months from the date of investment. This includes notice deposit accounts requiring notice of more than 90 days from the date that funds were deposited into the account. All investments are approved by the Finance and General Purposes Committee.

Interest on funds is included when earned and the amount can be measured reliably by the company.

Investment income, gains and losses are allocated to the appropriate fund.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)****2.10 Pensions**

The company enrolls eligible employees into a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the period funded by contributions from employee and employer. New and existing employees who were or who became eligible to join but were not in the pension scheme at 1 April 2020 were automatically enrolled into the scheme unless they exercised their right to opt out of scheme membership.

Employees joining the pension scheme operated by B&CE (scheme name: The People's Pension), contract directly with the pension company. The charity made a contribution of 3% of qualifying salary to this pension scheme throughout the financial period, and acts as agent in collecting and paying over employee pension contributions. The contributions made for the accounting period are treated as an expense.

2.11 Operating Leases

Rentals under operating leases are charged to the Statement of Financial Activities (incorporating income and expenditure account) on a straight -line basis over the lease term.

2.12 Financial Instruments

The charity 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 the carrying value plus accrued interest less repayments. The financing charge to expenditure is at a constant rate calculated using the effective interest method.

BEXLEY CROSSROADS CARE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31st DECEMBER 2022 (CONTINUED)

3 Sources of Income During the Year

	<u>Income Type</u>	<u>2022</u>	<u>2021-22</u>
		<u>This Period</u>	<u>Prior Year</u>
		<u>Ended</u>	<u>Ended</u>
		<u>31-Dec-22</u>	<u>31-Mar-22</u>
		£	£
Individuals	Non contract income	168,165	220,380
London Borough of Bexley	Grant income	98,635	131,610
	Contract income	30,242	68,890
	Non contract income	50,379	67,221
NHS South East London CCG (Bexley)	Contract income	-	44,069
	Non contract income	25,029	36,324
Royal Borough of Greenwich	Contract income	1,679	14,454
London Borough of Lewisham	Non contract income	7,294	9,882
Central Government	Grant income	-	1,611
Carers Trust	Grant income	8,000	-
Merchant Taylor	Grant income	-	4,099
City Bridge Trust	Grant income	35,976	42,706
Other	Sundry income	22,639	22,599
		<u>448,037</u>	<u>663,845</u>

The Charity has no unfulfilled conditions or contingencies.

Income comprises unrestricted of £365,427 (2021-22: £562,380) and restricted of £82,610 (2021-22: £101,465).

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
PERIOD ENDED 31st DECEMBER 2022 (CONTINUED)**

<u>4 Analysis of Resources Expended</u>	<u>2022</u>	<u>2021-22</u>
	<u>Ended</u>	<u>Prior Year</u>
	<u>31-Dec-22</u>	<u>31-Mar-22</u>
	£	£
<u>Direct Charitable Costs</u>		
Care support workers' wages, national insurance and pension costs	196,856	293,177
Staff salaries, national insurance and pension costs	253,726	262,856
Care support workers and staff travel and other expenses	5,042	7,119
Direct service expenses	-	61
Workers' equipment	151	215
Governance costs	1,920	4,100
Accountancy and bookkeeping	2,029	3,110
	<u>459,724</u>	<u>570,638</u>
<u>Core Service Support Costs</u>		
Carers Trust membership fees	4,247	5,638
Training costs and training consultancy fees	5,990	4,887
DBS enhanced checks	853	1,482
Insurance	6,988	9,684
CHAS accreditation	-	-
CQC fee	1,446	2,300
Data protection	35	-
	<u>19,559</u>	<u>23,991</u>
<u>Other Resources Expended</u>		
Rent of offices	7,688	10,250
Printing, postage and stationery	2,808	2,355
Telephone	2,961	3,529
Photocopier and franking machine costs, including annual maintenance	966	1,617
Depreciation and loss on disposal of asset	4,083	4,683
Bank charges and finance costs	381	601
Advertising and fund raising activities	1,214	1,093
Café rent and activities	-	150
Befriending and older carers activities	1,939	1,405
Legal and professional	264	696
Computer and software	15,485	18,797
Bad debt and provision for bad debts	(95)	(817)
Other	882	7,099
	<u>38,576</u>	<u>51,458</u>
TOTAL EXPENDITURE	<u><u>517,860</u></u>	<u><u>646,087</u></u>

The expenditure comprises unrestricted of £436,850 (2021-22: £552,664) and restricted of £81,010 (2021-22: £93,423).

BEXLEY CROSSROADS CARE LIMITED

**NOTES TO THE FINANCIAL STATEMENTS FOR THE
PERIOD ENDED 31ST DECEMBER 2022 (CONTINUED)**

5 Net Incoming Resources / (Resources Expended)

This is stated after charging:

	<u>2022</u> <u>This Period</u> <u>Ended</u> <u>31-Dec-22</u> £	<u>2021-22</u> <u>Prior Year</u> <u>Ended</u> <u>31-Mar-22</u> £
Depreciation of tangible fixed assets:		
-owned by the charity	4,083	4,683
Auditor's remuneration	-	4,140
Independent examiner's remuneration	1,920	-
Operating lease rentals	966	1,617

During the period, no Trustee received any remuneration (2021-22: £NIL).

During the period, no Trustee received any benefits in kind (2021-22: £NIL).

During the period, no Trustee received any reimbursement of expenses (2021-22: £NIL).

6 Staff Costs

The staff costs were

	<u>2022</u> <u>This Period</u> <u>Ended</u> <u>31-Dec-22</u> £	<u>2021-22</u> <u>Prior Year</u> <u>Ended</u> <u>31-Mar-22</u> £
Wages and salaries	420,947	518,780
Social security costs	22,393	27,901
Employers contribution to defined contribution pension schemes	7,242	9,352
	<u>450,581</u>	<u>556,033</u>

The average number of staff employed during the period was as follows:

<u>2022</u>	<u>2021-22</u>
53	59

The total aggregate amount of combined remuneration received by senior management comprising salaries, employers national insurance and pension contributions during the period totalled £72,923 (2021-22: £97,939).

7 Tangible Fixed Assets

	<u>Computer</u> <u>Equipment</u> £	<u>Office</u> <u>Equipment</u> £	<u>Furniture</u> <u>and Fixtures</u> £	<u>Total</u> £
<u>Cost</u>				
At 1st April 2022	29,857	1,643	505	32,005
Additions	-	-	-	-
At 31st December 2022	<u>29,857</u>	<u>1,643</u>	<u>505</u>	<u>32,005</u>
<u>Depreciation</u>				
At 1st April 2022	13,596	522	278	14,396
Charge for the year	3,761	248	75	4,084
At 31st December 2022	<u>17,357</u>	<u>770</u>	<u>353</u>	<u>18,480</u>
<u>Net Book Values</u>				
At 31st March 2022	<u>16,261</u>	<u>1,121</u>	<u>227</u>	<u>17,609</u>
At 31st December 2022	<u>12,500</u>	<u>873</u>	<u>152</u>	<u>13,525</u>

BEXLEY CROSSROADS CARE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31st DECEMBER 2022 (CONTINUED)

<u>8 Debtors</u>	<u>2022</u> <u>This Period</u> <u>Ended</u> <u>31-Dec-22</u> £	<u>2021-22</u> <u>Prior Year</u> <u>Ended</u> <u>31-Mar-22</u> £
Trade debtors	46,366	73,582
Prepayments and accrued income	14,815	3,892
	<u>61,181</u>	<u>77,474</u>

<u>9 Investments</u>	<u>2022</u> <u>This Period</u> <u>Ended</u> <u>31-Dec-22</u> £	<u>2021-22</u> <u>Prior Year</u> <u>Ended</u> <u>31-Mar-22</u> £
Unlisted investments (liquid)	504,977	502,373

<u>10 Creditors</u>	<u>2022</u> <u>This Period</u> <u>Ended</u> <u>31-Dec-22</u> £	<u>2021-22</u> <u>Prior Year</u> <u>Ended</u> <u>31-Mar-22</u> £
Amounts falling due within one year	£	£
Trade creditors	3,239	8,667
Taxation and social security	17,316	16,808
Payroll and associated staff costs	30,186	23,193
Accruals and deferred Income	169,394	227,925
	<u>220,135</u>	<u>276,593</u>

Deferred income movement:	<u>2022</u> <u>This Period</u> <u>Ended</u> <u>31-Dec-22</u> £	<u>2021-22</u> <u>Prior Year</u> <u>Ended</u> <u>31-Mar-22</u> £
Balance as at 1 April 22	222,795	94,113
Amount released to income from charitable activities	(90,588)	(24,099)
Amount deferred in period	27,580	152,781
Balance as at 31 December 22	<u>159,787</u>	<u>222,795</u>

Deferred income comprises grant income received in advance £116,979, under delivery of contract provisions £30,846 and overpayments of £11,962.

<u>11 Financial Instruments</u>	<u>2022</u> <u>This Period</u> <u>Ended</u> <u>31-Dec-22</u> £	<u>2021-22</u> <u>Prior Year</u> <u>Ended</u> <u>31-Mar-22</u> £
Financial assets measured at fair value through income and expenditure	762,392	868,296

Financial assets measured at fair value through income and expenditure comprise the value of cash held and investment bond or term deposits classified as current investment assets.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
PERIOD ENDED 31st DECEMBER 2022 (CONTINUED)****12 Statement of Funds****Current Period Statement of Funds to 31 December 2022**

Fund	Opening Funds	Income	Expenditure	Transfers Between Funds	Closing Funds
	£	£	£	£	£
Restricted fund	34,048	82,610	(81,010)	-	35,648
Designated fund	175,000	-	-	(2,144)	172,856
Unrestricted fund	477,738	365,427	(436,850)	2,144	408,459
	686,786	448,037	(517,860)	-	616,963

Prior Year Statement of Funds to 31 March 2022

Fund	Opening Funds	Income	Expenditure	Transfers Between Funds	Closing Funds
	£	£	£	£	£
Restricted fund	26,006	101,465	(93,423)	-	34,048
Designated fund	175,000	-	-	-	175,000
Unrestricted fund	468,022	562,380	(552,664)	-	477,738
	669,028	663,845	(646,087)	-	686,786

Restricted funds are used for the purpose stipulated within restrictions imposed by the donor, which include paying staff salaries, training costs, administration and other related costs to support the specific projects. The Charitable Company managed the following restricted grants and contracts during the year:

Mayor's fund: £175 will be spend over the next year on the provision of young people.

Co-op Foundation fund: The fund of £1,600 will be spend on events for vulnerable people.

City Bridge Trust fund: £19,730 will be spend over the next year on the provision of an older persons community programme,

London Borough of Bexley Better Care fund: £88,588 has been deferred and will be spent over the next 2 years on the services of a frailty practitioner and on respite services.

Yorkshire Building Society: £720 will be spent over the next year services for older carers.

Edward Gostling Foundation fund: £2,482 will be spent over the next year providing post bereavement support to unpaid carers.

Donations; £816 remaining from a donation by Friends for Bexley for a Befriending lunch,

London Borough of Bexley Workforce Recruitment and Retention fund and Vaccine fund: The remaining £2,123 will be spent during the next year.

Carers Trust fund: £8,000 will be spend during the forthcoming year supporting older carers with health activity interventions, therapies and group sessions.

Designated funds are unrestricted funds ring-fenced for a specific purpose, with no restrictions imposed.

Designated fund (1) £123,787 for employment liabilities which might arise.

Designated fund (2) £49,069 to meet future costs relating to the Covid19 pandemic.

Unrestricted funds are spent at the discretion of the trustees for furtherance of the charity's objectives.

BEXLEY CROSSROADS CARE LIMITED

**NOTES TO THE FINANCIAL STATEMENTS FOR THE
PERIOD ENDED 31st DECEMBER 2022 (CONTINUED)**

13 Analysis of Net Assets Between Funds

<u>Current Period to 31 December 2022</u>	<u>2022</u>	<u>2022</u>	<u>2022</u>	<u>2022</u>
	<u>Restricted</u>	<u>Designated</u>	<u>Unrestricted</u>	<u>Total</u>
	<u>Fund</u>	<u>Fund</u>	<u>Fund</u>	<u>Funds</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Tangible fixed assets	-	-	13,525	13,525
Current assets	35,648	172,856	615,068	823,573
Creditors due within one year	-	-	(220,135)	(220,135)
Net current assets	<u>35,648</u>	<u>172,856</u>	<u>394,933</u>	<u>603,438</u>
Net assets	<u>35,648</u>	<u>172,856</u>	<u>408,458</u>	<u>616,963</u>

<u>Prior Year to 31 March 2022</u>	<u>2021-22</u>	<u>2021-22</u>	<u>2021-22</u>	<u>2021-22</u>
	<u>Restricted</u>	<u>Designated</u>	<u>Unrestricted</u>	<u>Total</u>
	<u>Fund</u>	<u>Fund</u>	<u>Fund</u>	<u>Funds</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Tangible fixed assets	-	-	17,609	17,609
Current assets	34,048	175,000	736,722	945,770
Creditors due within one year	-	-	(276,593)	(276,593)
Net current assets	<u>34,048</u>	<u>175,000</u>	<u>460,129</u>	<u>669,177</u>
Net assets	<u>34,048</u>	<u>175,000</u>	<u>477,738</u>	<u>686,786</u>

14 Pension Commitments

Pension contributions totalling £2,085 (2021-22: £1,934) were payable to the scheme at the balance sheet date and are included in creditors.

BEXLEY CROSSROADS CARE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31st DECEMBER 2022 (CONTINUED)

15 Operating Leases

At 31 December 2022 the total of the charity's future minimum lease payments under non-cancellable operating leases was:

	<u>2022</u>	<u>2021-22</u>
	<u>This Period</u>	<u>Prior Year</u>
	<u>Ended</u>	<u>Ended</u>
	<u>31-Dec-22</u>	<u>31-Mar-22</u>
	£	£
Amounts payable:		
Within 1 year	1027	516
Between 1 and 5 years	912	2,376
Total	1,939	2,892

16 Related Party Transactions

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

Management and trustees made donations to the charity totalling £NIL (2021: £122).

BEXLEY CROSSROADS CARE LIMITED

England & Wales - Charity number 1076375

Accounts



BEXLEY CROSSROADS CARE LIMITED

(A company limited by guarantee)

(Operating name: Crossroads Care South East London)

ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

Company Number: 03726471

Charity Number: 1076375

BEXLEY CROSSROADS CARE LIMITED

(A company limited by guarantee)

(Operating name: Crossroads Care South East London)

FINANCIAL STATEMENT FOR THE **YEAR ENDED 31ST MARCH 2022**

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BEXLEY CROSSROADS CARE LIMITED
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Michael Hampton, Chair Okanya Kokas, Chair of F&GP from 20/07/2021 Janice Algar Roy Ashmole, resigned 11/02/2022 Ana Castro, resigned 08/03/2022 Lisa Hemsley Trevor Perrin, Chair of F&GP to 20/07/2021, resigned 29/06/22 Susan Read, resigned 24/03/2022 Iva Diamond, appointed 03/05/2022
Senior Management	Darren Tobin - Chief Executive Officer & Company Secretary Louise Jossa – Finance Manager
Registered Office	Pier Road Centre 42 Pier Road Erith Kent DA8 1TA
Charity registration number	1076375
Company registration number	03726471
Bankers	Barclays Bank PLC 6 Market Place Bexleyheath Kent DA6 7DY
Auditors	UHY Kent LLP trading as UHY Hacker Young Thames House Roman Square Sittingbourne Kent ME10 4BJ

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2022

The Trustees present their annual report together with the audited financial statements of the charitable company for the 1 April 2021 to 31 March 2022. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102 March 2018).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

TRUSTEES

The Trustees named on the Legal and Administrative Information page have served during the period of the accounts. Appointment of trustees is governed by the trust deed of the charity. The Board of Trustees are authorised to appoint new trustees to fill vacancies arising through resignation or death of an existing trustee. Three trustees resigned and no trustees joined during the financial year, therefore the number of trustees serving on the governing body has reduced to five.

OBJECTIVES AND ACTIVITIES

Bexley Crossroads Care Limited is a charitable company limited by guarantee, and its objects are for the public benefit, the relief of carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone, by providing a range of support services delivered by community based staff and volunteers. The areas of benefit shall be the London Boroughs of Bexley, Greenwich, Lewisham and surrounding areas. The provision of care to vulnerable people in addition to other activities undertaken has directly contributed to the achievement of our objectives during the year.

The charity's strategy is to achieve its aims and objectives by providing high quality affordable services to individuals living within the aforementioned areas and to identify and increase the number of carers we support.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The governing document of the charity is the revised Articles of Association as amended by special resolution dated 27 November 2017, with the consent of the Charity Commission dated 23rd March 2018 and subsequent ratification by the Board dated 23rd April 2018. Under the Articles of Association the minimum number of trustees is four and the maximum is seventeen. The charity appoints new trustees when required to strengthen the board and replace retiring trustees. New trustees are

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2022 (CONTINUED)

required to attend briefing sessions as part of their induction and are provided with relevant governance information and links to the Charity Commission and other appropriate governance bodies. All trustees have an opportunity to attend relevant training sessions and events to support their professional development.

The Board of Trustees are responsible for setting the strategic direction and policy of the charity and is supported by the Finance and General Purposes Committee. The Chief Executive attends Board meetings and sits on the committee but has no voting rights. A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive. The Chief Executive is responsible for ensuring that the charity delivers the services and that key performance indicators are met. The charity is also known by its trading name 'Crossroads Care South East London'.

The arrangements for setting pay and remuneration of the charities key management personnel is determined by the Finance and General Purposes Committee. The main criteria used is an agreed percentage of salary which is in line with other employees of the charity.

LEGAL STATUS

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £5 per trustee of the charity.

RELATED PARTIES

The charity is a network partner of Carers Trust and is governed under its framework for policy and strategy. The charity has a number of links with other voluntary sector organisations across our operating boroughs in the pursuance of its charitable objectives.

RISK REVIEW

The Trustees are responsible for identifying, assessing, managing and conducting periodic reviews of the major risks to which the charity is exposed. Potential risks are reviewed at the F&GP and board meetings each quarter and are continually assessed, with the possible impact on finances considered.

Operational risks have become more predominant due to the pandemic, managing furloughed employees, diverting resources and recording the testing and vaccinations of employees. Service delivery processes have been adapted to safeguard the health and welfare of staff, volunteers and clients. This is of paramount importance, with personal protective equipment, isolation, social distancing and regular testing at the forefront of our planning and decision making. The Covid 19 risk assessment for office and community-based staff was updated in April 2021 and is reviewed every 3 months.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2022 (CONTINUED)**

Income and financial sustainability, which could be impacted by the loss of significant packages of care, changes in local government policy affecting grants and contract funding and loss of income from trusts, is monitored continually and compared to budgeted forecasts. The organisation has a medium-term strategy to diversify its services and mitigate some of these risks, whilst taking measures to ensure the ongoing financial sustainability of the charity is sound.

Inflation is a fundamental concern; some incoming resources may not keep pace with inflation and grants are generally awarded for a fixed sum over the duration of the contract. Whilst we try to negotiate provisions for inflation at the outset, this is not always possible or the economic outlook foreseen, hence we have set aside a percentage of reserves to mitigate this risk for existing contracts and arrangements, to enable us to keep salaries under constant review.

Data protection and compliance is of paramount importance. The Chief Executive is responsible for ensuring the organisation complies with GDPR requirements. All key staff undertake regular training, receive periodic updates and monitor processes. IT is outsourced and we continue to invest in the security of online data.

Legislation relating to employment matters are under constant review; the charity receives alerts of changes in regulations periodically and subscribes to a professional helpline.

Safeguarding our benefactors and vulnerable clients is integral to the culture of the charity, and we have been evaluated as 'good' at the most recent CQC inspection. We ensure staff receive adequate training, shadow experienced members of staff as required and attend supervision and review meetings at regular intervals.

The Business Continuity Plan (BCP) was updated in April 2021 and is reviewed every 3 months. This addresses potential incidents that could limit the charity's ability to operate effectively, including cyber security.

Reputation risk within the care sector and events outside our control are monitored. We have a good reputation for providing high quality affordable care and try to mitigate this risk by maintaining a high profile locally, on social media, at events and by networking.

Governance and regulatory matters are reviewed regularly; internal controls and processes are documented to identify which reporting guidelines and timescales must be adhered to.

Systems and procedures to manage the above risks are implemented to minimise any potential impact on the charity, should those risks materialise.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2022 (CONTINUED)

RESERVES POLICY

The Trustees, who are also directors of the charity for company law purposes, are responsible for the sound financial management of the charity. They ensure that the charity will remain able to fulfil its obligations as they fall due and have considered the level of reserves they wish to retain appropriate to the charity's needs.

The policy is to hold free reserves to cover expenditure and ensure the charity will be able to continue to fulfil its charitable objectives, even if there is a temporary shortfall in income, based on the charity's size and the level of commitments held. This policy is constantly under review having regard to the changing financial, regulatory and competitive environment in which we operate.

The short-term outlook is a critical consideration and our objective is to retain quality staff and respond quickly to changes in our client portfolio in order to mitigate some funding risks and continue to provide core services to vulnerable people. Furthermore, a tolerance of plus or minus 10% is applied to budget projections. For the purposes of short-term financial management, the trustees seek to ensure that working capital is in line with the policy of holding free resources, sufficient to fund at least four months ongoing unrestricted expenditure and to cover a decline in incoming resources, increases in expenditure due to higher than anticipated inflation, support operational overheads and provide core services in challenging times.

Aspirational objectives and the business strategy are both fundamental when assessing what is an optimal level of reserves. It is our objective to retain and support core and specific services which benefit vulnerable individuals within the boroughs in which we operate for a period of two years, whilst alternative or continuation funding is sought.

Total reserves held at the end of the year were £686,786; of which £34,048 was restricted and will be used within the next financial year. £175,000 was designated; £125,000 as a provision for redundancy and employment costs and £50,000 as a provision for pandemic related costs.

INVESTMENT POLICY

The Trustee's policy is to invest in low risk short term assets offering a guaranteed rate of return, with institutions regulated by the Financial Conduct Authority. A due diligence and approval process is adopted for each institution that funds are placed with. The maximum investment with any one institution is the financial limit of protection afforded by the Financial Services Compensation Scheme prevailing or likely to prevail at the maturity date.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2022 (CONTINUED)

ACHIEVEMENTS AND PERFORMANCE

This has been a challenging year, operating within a politically and financially demanding health and social care sector. We have continued to deliver a diverse range of adult and children's services to individuals living within our three operating boroughs and provided 24,360 hours of direct care to 232 vulnerable individuals and unpaid carers. This support is community based and provides support, alleviating some of the multiple pressure borne by unpaid carers in accordance with the charity's objectives. All key contracts and grants were measured and evaluated at quarterly monitoring meetings with funders and key performance indicators were met. We received financial support from funders to implement safety measures and procedures and assist with Covid19 related infection controls, payments to staff for non-productive hours, safer transport costs and support for carers. The organisation continued to develop services in the following areas to support individuals and families, adding social value:

- Provided 20,617 hours of core support in the community and 3,743 hours to supported living clients with complex needs living in adapted accommodation. Core hours decreased slightly from the previous year as some carers who were able to work from home to care for their loved ones suspended or reduced their services and we sadly lost two clients who required significant packages of care. We are proud that due to the exceptional dedication of our staff, services were not compromised during the pandemic and all clients continued to receive an exceptional level of care and support throughout the year.
- Our volunteer befriending service continued to operate, providing regular support to socially isolated and vulnerable individuals. We recommenced face to face visits with our befriending service when restrictions allowed, delivered 4,280 hours of direct support and made approximately 5,712 telephone calls to 84 lonely or isolated older people to reduce their social isolation. We organised an outing on the Bluebell Railway during the summer, but unfortunately had to postpone the Christmas lunch at the Marriott due to the omicron virus. We would like to express our sincere thanks and gratitude to Friends of Bexley CIC for once again funding the Christmas lunch. We have organised a monthly lunch group which has been well attended and look forward to re-establishing our popular 'tea' group during the next financial year.
- We received continuing support from City Bridge Trust to deliver the older carers community service, which complements and enhances our main commissioned services. We have increased awareness of this popular and successful service, providing information advice and support to 284 older carers and their families through a series of face-to-face, online, telephone and social media sessions. We have received 65 new referrals and reported outcomes include improved confidence, health, physical and emotional wellbeing. We have provided 'Fitmove' sessions with trained physiotherapists in partnership with Age UK Bexley, mindfulness sessions in partnership with Headway and health and wellbeing workshops with Mind in Bexley.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2022 (CONTINUED)**

Furthermore, we have delivered chair-based exercise classes, chat groups, information and advice sessions (including support with securing benefits) at various locations within the operating boroughs and maintained a comprehensive information zone on our website.

- We undertook 130 carers' assessments and reviews during the year as part of a three-year contract with the One Bexley Adult Social Care consortium. This was a pilot project until the end of October 2021; the new three-year contract commenced in November 2021.

The provision of services to our most vulnerable clients was not adversely affected by the continuing impact of the Covid19 pandemic, as front-line staff were willing and able to provide cover when regular staff were required to isolate. We continue to encourage and provide financial support to community staff to test regularly, receive vaccinations as recommended and isolate should they come into contact with covid positive individuals. We would like to express our thanks to all colleagues for the dedication and flexibility demonstrated throughout the year.

FINANCIAL REVIEW

The Statement of Financial Activities shows an operational surplus of £17,758 in the year ended 31st March 2022 (2021: £114,214). Total reserves at the end of the year were £686,786.

GOING CONCERN

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. The impact of Covid19 on our operations has been minimal and we have been able to continue providing services throughout the periods of government-imposed lockdowns. We do not anticipate a significant decline in activity and have set aside in a designated fund £50,000 to meet unexpected Covid19 related costs. For this reason, we continue to adopt the going concern basis in preparing the financial statements.

PRINCIPAL FUNDING SOURCES

The principal sources of funding to facilitate the provision of care and deliver carers respite services within the community in accordance with our objectives were received from grants and contracts awarded by The London Borough of Bexley, NHS South East London CCG (Bexley) and The Royal Borough of Greenwich. We also received funding from the London Borough of Bexley to support the organisation and carers during the pandemic. Funding was awarded by City Bridge Trust to fund an 'Older Person's Community Development Officer'. Income from the Borough of Bexley and the NHS South East London CCG (Bexley) for a frailty practitioner post and the provision of additional respite services through the 'Better Care Fund' has been deferred. External funding was also awarded from a variety of smaller schemes. Individuals' who self-funded their care services equated to 33% of overall income.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2022 (CONTINUED)

FUNDRAISING ACTIVITIES AND DONATIONS

The ability to pursue fundraising events has been severely impacted by the pandemic and the annual charity ball, which is our largest fundraiser, was cancelled in 2021. We continued to receive funds from the Bexley Community Lottery, where supporters purchase lottery tickets in exchange for the opportunity to win substantial prizes.

Two of our employees undertook a sponsored walk in August, and we raised a total of £2,527 through direct sponsorship and our JustGiving platform.

We have received unrestricted one-off donations from a number of donors and would like to express our thanks to all of the individual donors in addition to Friends for Bexley, Hu Shen Charity and the Welling Round Table for their generosity. We would also like to thank Morrisons, Erith for their continued gift in kind.

We anticipate that fundraising opportunities will be limited to some extent in the forthcoming financial year, due to current economic factors.

VOLUNTEERS

The charity has benefitted from the support of 91 unpaid volunteer befrienders throughout the year, primarily to operate the befriending service. This valuable service can only be operated because of the free time given by volunteers and their willingness to adapt and ensure that vulnerable and isolated individuals were supported and contacted regularly, particularly during the Covid19 lockdowns. Trustees would like to express their gratitude and thanks to all volunteers for their continued support to the charity, and for the 4,280 direct hours of voluntary assistance and approximately 5,712 telephone calls that were made. We are unable to translate this directly into monetary values, but an approximate value of the direct hours and telephone calls (assuming each call lasted approximately 30 minutes) equates to £63,582.

PLANS FOR THE FUTURE

Our primary objective is to improve the lives of carers and those they care for, whilst ensuring those we support and staff are safe and well. We will continue to ensure that staff have the correct equipment, training, resources and assistance to provide a reliable service in which the vulnerable people we care for feel confident and protected. We firmly believe attracting and retaining the best care staff and providing an excellent service that is personalised for clients individually is fundamental to the organisation's purpose, ethos, and success. We recognise that supporting our workforce is key to delivering these goals and remain focused prioritising training, career development, rewards and job satisfaction for staff, recognising that individual circumstances are diverse and that there are significant benefits in optimising work and life balance.

We aim to pursue and develop strong relationships, working closely in partnership with other organisations to provide specialised and cost-effective services.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2022 (CONTINUED)

We have implemented a two-year strategy to 31st March 2024, developing services and extending our provision to carers and people with support needs, including carers who are self-funders and those in receipt of personal budgets or direct payments to improve their health, well-being and independence.

Our objective is to raise greater awareness of carers' issues and increase public understanding of issues that carers face on a daily basis. During the next financial year, the charity plans to maintain its robust infection controls to support staff and clients, adhering to current government guidance. In the longer term, the charity plans to increase staffing and volunteer capacity, diversify and extend its services offered to clients with an additional range of regulated and non-regulated services across all operating areas. There has been no significant expenditure on future income generation during the year.

FACTORS OUTSIDE THE CHARITY'S CONTROL

The risk register was reviewed in September 2021 and is reviewed by the Board every six months. Risks fall into six categories: governance, people, quality, service, GDPR and finance, with the likelihood, impact and consequences highlighted and actions documented.

The Covid19 virus has affected the demand and availability of staff to deliver core services but has not had a significantly detrimental impact on our ability to sustain income streams. In the reporting year we continued to follow government advice to staff undertaking a weekly PCR and two supplementary lateral flow tests each week. Due to further guidance, in February 2022 we changed our testing programme to two lateral flow tests per week for staff. We continue to report testing results to the Association of Directors of Adult Social Services (ADASS) three times per week. Continued training, access to webinars, infection control e- learning courses and hand hygiene are mandatory and form part of our ongoing workforce development'.

Inflation and cost of living pressures are increasing and therefore salaries and budgets are under constant review. We have sufficient reserves to meet obligations for the foreseeable future and aim to ensure staff remuneration levels are preserved.

The charity operates within a challenging sector in which sudden changes to care packages or social care contracts could impact finances radically. The charity has little direct influence over the levels of funding available from trusts and local authorities or the criteria and strategies adopted by funders for determining the allocation of resources and monitoring requirements. Social factors including media influence, social media and the perception of charities, attitudes towards charitable giving and changes in government legislation are also outside the charity's control. Other factors that could have a bearing on the charity's ability to achieve its objectives include developments in technology and increases in the number of providers within the social care sector.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2022 (CONTINUED)****STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The Trustees (who are also directors of Bexley Crossroads Care Limited for the purposes of company law) are responsible for preparing the Trustee's report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they 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 these financial statements, the Trustees are required to:

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgments and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2022 (CONTINUED)

DISCLOSURE OF INFORMATION TO THE AUDITORS

The Trustees at the time when this Trustee's report is approved have confirmed that:

- so far as that Trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustees have taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

Approved by the board on 26th July 2022 and signed on its behalf by:



Michael Hampton
Trustee Director



Okanya Kokas
Trustee Director

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BEXLEY
CROSSROADS CARE LIMITED**

Opinion

We have audited the financial statements of Bexley Crossroads Care Limited (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance sheet, the Statement of cash flows and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

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 2022 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; 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 United Kingdom, including the Financial Reporting Council'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

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BEXLEY
CROSSROADS CARE LIMITED (CONTINUED)**

extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, 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.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BEXLEY
CROSSROADS CARE LIMITED (CONTINUED)**

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.

Auditors' responsibilities for the audit of the financial statements

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 an Auditors' report 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

How the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- we identified the laws and regulations applicable to the charity through discussions with management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the accounts or the operations of the charity, including the Charities Act 2011;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting correspondence; and
- identified laws and regulations were communicated within the audit team and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's accounts to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and

considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BEXLEY
CROSSROADS CARE LIMITED (CONTINUED)**

relationships;

- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading minutes of meetings of those charged with governance; and
- enquiring of management as to actual and potential litigation and claims.

There are inherent limitations in our audit procedures described above. As a result there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 Auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Allan Hickie BSc. FCA (Senior statutory auditor)
for and on behalf of
UHY Kent LLP
Chartered Accountants
Statutory Auditors
Thames House
Roman Square
Sittingbourne
Kent
ME10 4BJ

Date: 28 July 2022

BEXLEY CROSSROADS CARE LIMITED

Statement of Financial Activities Incorporating Income and Expenditure Account
for the Year to 31st March 2022

	<u>Note</u>	<u>Unrestricted</u> <u>Funds</u>	<u>Restricted</u> <u>Income</u> <u>Funds</u>	<u>2022</u> <u>Total This</u> <u>Year</u>	<u>2021</u> <u>Total Prior</u> <u>Year</u>
		£	£	£	£
<u>Income from:</u>					
<u>Donations and Legacies</u>					
Voluntary income - donations		8,270	3,050	11,320	30,546
<u>Charitable Activities</u>					
Provision of care services - grants & contract income		207,413	98,415	305,828	430,100
Provision of care services - income direct from clients		220,380	-	220,380	297,771
Provision of care services - brokerage & non contract income		111,427	-	111,427	77,303
Income from charitable activities - dementia café's		117	-	117	-
Income from charitable activities - befriending		375	-	375	-
<u>Other Trading Activities</u>					
Activities for generating funds - fund raising		5,240	-	5,240	998
<u>Investments</u>					
Investment income		3,571	-	3,571	4,608
<u>Other Incoming Resources</u>					
Other income		5,587	-	5,587	17,459
Total Incoming Resources	3	562,380	101,465	663,845	858,786
<u>Expenditure on:</u>					
<u>Raising Funds</u>					
Fundraising expenditure		148	-	148	174
<u>Charitable Activities</u>					
Charitable activities		552,516	93,423	645,939	744,398
Total Resources Expended	4	552,664	93,423	646,087	744,572
Net Incoming Resources / (Resources Expended)		9,716	8,042	17,758	114,214
Transfers between funds		-	-	-	-
Total funds brought forward		643,022	26,006	669,028	554,814
Total funds carried forward		652,738	34,048	686,786	669,028

The notes on pages 18 to 28 form part of these financial statements.

BEXLEY CROSSROADS CARE LIMITED**Balance Sheet as at 31st March 2022**

	Notes	<u>2022</u> <u>Total This</u> <u>Year</u> £	<u>2021</u> <u>Total Prior</u> <u>Year</u> £
Fixed assets			
Tangible fixed assets	7	17,609	15,657
Current assets			
Debtors	8	77,474	70,956
Investments	9	502,373	345,790
Cash at bank and in hand		365,923	427,605
		<u>945,770</u>	<u>844,351</u>
Creditors			
Creditors: amounts falling due within one year	10	(276,593)	(190,980)
Net current assets		<u>669,177</u>	<u>653,371</u>
Net assets		<u><u>686,786</u></u>	<u><u>669,028</u></u>
Charity Funds			
Restricted funds		34,048	26,006
Designated funds		175,000	175,000
Unrestricted funds		477,738	468,022
Total funds	12	<u><u>686,786</u></u>	<u><u>669,028</u></u>

The notes on pages 18 to 28 form part of these financial statements.

The financial statements were approved by the trustees on 26th July 2022,
and signed on its behalf by:



Michael Hampton
Trustee Director



Okanya Kokas
Trustee Director

BEXLEY CROSSROADS CARE LIMITED

Cash Flow Statement as at 31st March 2022

	<u>2022</u>	<u>2021</u>	Note
	<u>Total Funds</u>	<u>Prior Year</u>	
	£	<u>Funds</u>	
		£	
Cash generated from operating activities:			
Net cash provided by operating activities	97,964	124,241	Table A
Cash flows from investing activities:			
Dividends, interest and rents from investments	3,571	4,608	
Purchase of property, plant and equipment	(6,635)	(11,019)	
Purchase of investments	(156,583)	(22,773)	
Net cash (used in) / provided by investing activities	(159,647)	(29,184)	
Change in cash and cash equivalents in the reporting period	(61,682)	95,057	
Cash and cash equivalents at the beginning of the reporting period	427,605	332,549	Table B
Cash and cash equivalents at the end of the reporting period	365,923	427,605	Table B

Table A: Reconciliation of net movement in funds to net cash flow from operating operating activities

	<u>Current Year</u>	<u>Prior Year</u>
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	17,758	114,214
Adjustments for:		
Depreciation and charges for impaired fixed assets	4,683	3,577
Dividends, interest and rents from investments	(3,571)	(4,608)
(Increase)/decrease in debtors	(6,519)	(3,128)
Increase/(decrease) in creditors	85,613	14,186
Net cash provided by operating activities	97,964	124,241

Table B: Analysis of cash at bank and in hand

	<u>Current Year</u>	<u>Prior Year</u>
	£	£
Cash at bank and in hand	280,923	427,605
Notice deposits less than 3 months	85,000	-
Total cash and cash equivalents	365,923	427,605

Table C: Analysis of Changes in Net Debt

	<u>At Start of</u>		<u>At End of</u>
	<u>Year</u>	<u>Cash Flows</u>	<u>Year</u>
	£	£	£
Cash	427,605	(61,682)	365,923

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022****1 General Information**

Bexley Crossroads Care Limited, the 'Charity', is a company limited by guarantee without share capital, registered in England and Wales. Its registered office is Pier Road Centre, 42 Pier Road, Erith, Kent, DA8 1TA.

2 Accounting Policies

The principal accounting policies are summarised below.

2.1 Basis of Preparation of Financial Statements

The financial statements have been prepared in accordance with the Charities SORP (FRS102) – 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 (FRS102 March 2018), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Bexley Crossroads Care Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going Concern Accounting Policy

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern.

The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements.

The impact on operations of Covid19 has been minimal and we have been able to continue providing services throughout the periods of government-imposed lockdowns, finding new ways to help clients in addition to traditional face to face services. Whilst acknowledging the uncertainties that remain, the trustees are confident that the impact in the coming year will remain low. Care is an important area of the charity sector and has become even more crucial during the pandemic, and as a result the first quarter of 2022/23 does not show a significant reduction in income.

There have been, and will continue to be, some additional Covid19 related costs, for example payments to staff for isolating, regular testing, attending booster and vaccination appointments and the purchasing of additional PPE equipment items in addition to that provided by the Department of Health and Social Care (DHSC) portal for CQC regulated providers. These costs, and the reduction in income, have been mitigated by some limited use of the government's Coronavirus Job Retention Scheme

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST
MARCH 2022 (CONTINUED)**

and other pandemic related operational grants and will continue to be met in the foreseeable future from a designated fund.

Prudent forecasts have been prepared for the coming year, taking the above into account, and using the assumption that the charity will be able to continue to provide services, even in the event of significant changes to current pandemic guidance which result in restrictions or lockdowns being reintroduced.

The current investments shown on the balance sheet relate to annual bonds and savings accounts and there has been no impairment of these assets.

Taking the above into account the trustees have concluded there are no material uncertainties about the charity's ability to continue as a going concern and that it remains appropriate to continue to adopt the going concern basis of accounting in preparing the financial statements.

2.3 Company Status

The company is a company limited by guarantee. The directors of the company are the Trustees named on the Legal and Administrative Information page. In the event of the company being wound up, the liability in respect of the guarantee is limited to £5 per member of the company.

2.4 Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2.5 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Donated services are recognised when the charity receives the service. The charity benefits from the help of volunteers who are befrienders. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised and further information is contained within the Trustee's report in respect of their contribution.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST
MARCH 2022 (CONTINUED)**

The charity has utilised the UK Government's Job Retention Scheme, this being the only support grant received from the government. The grant has no unfulfilled conditions or contingencies. During the year the charity received a number of pandemic related operational grants, which are included within charitable activities.

2.6 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

2.7 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.8 Tangible Fixed Assets and Depreciation

All assets costing more than £500 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities incorporating the income and expenditure account.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computer equipment – 20% straight line

Furniture and fixtures – 20% straight line

Office equipment – 20% straight line

2.9 Investments

Investments include bonds or term deposits held for twelve months from the date of investment. This includes notice deposit accounts requiring notice of more than 90 days from the date that funds were deposited into the account. All investments are approved by the Finance and General Purposes Committee.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST
MARCH 2022 (CONTINUED)**

Interest on funds is included when earned and the amount can be measured reliably by the company.

Investment income, gains and losses are allocated to the appropriate fund.

2.10 Pensions

The company enrolls eligible employees into a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

Existing employees of the charity were entitled to join the pension scheme which is funded by contributions from employee and employer. New and existing employees who were or who became eligible to join but were not in the pension scheme at 1 April 2020 were automatically enrolled into the scheme unless they exercised their right to opt out of scheme membership.

Employees joining the pension scheme operated by B&CE (scheme name: The People's Pension), contract directly with the pension company. The charity made a contribution of 3% of qualifying salary to this pension scheme throughout the financial year, and acts as agent in collecting and paying over employee pension contributions. The contributions made for the accounting period are treated as an expense.

2.11 Operating Leases

Rentals under operating leases are charged to the Statement of Financial Activities (incorporating income and expenditure account) on a straight -line basis over the lease term.

2.12 Financial Instruments

The charity 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 the carrying value plus accrued interest less repayments. The financing charge to expenditure is at a constant rate calculated using the effective interest method.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st MARCH 2022 (CONTINUED)****3 Sources of Income During the Year**

	<u>Income Type</u>	<u>2022</u>	<u>2021</u>
		£	£
Individuals	Non contract income	220,380	297,771
London Borough of Bexley	Grant income	131,610	168,155
	Contract income	68,890	87,457
	Non contract income	67,221	52,029
NHS South East London CCG (Bexley)	Contract income	44,069	72,643
	Non contract income	36,324	25,785
Royal Borough of Greenwich	Contract income	14,454	18,828
London Borough of Lewisham	Non contract income	9,882	10,728
Central Government	Grant income	1,611	14,374
Carers Trust	Grant income	-	18,584
Merchant Taylor	Grant income	4,099	8,225
City Bridge Trust	Grant income	42,706	56,208
Other	Sundry income	22,599	27,999
		<u>663,845</u>	<u>858,786</u>

During the pandemic, the central government issued grants to support care services with the significant increase in operating costs particularly around personal protective equipment and in maintaining staffing levels in an attempt to maintain the safety of clients and staff. Other than the Charity using the UK Government's Job Retention Scheme, these are the only grants received from the government. The grant has no unfulfilled conditions or contingencies.

Income comprises unrestricted of £562,380 (2021: £696,952) and restricted of £101,465 (2021: £161,834).

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st MARCH 2022 (CONTINUED)

<u>4 Analysis of Resources Expended</u>	<u>2022</u>	<u>2021</u>
	£	£
<u>Direct Charitable Costs</u>		
Care support workers' wages, national insurance and pension costs	293,177	408,174
Staff salaries, national insurance and pension costs	262,856	249,188
Care support workers and staff travel and other expenses	7,119	7,470
Direct service expenses	61	644
Workers' equipment	215	1,074
Governance costs	4,100	3,950
Accountancy and bookkeeping	3,110	3,148
	<u>570,638</u>	<u>673,648</u>
<u>Core Service Support Costs</u>		
Carers Trust membership fees	5,638	5,637
Training costs and training consultancy fees	4,887	264
DBS enhanced checks	1,482	1,536
Insurance	9,684	8,195
CHAS accreditation	-	480
CQC fee	2,300	3,275
Data protection	-	35
	<u>23,991</u>	<u>19,422</u>
<u>Other Resources Expended</u>		
Rent of offices	10,250	10,250
Printing, postage and stationery	2,355	1,850
Telephone	3,529	3,920
Photocopier and franking machine costs, including annual maintenance	1,617	1,477
Depreciation and loss on disposal of asset	4,683	3,577
Bank charges and finance costs	601	721
Advertising and fund raising activities	1,093	1,256
Café rent and activities	150	-
Befriending and older carers activities	1,405	-
Legal and professional	696	-
Computer and software	18,797	14,527
Bad debt and provision for bad debts	(817)	1,810
Other	7,099	12,114
	<u>51,458</u>	<u>51,502</u>
TOTAL EXPENDITURE	<u><u>646,087</u></u>	<u><u>744,572</u></u>

The expenditure comprises unrestricted of £552,664 (2021: £668,476) and restricted of £93,423 (2021: £76,096).

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31ST MARCH 2022 (CONTINUED)

5 Net Incoming Resources / (Resources Expended)

This is stated after charging:	<u>2022</u>	<u>2021</u>
	£	£
Depreciation of tangible fixed assets:		
-owned by the charity	4,683	3,577
Auditor's remuneration	4,140	3,900
Operating lease rentals	1,617	1,477

During the year, no Trustee received any remuneration (2021: £NIL).

During the year, no Trustee received any benefits in kind (2021: £NIL).

During the year, no Trustee received any reimbursement of expenses (2021: £NIL).

6 Staff Costs

The staff costs were	<u>2022</u>	<u>2021</u>
	£	£
Wages and salaries	518,780	613,989
Social security costs	27,901	32,343
Employers contribution to defined contribution pension schemes	9,352	11,030
	<u>556,033</u>	<u>657,362</u>

The average number of staff employed during the year was as follows:

<u>2022</u>	<u>2021</u>
59	51

The total aggregate amount of combined remuneration received by senior management comprising salaries, employers national insurance and pension contributions during the year totalled £97,939 (2021: £95,999).

One member of staff were furloughed during the year under the UK Government's Job Retention Scheme. The income is reported as 'donations and legacies' within the Statement of Financial Activities.

7 Tangible Fixed Assets

	<u>Computer</u> <u>Equipment</u>	<u>Office</u> <u>Equipment</u>	<u>Furniture</u> <u>and Fixtures</u>	<u>Total</u>
<u>Cost</u>	£	£	£	£
At 1st April 2021	24,330	535	505	25,370
Additions	5,527	1,108	-	6,635
At 31st March 2022	<u>29,857</u>	<u>1,643</u>	<u>505</u>	<u>32,005</u>
<u>Depreciation</u>				
At 1st April 2021	9,287	249	177	9,713
Charge for the year	4,309	273	101	4,683
At 31st March 2022	<u>13,596</u>	<u>522</u>	<u>278</u>	<u>14,396</u>
<u>Net Book Values</u>				
At 31st March 2021	<u>15,043</u>	<u>286</u>	<u>328</u>	<u>15,657</u>
At 31st March 2022	<u>16,261</u>	<u>1,121</u>	<u>227</u>	<u>17,609</u>

BEXLEY CROSSROADS CARE LIMITED

**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st MARCH 2022 (CONTINUED)**

<u>8 Debtors</u>	<u>2022</u>	<u>2021</u>
	£	£
Trade debtors	73,582	58,310
Prepayments and accrued income	3,892	12,646
	<u>77,474</u>	<u>70,956</u>

<u>9 Investments</u>	<u>2022</u>	<u>2021</u>
	£	£
Unlisted investments (liquid)	502,373	345,790

<u>10 Creditors</u>	<u>2022</u>	<u>2021</u>
	£	£
Amounts falling due within one year		
Trade creditors	8,667	285
Taxation and social security	16,808	20,656
Payroll and associated staff costs	23,193	61,454
Accruals and deferred Income	227,925	108,585
	<u>276,593</u>	<u>190,980</u>

Deferred income movement:	<u>2022</u>	<u>2021</u>
	£	£
Balance as at 1 April 21	94,113	49,086
Amount released to income from charitable activities	(24,099)	(39,042)
Amount deferred in year	152,781	84,069
Balance as at 31 March 22	<u>222,795</u>	<u>94,113</u>

Deferred income comprises grant income received in advance £182,918, under delivery of contract provisions £30,846 and overpayments of £9,031.

<u>11 Financial Instruments</u>	<u>2022</u>	<u>2021</u>
	£	£
Financial assets measured at fair value through income and expenditure	868,296	773,395

Financial assets measured at fair value through income and expenditure comprise the value of cash held and investment bond or term deposits classified as current investment assets.

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st MARCH 2022 (CONTINUED)

12 Statement of Funds

Current Year Statement of Funds

Fund	Opening Funds	Income	Expenditure	Transfers Between Funds	Closing Funds
	£	£	£	£	£
Restricted fund	26,006	101,465	(93,423)	-	34,048
Designated fund	175,000	-	-	-	175,000
Unrestricted fund	468,022	562,380	(552,664)	-	477,738
	669,028	663,845	(646,087)	-	686,786

Prior Year Statement of Funds

Fund	Opening Funds	Income	Expenditure	Transfers Between Funds	Closing Funds
	£	£	£	£	£
Restricted fund	24,141	161,834	(76,096)	(83,873)	26,006
Designated fund	125,000	-	-	50,000	175,000
Unrestricted fund	405,673	696,952	(668,476)	33,873	468,022
	554,814	858,786	(744,572)	-	669,028

Restricted funds are used for the purpose stipulated within restrictions imposed by the donor, which include paying staff salaries, training costs, administration and other related costs to support the specific projects. The Charitable Company managed the following restricted grants and contracts during the year:

Mayor's fund: £175 will be spend over the next year on the provision of young people.

Co-op Foundation fund: £1,012 of the brought forward funds were spent during the year. The remaining £1,600 will be spent over the next year on events for vulnerable people.

City Bridge Trust fund: £18,860 of brought forward funds were spent and a further £42,706 received during the year for the provision of an older persons community programme, of which £24,377 was spent during the year and the remaining £18,329 will be spent over the next year.

London Borough of Bexley Better Care fund: £2,680 was spent during the year. The remaining £122,886 has been deferred and will be spent over the next 2 years on the services of a frailty practitioner and on respite services.

Yorkshire Building Society fund: £90 of the brought forward funds were spent during the year; the remaining £910 will be spent during the next year on the provision of older carers.

Edward Gostling Foundation fund: £500 of the brought forward funds were spent during the year and the remaining £ 2,707 will be spent over the next year providing post bereavement support to unpaid carers.

Adult Social Care Infection Control fund: £22,845 was received and spent during the year to support the organisation with the prevention and control of infection.

Donations; £3,050 was received during the year; of which £1,200 was spent on a laptop, £150 will be used on IT support and £1,700 spent on the 2022 Befriending Christmas lunch.

London Borough of Bexley Workforce Recruitment and Retention fund, Vaccine fund and Omicron fund: £26,085 was received during the year; of which £17,608 was spent on staff recruitment, training, retention, covid testing and vaccine appointments; the remaining £8,477 will be used within the next financial year.

BEXLEY CROSSROADS CARE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2022 (CONTINUED)

Designated funds are unrestricted funds ring-fenced for a specific purpose, with no restrictions imposed.

Designated fund (1) £125,000 for employment liabilities which might arise.

Designated fund (2) £50,000 to meet future costs relating to the Covid19 pandemic.

Unrestricted funds are spent at the discretion of the trustees for furtherance of the charity's objectives.

13 Analysis of Net Assets Between Funds

<u>Current Year</u>	<u>2022</u> <u>Restricted</u> <u>Fund</u> £	<u>2022</u> <u>Designated</u> <u>Fund</u> £	<u>2022</u> <u>Unrestricted</u> <u>Fund</u> £	<u>2022</u> <u>Total</u> <u>Funds</u> £
Tangible fixed assets	-	-	17,609	17,609
Current assets	34,048	175,000	736,722	945,770
Creditors due within one year	-	-	(276,593)	(276,593)
Net current assets	34,048	175,000	460,129	669,177
Net assets	34,048	175,000	477,738	686,786

<u>Prior Year</u>	<u>2021</u> <u>Restricted</u> <u>Fund</u> £	<u>2021</u> <u>Designated</u> <u>Fund</u> £	<u>2021</u> <u>Unrestricted</u> <u>Fund</u> £	<u>2021</u> <u>Total</u> <u>Funds</u> £
Tangible fixed assets	-	-	15,657	15,657
Current assets	26,006	175,000	643,345	844,351
Creditors due within one year	-	-	(190,980)	(190,980)
Net current assets	26,006	175,000	452,365	653,371
Net assets	26,006	175,000	468,022	669,028

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st MARCH 2022 (CONTINUED)****14 Pension Commitments**

Pension contributions totalling £1,934 (2021: £4,577) were payable to the scheme at the balance sheet date and are included in creditors.

15 Operating Leases

At 31 March 2022 the total of the charity's future minimum lease payments under non-cancellable operating leases was:

	<u>2022</u>	<u>2021</u>
	£	£
Amounts payable:		
Within 1 year	516	553
Between 1 and 5 years	2,376	184
Total	<u>2,892</u>	<u>737</u>

16 Related Party Transactions

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

Management and trustees made donations to the charity totalling £122 (2021: £130).

BEXLEY CROSSROADS CARE LIMITED

England & Wales - Charity number 1076375

Accounts



**BEXLEY CROSSROADS
CARE LIMITED**

(A company limited by guarantee)

(Operating name: Crossroads Care South East London)

**ANNUAL REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR
ENDED 31ST MARCH 2021**

Company Number: 03726471

Charity Number: 1076375

BEXLEY CROSSROADS CARE LIMITED

(A company limited by guarantee)

(Operating name: Crossroads Care South East London)

FINANCIAL STATEMENT FOR THE **YEAR ENDED 31ST MARCH 2021**

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BEXLEY CROSSROADS CARE LIMITED
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Michael Hampton, Chair
Trevor Perrin, Chair of F&GP
Janice Algar, appointed 30/11/2020
Roy Ashmole
Ana Castro
Lisa Hemsley
Okanya Kokas
Monisola Oduniyi, resigned 11/08/2020
Susan Read, appointed 07/10/2020

Senior Management

Darren Tobin - Chief Executive Officer & Company Secretary
Louise Jossa = Finance Manager

Registered Office

Pier Road Centre
42 Pier Road
Erith
Kent
DA8 1TA

Charity registration number 1076375

Company registration number 03726471

Bankers

HSBC Bank PLC
38 High Street
Dartford
Kent
DA1 1DG

Barclays Bank PLC
6 Market Place
Bexleyheath
Kent
DA6 7DY

Auditors

UHY Kent LLP trading as UHY Hacker Young
Thames House
Roman Square
Sittingbourne
Kent
ME10 4BJ

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021

The Trustees present their annual report together with the audited financial statements of the charitable company for the 1 April 2020 to 31 March 2021. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102 March 2018).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

TRUSTEES

The Trustees named on the Legal and Administrative Information page have served during the period of the accounts. Appointment of trustees is governed by the trust deed of the charity. The Board of Trustees are authorised to appoint new trustees to fill vacancies arising through resignation or death of an existing trustee. One trustee resigned and two trustees joined during the financial year, therefore the number of trustees serving on the governing body has increased to eight.

OBJECTIVES AND ACTIVITIES

Bexley Crossroads Care Limited is a charitable company limited by guarantee, and its objects are for the public benefit, the relief of carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone, by providing a range of support services delivered by community based staff and volunteers. The areas of benefit shall be the London Boroughs of Bexley, Greenwich, Lewisham and surrounding areas. The provision of care to vulnerable people in addition to other activities undertaken has directly contributed to the achievement of our objectives during the year.

The charity's strategy is to achieve its aims and objectives by providing high quality affordable services to individuals living within the aforementioned areas and to identify and increase the number of carers we support.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The governing document of the charity is the revised Articles of Association as amended by special resolution dated 27 November 2017, with the consent of the Charity Commission dated 23rd March 2018 and subsequent ratification by the Board dated 23rd April 2018. Under the Articles of Association the minimum number of trustees is four and the maximum is seventeen. The charity appoints new trustees when required to strengthen the board and replace retiring trustees. New trustees are

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021 (CONTINUED)

required to attend briefing sessions as part of their induction and are provided with relevant governance information and links to the Charity Commission and other appropriate governance bodies. All trustees have an opportunity to attend relevant training sessions and events to support their professional development.

The Board of Trustees are responsible for setting the strategic direction and policy of the charity and is supported by the Finance and General Purposes Committee. The Chief Executive attends *Board meetings and sits on the committee but has no voting rights*. A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Chief Executive. The Chief Executive is responsible for ensuring that the charity delivers the services and that key performance indicators are met. The charity is also known by its trading name 'Crossroads Care South East London'.

The arrangements for setting pay and remuneration of the charities key management personnel is determined by the Finance and General Purposes Committee. The main criteria used is an agreed percentage of salary which is in line with other employees of the charity.

LEGAL STATUS

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £5 per trustee of the charity.

RELATED PARTIES

The charity is a network partner of Carers Trust and is governed under its framework for policy and strategy. The charity has a number of links with other voluntary sector organisations across our operating boroughs in the pursuance of its charitable objectives.

RISK REVIEW

The Trustees are responsible for identifying, assessing, managing and conducting periodic reviews of the major risks to which the charity is exposed. The charity faces a new and significant risk from the Coronavirus (Covid19) pandemic which arose at the end of the 2019/20 financial reporting year, but will have a continuing impact in future years. The Trustees do not anticipate core services will be significantly impacted or continuity issues arise as a result of this pandemic and have taken measures to assess and mitigate risks where possible. Some service delivery processes have been adapted to safeguard the health and welfare of staff, volunteers and clients. This is of paramount importance, with personal protective equipment, isolation, social distancing and more recently testing at the forefront of our planning and decision making. The impact of remote working has been assessed including security, communication and the well-being of employees. We take the health, safety and welfare of all colleagues and our stakeholders seriously. Our priority during this reporting period was to protect

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021 (CONTINUED)

our most vulnerable at-risk clients whilst taking measures to ensure the ongoing financial sustainability of the business. As part of good governance, our Business Continuity Plan (BCP) was updated in April 2020 and reviewed every 3 months alongside our Covid 19 risk assessments for office and community-based staff. Other major risks the charity faces are changes in local government policy affecting grants or contracts, loss of income from individuals or trusts and changes in legislation resulting in increased wage costs. Potential risks are reviewed at the F&GP and board meetings each quarter and are continually assessed, with the possible impact on finances considered.

The charity receives alerts of potential changes in legislation relating to employment matters periodically. Systems and procedures to manage risks identified are implemented to minimise any potential impact on the charity should those risks materialise. The organisation has a medium-term strategy to diversify its services which will mitigate some of the risks identified above.

The Trustees have considered whether Brexit will have a marked effect or influence upon the organisation and its beneficiaries. Whilst there is some uncertainty around Local Enterprise Partnerships which have some involvement with the European Social Enterprise Fund and other funding programmes, the Board have concluded that impact will be negligible.

RESERVES POLICY

The Trustees, who are also directors of the charity for company law purposes, are responsible for the sound financial management of the charity. They ensure that the charity will remain able to fulfil its obligations as they fall due and have considered the level of reserves they wish to retain appropriate to the charity's needs. The policy is to hold free reserves to cover expenditure and ensure the charity will be able to continue to fulfil its charitable objectives, even if there is a temporary shortfall in income, based on the charity's size and the level of commitments held. This policy is constantly under review having regard to the changing financial, regulatory and competitive environment in which we operate. The short-term outlook is a critical consideration and our objective is to retain quality staff and respond quickly to changes in our client portfolio in order to mitigate some funding risk and continue to provide core services to vulnerable people, particularly throughout the Covid19 crisis. Furthermore, a tolerance of plus or minus 10% is applied to budget projections. For the purposes of short-term financial management, the trustees seek to ensure that working capital is in line with the policy of holding free resources, sufficient to fund at least four months ongoing unrestricted expenditure in order to cover a decline in incoming resources, support operational overheads and provide core services in challenging times. Aspirational objectives and the business strategy are both fundamental when assessing what is an optimal level of reserves and it is our objective to retain and support specific services which benefit vulnerable individuals within the boroughs in which we operate for a period of two years, whilst continuation funding is sought. Total reserves held at the end of the year were £669,028; of which £26,006 was restricted and will be used within the next financial year. £175,000 was designated; £125,000 as

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021 (CONTINUED)

a provision for redundancy and employment costs and £50,000 as a provision for pandemic related costs.

INVESTMENT POLICY

The Trustee's policy is to invest in low risk short term assets offering a guaranteed rate of return, with institutions regulated by the Financial Conduct Authority. A due diligence and approval process is adopted for each institution that funds are placed with. The maximum investment with any one institution is the financial limit of protection afforded by the Financial Services Compensation Scheme prevailing or likely to prevail at the maturity date.

ACHIEVEMENTS AND PERFORMANCE

This has been an unusual year and we have continued to provide a range of services throughout the pandemic. Demand for the provision of care has remained high as our reputation for providing high quality, reliable services has placed us in good stead. We delivered 32,616 hours of direct care and supported a total of 292 vulnerable individuals and unpaid carers. The charity continued to fulfil and deliver a range of adults and children's services across three operating boroughs, supporting unpaid carers who look after children, young people, adults and older people with a diverse range of care needs in accordance with the charity's objectives. We received continuing support from City Bridge Trust which helped us to deliver additional services to complement and enhance our main commissioned services by providing information, advice and support to older carers. Our volunteer befriending service continued to operate providing regular telephone support to socially isolated and vulnerable individuals. All key contracts and grants were measured and evaluated by funders and key performance indicators were met. Income from statutory funded carer services has remained stable, although the structure of some funding has altered. We received financial support from funders to implement safety measures and procedures and assist with Covid19 related infection control, payments to staff for non-productive hours, safer transport costs and carer support. Challenges of operating within a politically and financially demanding health and social care sector continue to prevail, however the organisation has strived to support individuals and families, adding social value:

- Provided 23,600 hours of core support in the community and 9,016 hours to supported living clients with complex needs living in adapted accommodation. Core hours decreased slightly from the previous year as some carers suspended their services at the outset of the pandemic as they were able to work from home to care for their loved ones. We are proud that due to the exceptional dedication of our staff, services were not compromised and all clients continued to receive an exceptional level of care and support throughout this challenging time.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021 (CONTINUED)

- Due to the pandemic, we ceased face to face visits with our befriending service from 23 March 2020, however delivered 1,256 hours of direct support when restrictions allowed us to do so, and undertook tasks including picking up and dropping off essential foods and prescribed medication. In order to support older people, we made approximately 11,450 telephone calls to 107 older people as part of our 'call and care' initiative to maintain contact and reduce their social isolation. We hope to re-establish our popular 'tea' groups, monthly lunch group and various events and outings during the next financial year.
- Continued to develop the Older Carers Community Service. This has been a popular and successful service, providing assistance and advice to 145 older carers & their families through a series of online, telephone support and social media sessions. We have also developed our website to incorporate an information zone. We aim to contact carers within 24 hours of receiving a referral or an initial enquiry and have received positive feedback from beneficiaries about this service. We are delighted that City Bridge Trust have agreed to extend this funding for a further 2 years and would also like to thank Carers Trust for funding activity wellbeing boxes and tablets that we provided to carers during the pandemic.
- Invested in staff training via 'eLearning', providing 23 courses which were accessed by staff throughout the reporting year.

The outbreak of Covid19 pandemic could have potentially impacted operations this year and our ability to provide services. We had relatively low numbers of staff who were 'high risk' at the outset of the pandemic. During this reporting period 11% of our frontline workforce were required to undertake self-isolation periods in line with Government guidelines. We were fortunate that other front-line colleagues were able to step in and support our most vulnerable clients, and consequently the impact on operations has been minimal. We would like to express our heartfelt thanks to all colleagues for the dedication and flexibility throughout the year and at this unprecedented time.

FINANCIAL REVIEW

The Statement of Financial Activities shows an operational surplus of £114,214 in the year ended 31st March 2021 (2020: £39,422). Total reserves at the end of the year were £669,028.

GOING CONCERN

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. We do not anticipate a significant decline in activity and have set aside in a designated fund £50,000 to meet unexpected Covid19 related costs. For this reason, we continue to adopt the going concern basis in preparing the financial statements.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021 (CONTINUED)

PRINCIPAL FUNDING SOURCES

The principal sources of funding to facilitate the provision of care within the community in accordance with our objectives were received from grants and contracts awarded by The London Borough of Bexley, NHS South East London CCG (Bexley), The Royal Borough of Greenwich and The London Borough of Lewisham to deliver carers respite services. Furthermore, funding was awarded by City Bridge Trust to fund an 'Older Person's Community Development Officer' and the London Borough of Bexley and the NHS South East London CCG (Bexley) contributed towards staff costs for our befriending service through the 'Better Care Fund'. Additional external funding was awarded from a variety of smaller schemes. Individual's who self-funded their care services equated to 35% of overall income. We also received funding from Carers Trust, the London Community Response Fund (co-ordinated by City Bridge Trust), NHS South East London CCG (Bexley) and the London Borough of Bexley, to support the organisation and carers during the pandemic.

FUNDRAISING ACTIVITIES AND DONATIONS

The ability to pursue fundraising events has been severely impacted by the pandemic and the annual charity ball, which is our largest fundraiser, was cancelled in 2020. We continued to receive funds from the Bexley Community Lottery, where supporters purchase lottery tickets in exchange for the opportunity to win substantial prizes.

One of our trustees, Ana Castro, undertook an ambitious adventure challenge to walk 820 kilometres over 40 days. She completed this and raised an amazing £2,470 which is classified in unrestricted donations.

We have received unrestricted one-off donations from a number of donors and would like to express our thanks to all of the individual donors in addition to Merton Court Prep School, Bexley Rotary Club, NSM, Radian Star Lodge and Friends for Bexley for their generosity.

We expect the impact of the Covid19 pandemic will continue to restrict fundraising opportunities in the financial year ahead.

VOLUNTEERS

The charity has benefitted from the support of 85 unpaid volunteer befrienders throughout the year, primarily to operate the befriending service. This valuable service can only be operated because of the free time given by volunteers and their willingness to adapt and ensure that vulnerable and isolated individuals were supported and contacted regularly, particularly during the Covid19 lockdown. Trustees would like to express their gratitude and thanks to all volunteers for their continued support to the charity, and for the 1256 direct hours of voluntary assistance and approximately 11,450 telephone calls that were made. We are unable to translate this directly into monetary values, but an approximate value of the direct hours and telephone calls (assuming each call lasted approximately 30 minutes) equates to £60,874.

BEXLEY CROSSROADS CARE LIMITED

TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021 (CONTINUED)

PLANS FOR THE FUTURE

Our primary objective is to improve the lives of carers and those they care for whilst ensuring those we support and staff are safe and well. We will continue to ensure that staff have the correct equipment, training, resources and assistance to provide a reliable service in which the vulnerable people we care for feel confident and protected. We firmly believe attracting and retaining the best care staff and providing an excellent service that is personalised for clients individually is fundamental to the organisation's purpose, ethos, and success. We recognise that supporting our workforce is key to delivering these fundamental goals and remain focused prioritising training, career development, rewards and job satisfaction for staff, recognising that individual circumstances are diverse and that there are significant benefits in optimising work and life balance.

We aim to pursue and develop strong relationships, working closely in partnership with other organisations to provide specialised and cost-effective services.

We continue to implement the business strategy outlined in the report commissioned during the financial year ending 31st March 2016, developing services and extending our provision to carers and people with support needs, including carers who are self-funders and those in receipt of personal budgets or direct payments, to improve their health, well-being and independence.

Our vision is to raise greater awareness of carers' issues and increase public understanding of issues that carers face on a daily basis. In the short term the charity plans to support staff and clients through the Covid19 pandemic, funded by income streams from local authorities, trusts and foundations and through self-funders. In the longer term, the charity plans to *increase staffing and volunteer capacity, diversify and extend its services offered to clients with an additional range of regulated and non-regulated services across all operating areas.* There has been no significant expenditure on future income generation during the year.

FACTORS OUTSIDE THE CHARITY'S CONTROL

The risk register is updated and reviewed by The Board regularly. Risks fall into six categories: governance, people, quality, service, GDPR and finance, with the likelihood, impact and consequences highlighted and actions documented.

The Covid19 virus has affected the demand and availability of staff to deliver core services but has not had a significantly detrimental impact on our ability to sustain income streams. Services offered by the befriending and older carers services have been significantly impacted, as social gatherings and visits could not be facilitated, however our 'care and call initiative' and access to online group sessions for carers ensured regular contacts were made. We continue to follow government advice designed to limit the spread of the virus. We have implemented weekly PCR & lateral flow testing, daily reporting to ADASS, e-learning infection control training, self-isolating measures for any positive tests and we continue to follow robust and

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021 (CONTINUED)**

comprehensive infection control measures which have been documented and discussed with all care staff and volunteers.

The charity operates within a challenging sector in which sudden changes to care packages or social care contracts could impact finances radically. The charity has little direct influence over the levels of funding available from trusts and local authorities or the criteria and strategies adopted by funders for determining the allocation of resources and monitoring requirements. Social factors including media influence, social media and the perception of charities, attitudes towards charitable giving and changes in government legislation are also outside the charity's control. Other factors that could have a bearing on the charity's ability to achieve its objectives include developments in technology and increases in the number of providers within the social care sector.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Bexley Crossroads Care Limited for the purposes of company law) are responsible for preparing the Trustee's report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they 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 these financial statements, the Trustees are required to:

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgments and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

BEXLEY CROSSROADS CARE LIMITED**TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021 (CONTINUED)****DISCLOSURE OF INFORMATION TO THE AUDITORS**

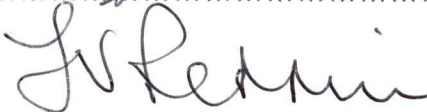
The Trustees at the time when this Trustee's report is approved have confirmed that:

- so far as that Trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustees have taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

Approved by the board on 20th July 2021 and signed on its behalf by:



Michael Hampton
Trustee Director



Trevor Perrin
Trustee Director

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF BEXLEY CROSSROADS CARE LIMITED

Opinion

We have audited the financial statements of Bexley Crossroads Care Limited (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance sheet, the Statement of cash flows and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

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 2021 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; 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 United Kingdom, including the Financial Reporting Council'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

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF BEXLEY
CROSSROADS CARE LIMITED (CONTINUED)**

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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

As explained more fully in the Trustees' responsibilities statement, 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.

Responsibilities of trustees

In preparing the financial statements, the Trustees are responsible for assessing the

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF BEXLEY CROSSROADS CARE LIMITED (CONTINUED)

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.

Auditors' responsibilities for the audit of the financial statements

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 an Auditors' report 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

How the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- we identified the laws and regulations applicable to the charity through discussions with management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the accounts or the operations of the charity, including the Charities Act 2011;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting correspondence; and
- identified laws and regulations were communicated within the audit team and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's accounts to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF BEXLEY
CROSSROADS CARE LIMITED (CONTINUED)**

- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading minutes of meetings of those charged with governance; and
- enquiring of management as to actual and potential litigation and claims.

There are inherent limitations in our audit procedures described above. As a result there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 Auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Allan Hickie BSc. FCA (Senior statutory auditor)
for and on behalf of
UHY Kent LLP
Chartered Accountants
Statutory Auditors
Thames House
Roman Square
Sittingbourne
Kent
ME10 4BJ

Date: 3 August 2021

BEXLEY CROSSROADS CARE LIMITED

Statement of Financial Activities Incorporating Income and Expenditure Account for the Year to 31st March 2021

	Note	Unrestricted Funds	Restricted Income Funds	2021 Total This Year	2020 Total Prior Year
		£	£	£	£
<u>Income from:</u>					
<u>Donations and Legacies</u>					
Voluntary income - donations		29,884	663	30,546	9,901
<u>Charitable Activities</u>					
Provision of care services - grants & contract income		268,929	161,171	430,100	506,411
Provision of care services - income direct from clients		297,771	-	297,771	307,903
Provision of care services - brokerage & non contract income		77,303	-	77,303	34,943
Income from charitable activities - dementia café's		0	-	-	209
Income from charitable activities - befriending		0	-	-	241
<u>Other Trading Activities</u>					
Activities for generating funds - fund raising		998	-	998	22,451
<u>Investments</u>					
Investment income		4,608	-	4,608	5,968
<u>Other Incoming Resources</u>					
Other income		17,459	-	17,459	9,268
Total Incoming Resources	2	696,952	161,834	858,786	897,295
<u>Expenditure on:</u>					
<u>Raising Funds</u>					
Fundraising expenditure		174	-	174	7,192
<u>Charitable Activities</u>					
Charitable activities		668,302	76,096	744,398	850,681
Total Resources Expended	3	668,476	76,096	744,572	857,873
Net Incoming Resources / (Resources Expended)		28,476	85,738	114,214	39,422
Transfers between funds		83,873	(83,873)	-	-
Total funds brought forward		530,673	24,141	554,814	515,392
Total funds carried forward		643,022	26,006	669,028	554,814

The notes on pages 17 to 27 form part of these financial statements.

BEXLEY CROSSROADS CARE LIMITED

Balance Sheet as at 31st March 2021

		<u>2021</u>	<u>2020</u>
		<u>Total This</u>	<u>Total Prior</u>
		<u>Year</u>	<u>Year</u>
	Notes	£	£
Fixed assets			
Tangible fixed assets	6	15,657	8,214
Current assets			
Debtors	7	70,956	67,828
Investments	8	345,790	323,017
Cash at bank and in hand	9	427,605	332,549
		<u>844,351</u>	<u>723,394</u>
Creditors			
Creditors: amounts falling due within one year	10	(190,980)	(176,794)
Net current assets		<u>653,371</u>	<u>546,600</u>
Net assets		<u>669,028</u>	<u>554,814</u>
Charity Funds			
Restricted funds		26,006	24,141
Designated funds		175,000	125,000
Unrestricted funds		468,022	405,673
Total funds	11	<u>669,028</u>	<u>554,814</u>

The notes on pages 17 to 27 form part of these financial statements.

The financial statements were approved by the trustees on 20th July 2021 and signed on its behalf by:



..... Michael Hampton
Trustee Director



..... Trevor Perrin
Trustee Director

BEXLEY CROSSROADS CARE LIMITED

Cash Flow Statement as at 31st March 2021

	<u>2021</u>	<u>2020</u>	Note
	<u>Total Funds</u>	<u>Prior Year</u>	
	£	<u>Funds</u>	
		£	
Cash generated from operating activities:			
Net cash provided by operating activities	124,241	30,040	Table A
Cash flows from investing activities:			
Dividends, interest and rents from investments	4,608	5,968	
Purchase of property, plant and equipment	(11,019)	(7,530)	
Proceeds from the sale of investments	-	-	
Purchase of investments	(22,773)	(3,600)	
Net cash (used in) / provided by investing activities	<u>(29,184)</u>	<u>(5,162)</u>	
Change in cash and cash equivalents in the reporting period	95,057	24,878	
Cash and cash equivalents at the beginning of the reporting period	332,549	307,671	Table B
Cash and cash equivalents at the end of the reporting period	<u><u>427,605</u></u>	<u><u>332,549</u></u>	Table B

Table A: Reconciliation of net movement in funds to net cash flow from operating activities

	<u>Current Year</u>	<u>Prior Year</u>
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	114,214	39,422
Adjustments for:		
Depreciation and charges for impaired fixed assets	3,577	1,612
Dividends, interest and rents from investments	(4,608)	(5,968)
(Increase)/decrease in debtors	(3,128)	29,475
Increase/(decrease) in creditors	14,186	(34,501)
Net cash provided by operating activities	<u>124,241</u>	<u>30,040</u>

Table B: Analysis of cash at bank and in hand

	<u>Current Year</u>	<u>Prior Year</u>
	£	£
Cash at bank and in hand	427,605	332,549

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED**
31ST MARCH 2021**1 Accounting Policies**

The principal accounting policies are summarised below.

1.1 Basis of Preparation of Financial Statements

The financial statements have been prepared in accordance with the Charities SORP (FRS102) – 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 (FRS102 March 2018), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Bexley Crossroads Care Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going Concern Accounting Policy

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern.

The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements.

Shortly before the 31 March 2020 year end the COVID-19 pandemic struck and the trustees have carefully considered the impact of COVID-19 on their assessment. The impact on our operations has been minimal and we have been able to continue providing services throughout the periods of government-imposed lockdowns, finding new ways to help clients aside from traditional face to face services.

Whilst acknowledging the uncertainties that remain, the trustees are confident that the impact in the coming year will remain low. Care is an important area of the charity sector and has become even more crucial during the pandemic, and as a result the first quarter of 2021/22 does not show a reduction in income.

There have been, and will continue to be, some additional costs, for example the purchasing of additional PPE equipment items outside of what is currently provided by the Department of Health and Social Care (DHSC) portal for CQC regulated providers. These costs, and the reduction in income, have been mitigated by some limited use of the government's Coronavirus Job Retention Scheme and other pandemic related operational grants. The trustees have taken the difficult decision not to hold the annual fundraising ball in 2021.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST
MARCH 2021 (CONTINUED)**

Prudent forecasts have been prepared for the coming year, taking the above into account, and using the assumption that the charity will be able to continue providing services even in the event of a subsequent lockdown periods.

The current investments shown on the balance sheet relate to annual bonds and so there has been no impairment of these assets, although we expect reduced interest rates.

Taking the above into account the trustees have concluded there are no material uncertainties about the charity's ability to continue as a going concern and that it remains appropriate to continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Company Status

The company is a company limited by guarantee. The directors of the company are the Trustees named on the Legal and Administrative Information page. In the event of the company being wound up, the liability in respect of the guarantee is limited to £5 per member of the company.

1.4 Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.5 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Donated services are recognised when the charity receives the service. The charity benefits from the help of volunteers who are befrienders and one volunteer assists with general administrative tasks. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised and further information is contained within the Trustee's report in respect of their contribution.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST
MARCH 2021 (CONTINUED)**

The charity has utilised the UK Government's Job Retention Scheme, this being the only support grant received from the government. The grant has no unfulfilled conditions or contingencies. During the year the charity received a number of pandemic related operational grants, which are included within charitable activities.

1.6 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

1.7 Tangible Fixed Assets and Depreciation

All assets costing more than £500 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities incorporating the income and expenditure account.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computer equipment – 20% straight line

Furniture and fixtures – 20% straight line

Office equipment – 20% straight line

1.8 Investments

Investments include bonds or term deposits held for twelve months from the date of investment. This includes notice deposit accounts requiring notice of more than 90 days from the date that funds were deposited into the account. All investments are approved by the Finance and General Purposes Committee.

Interest on funds is included when earned and the amount can be measured reliably by the company.

Investment income, gains and losses are allocated to the appropriate fund.

1.9 Pensions

The company enrolls eligible employees into a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST
MARCH 2021 (CONTINUED)**

Existing employees of the charity were entitled to join the pension scheme which is funded by contributions from employee and employer. New and existing employees who were or who became eligible to join but were not in the pension scheme at 1 April 2020 were automatically enrolled into the scheme unless they exercised their right to opt out of scheme membership.

Employees joining the pension scheme operated by B&CE (scheme name: The People's Pension), contract directly with the pension company. The charity made a contribution of 3% of qualifying salary to this pension scheme throughout the financial year, and acts as agent in collecting and paying over employee pension contributions. The contributions made for the accounting period are treated as an expense.

1.10 Operating Leases

Rentals under operating leases are charged to the Statement of Financial Activities (incorporating income and expenditure account) on a straight -line basis over the lease term.

1.11 Financial Instruments

The charity 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 the carrying value plus accrued interest less repayments. The financing charge to expenditure is at a constant rate calculated using the effective interest method.

BEXLEY CROSSROADS CARE LIMITED

**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st MARCH 2021 (CONTINUED)**

2 Sources of Income During the Year

	<u>Income Type</u>	<u>2021</u>	<u>2020</u>
		£	£
Individuals	Non contract income	297,771	307,903
London Borough of Bexley	Grant income	168,155	118,783
	Contract income	87,457	120,959
	Non contract income	52,029	14,884
NHS South East London CCG (Bexley)	Contract income	72,643	183,858
	Non contract income	25,785	1,679
Royal Borough of Greenwich	Contract income	18,828	15,656
	Non contract income	-	3,723
London Borough of Lewisham	Non contract income	10,728	14,656
Central Government	Grant income	14,374	271
Carers Trust	Grant income	18,584	-
Edward Gostling Foundation	Grant income	-	5,000
Merchant Taylor	Grant income	8,225	10,700
City Bridge Trust	Grant income	56,208	51,456
Other	Sundry income	27,999	47,767
		<u>858,786</u>	<u>897,295</u>

The charity received £4,099 from a grant which was unfulfilled at 31 March 2021, relating to underdelivery of hours due in part to factors beyond the charity's control. A provision has been made in deferred income and these obligations will be fulfilled within a specified time period.

During the pandemic, the central government issued grants to support care services with the significant increase in operating costs particularly around personal protective equipment and in maintaining staffing levels in an attempt to maintain the safety of clients and staff. Other than the Charity using the UK Government's Job Retention Scheme, these are the only grants received from the government. The grant has no unfulfilled conditions or contingencies.

Income comprises unrestricted of £696,952 (2020: £793,761) and restricted of £161,834 (2020: £103,534).

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st MARCH 2021 (CONTINUED)

<u>3 Analysis of Resources Expended</u>	<u>2021</u>	<u>2020</u>
	£	£
<u>Direct Charitable Costs</u>		
Care support workers' wages, national insurance and pension costs	408,174	495,676
Staff salaries, national insurance and pension costs	249,188	257,608
Care support workers and staff travel and other expenses	7,470	11,424
Direct service expenses	644	1,259
Temporary office staff	-	1,937
Workers' equipment	1,074	587
Volunteers expenses and associated costs	-	644
Governance costs	3,950	3,302
Accountancy and bookkeeping	3,148	3,629
	<u>673,648</u>	<u>776,066</u>
<u>Core Service Support Costs</u>		
Carers Trust membership fees	5,637	5,638
Training costs and training consultancy fees	264	8,522
DBS enhanced checks	1,536	2,030
Insurance	8,195	8,170
CHAS accreditation	480	732
CQC fee	3,275	1,147
Data protection	35	35
	<u>19,422</u>	<u>26,274</u>
<u>Other Resources Expended</u>		
Rent of offices	10,250	10,248
Printing, postage and stationery	1,850	5,754
Telephone	3,920	3,376
Photocopier and franking machine costs, including annual maintenance	1,477	1,477
Depreciation and loss on disposal of asset	3,577	1,613
Bank charges and finance costs	721	939
Advertising and fund raising activities	1,256	9,712
Café rent and activities	-	711
Befriending activities	-	2,911
Computer and software	14,527	15,601
Bad debt and provision for bad debts	1,810	(1,142)
Other	12,114	4,333
	<u>51,502</u>	<u>55,533</u>
TOTAL EXPENDITURE	<u><u>744,572</u></u>	<u><u>857,873</u></u>

The expenditure comprises unrestricted of £668,476 (2020: £766,772) and restricted of £76,096 (2020: £91,101).

BEXLEY CROSSROADS CARE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021 (CONTINUED)

4 Net Incoming Resources / (Resources Expended)

This is stated after charging:	<u>2021</u>	<u>2020</u>
	£	£
Depreciation of tangible fixed assets:		
-owned by the charity	3,577	1,358
Write off net book value on disposal of fixed asset	-	255
Auditor's remuneration	3,900	3,210
Operating lease rentals	1,477	1,477

During the year, no Trustee received any remuneration (2020: £NIL).

During the year, no Trustee received any benefits in kind (2020: £NIL).

During the year, no Trustee received any reimbursement of expenses (2020: £NIL).

5 Staff Costs

The staff costs were	<u>2021</u>	<u>2020</u>
Wages and salaries	613,989	703,902
Social security costs	32,343	37,436
Employers contribution to defined contribution pension schemes	11,030	11,946
	657,362	753,284

The average weekly number of staff employed during the year was as follows:

	<u>2021</u>	<u>2020</u>
	51	66

The total aggregate amount of combined remuneration received by senior management comprising salaries, employers national insurance and pension contributions during the year totalled £95,999 (2020: £119,514).

Four members of staff were furloughed during the year under the UK Government's Job Retention Scheme. The income is reported as 'donations and legacies' within the Statement of Financial Activities.

6 Tangible Fixed Assets

<u>Cost</u>	<u>Computer Equipment</u>	<u>Office Equipment</u>	<u>Furniture and Fixtures</u>	<u>Total</u>
	£	£	£	£
At 1st April 2020	18,296	535	505	19,336
Additions	11,019	-	-	11,019
Disposals	(4,985)	-	-	(4,985)
At 31st March 2021	24,330	535	505	25,370
<u>Depreciation</u>				
At 1st April 2020	10,904	142	76	11,122
Charge for the year	3,369	107	101	3,577
Disposals	(4,985)	-	-	(4,985)
At 31st March 2021	9,287	249	177	9,713
<u>Net Book Values</u>				
At 31st March 2020	7,392	393	429	8,214
At 31st March 2021	15,043	286	328	15,657

BEXLEY CROSSROADS CARE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2021 (CONTINUED)

<u>7 Debtors</u>	<u>2021</u>	<u>2020</u>
	£	£
Trade debtors	58,310	58,226
Prepayments and accrued income	12,646	9,602
	<u>70,956</u>	<u>67,828</u>

<u>8 Investments</u>	<u>2021</u>	<u>2020</u>
	£	£
Unlisted investments (liquid)	345,790	323,017

9 Cash at Bank

The cash at bank was £427,605 (2020: £332,549).

<u>10 Creditors</u>	<u>2021</u>	<u>2020</u>
	£	£
Amounts falling due within one year		
Trade creditors	285	501
Taxation and social security	20,656	17,307
Payroll and associated staff costs	61,454	49,534
Accruals and deferred Income	108,585	109,352
Security deposits held	-	100
	<u>190,980</u>	<u>176,794</u>

Deferred income movement:	<u>2021</u>	<u>2020</u>
	£	£
Balance as at 1 April 20	49,086	93,710
Amount released to income from charitable activities	(39,042)	(75,441)
Amount deferred in year	84,069	30,817
Balance as at 31 March 21	<u>94,113</u>	<u>49,086</u>

Deferred income comprises grant income received in advance £82,783, under delivery of contract provisions £4,099 and overpayments of £7,231.

BEXLEY CROSSROADS CARE LIMITED
NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st MARCH 2021 (CONTINUED)

11 Statement of FundsCurrent Year Statement of Funds

Fund	Opening Funds	Income	Expenditure	Transfers Between Funds	Closing Funds
	£	£	£	£	£
Restricted fund	24,141	161,834	(76,096)	(83,873)	26,006
Designated fund	125,000	-	-	50,000	175,000
Unrestricted fund	405,673	696,952	(668,476)	33,873	468,022
	554,814	858,786	(744,572)	-	669,028

Prior Year Statement of Funds

Fund	Opening Funds	Income	Expenditure	Transfers Between Funds	Closing Funds
	£	£	£	£	£
Restricted fund	11,708	103,534	(91,101)	-	24,141
Designated fund	125,600	-	-	(600)	125,000
Unrestricted fund	378,084	793,761	(766,772)	600	405,673
	515,392	897,295	(857,873)	-	554,814

Restricted funds are used for the purpose stipulated within restrictions imposed by the donor, which include paying staff salaries, training costs, administration and other related costs to support the specific projects. The Charitable Company managed the following restricted grants and contracts during the year:

Mayor's fund: £214 of brought forward funds were spent during the year. The remaining £175 will be spent over the next year for the provision of young people.

Co-op Foundation fund: £NIL of the brought forward funds were spent during the year as the dementia café remained closed due to the pandemic. The remaining £2,612 will be spent over the next year on the provision of the service.

Charlton Athletic Community Trust fund: £48 was spent during the year on the provision of our supported living client. The remaining £152 will be spent within the next 12 months.

Merchant Taylor fund: £8,225 of deferred income was spent during the year. The remaining fund of £4,099 has been deferred and will be spent over the next year for the provision of care services in the borough of Lewisham.

City Bridge Trust fund: £16,014 of brought forward funds were spent and a further £47,213 received during the year for the provision of an older persons community programme, of which £28,352 was spent during the year and the remaining £18,860 will be spent over the next 2 years.

London Borough of Bexley Better Care fund: £22,523 was received and £22,074 spent during the year on the provision of the befriending service. An overspend of £449 at the beginning of the financial year was recovered.

BEXLEY CROSSROADS CARE LIMITED**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31st MARCH 2021 (CONTINUED)**

Yorkshire Building Society fund: £1,000 of brought forward funds will be spent during the next financial year on the provision of older carers and the befriending service.

Edward Gostling Foundation fund: £1,168 of brought forward funds were spent during the year and the remaining £ 3,207 will be spent over the next year providing post bereavement support to unpaid carers.

Carers Trust fund: £18,583 was awarded during the year to purchase items for carers and provide support to befriending clients and carers. These funds were utilised in full.

London Community Response Fund: £8,995 was received and spend during the year. This was a crisis response fund to the Covid19 pandemic and was used to purchase additional PPE, essential food items, IT equipment to facilitate capacity, practical and emotional support to unpaid carers and clients using the befriending service.

London Community Response Fund: £8,995 was received and spend during the year. This was a crisis response fund to the Covid19 pandemic and was used to purchase additional PPE, essential food items, IT equipment to facilitate capacity, practical and emotional support to unpaid carers and clients using the befriending service.

Adult Social Care Infection Control fund: £42,922 was received and spent during the year to support the organisation with the prevention and control of infection.

N Comp donation: £250 was received during the year and spent on care support staff.

West Kent Freemasons donation: £413 was received during the year and spent on PPE.

London Borough of Bexley Adult Social Care fund: £10,840 was received and utilised during the year to participate in a pilot scheme providing care assessments and review services.

London Borough of Bexley Workforce Continuity fund: £1,871 was received and utilised during the year to pay qualifying staff in lieu of annual leave and to cover transport costs in order to support capacity.

Designated funds are unrestricted funds ring-fenced for a specific purpose, with no restrictions imposed.

Designated fund (1) £125,000 for employment liabilities which might arise.

Designated fund (2) £50,000 was transferred from unrestricted funds during the year to meet future costs relating to the Covid19 pandemic.

Unrestricted funds are spent at the discretion of the trustees for furtherance of the charity's objectives.

BEXLEY CROSSROADS CARE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2021 (CONTINUED)

12 Analysis of Net Assets Between Funds

<u>Current Year</u>	<u>2021</u>		<u>2021</u>	
	<u>Restricted</u>	<u>Designated</u>	<u>Unrestricted</u>	<u>Total</u>
	<u>Fund</u>	<u>Fund</u>	<u>Fund</u>	<u>Funds</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Tangible fixed assets	-	-	15,657	15,657
Current assets	26,006	175,000	643,345	844,351
Creditors due within one year	-	-	(190,980)	(190,980)
Net current assets	<u>26,006</u>	<u>175,000</u>	<u>452,365</u>	<u>653,371</u>
Net assets	<u>26,006</u>	<u>175,000</u>	<u>468,022</u>	<u>669,028</u>

<u>Prior Year</u>	<u>2020</u>		<u>2020</u>	
	<u>Restricted</u>	<u>Designated</u>	<u>Unrestricted</u>	<u>Total</u>
	<u>Fund</u>	<u>Fund</u>	<u>Fund</u>	<u>Funds</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Tangible fixed assets	-	-	8,214	8,214
Current assets	24,141	125,000	574,253	723,394
Creditors due within one year	-	-	(176,794)	(176,794)
Net current assets	<u>24,141</u>	<u>125,000</u>	<u>397,459</u>	<u>546,600</u>
Net assets	<u>24,141</u>	<u>125,000</u>	<u>405,673</u>	<u>554,814</u>

13 Pension Commitments

Pension contributions totalling £4,577 (2020: £2,308) were payable to the scheme at the balance sheet date and are included in creditors.

14 Operating Leases

At 31 March 2021 the total of the charity's future minimum lease payments under non-cancellable operating leases was:

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Amounts payable:		
Within 1 year	553	1476
Between 1 and 5 years	184	738
Total	<u>737</u>	<u>2,214</u>

15 Corporation Taxation

The company is Limited by Guarantee, is a charity registered with the Charity Commission number 1076375 and does not have share capital. The charity is exempt from tax on income and gains falling within sections 524-564 of the Income Taxes Act 2007 to the extent that these are applied to its charitable objects.

16 Related Party Transactions

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

Management and trustees made donations to the charity totalling £130 (2020: £120).