

REGISTERED COMPANY NUMBER : 04465478 (ENGLAND & WALES) REGISTERED
CHARITY 1093472

Report of the Trustees & Financial Statements for the year ended

31 March 2024

for

SLOUGH CROSSROADS – CARING FOR CARERS
(A Charitable company limited by guarantee)

SLOUGH CROSSROADS – CARING FOR CARERS

CONTENTS OF THE FINANCIAL STATEMENTS
For the Year Ended 31 March 2024

	Pages
Report of the Trustees	2 to 5
CEO/Chair Report for 2023/2024	6 to 7
Independent Examiner's Report	8
Statement of Financial Activities	9
Balance Sheet	10 to 11
Notes to the Financial Statements	12 to 18

SLOUGH CROSSROADS – CARING FOR CARERS

REPORT OF THE TRUSTEES

For the Year Ended 31 March 2024

The trustees, who also serve as directors of the charity under the Companies Act 2006, present this report and the financial statements for the year ended 31 March 2024. This report has been prepared in accordance with the Charities Statement of Recommended Practice (SORP) applicable to charities using the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

INTRODUCTION

The 2023/24 period has been a year of both challenges and achievements. Despite financial pressures and operational changes, Crossroads Care Slough remains steadfast in its mission to support carers and those who need care. The year was marked by resilience, adaptability, and a commitment to providing high-quality, life-enhancing care services.

We extend heartfelt thanks to our staff, trustees, supporters, and the carers and families who place their trust in us. Together, we have navigated difficulties and continued to make a meaningful difference in the Slough community.

OBJECTIVES AND ACTIVITIES

Crossroads Care Slough is dedicated to supporting carers and the cared for through tailored, high-quality services.

Objectives and Activities

Deliver tailored respite and specialist care services, including support for dementia, end-of-life care, and complex needs.

Develop care plans aligned with CQC standards, regularly monitoring quality through client feedback and satisfaction surveys.

Foster community partnerships and engagement to enhance service delivery and raise awareness of carers' needs.

Continuously adapt and innovate services to address changing community needs and trends.

These combined efforts ensure that Crossroads Care Slough remains a trusted, reliable lifeline for carers and their families.

ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

Throughout the year, Crossroads Care Slough continued to provide vital respite care to ease the burden on unpaid carers within the community.

Key Achievements

Adaptation to the new Single Assessment Framework, ensuring compliance with updated regulatory requirements.

Submission of a tender to SBC to be included on the preferred providers list, strengthening our community presence and diversifying our customer base once again.

Expansion of e-learning for staff training, covering essential topics such as safeguarding, medication management, and specialized areas like dementia and mental health.

Commitment to Quality

Achieved a "Good" rating in our most recent CQC inspection, demonstrating our commitment to regulatory compliance and high-quality care.

Conducted annual quality monitoring through questionnaires and face-to-face reviews to ensure our services meet the needs of carers and their loved ones.

SLOUGH CROSSROADS – CARING FOR CARERS

REPORT OF THE TRUSTEES

For the Year Ended 31 March 2024

FINANCIAL REVIEW

Financial Management and Sustainability

Despite significant financial challenges, Crossroads Care Slough has prioritized maintaining financial stability while ensuring service continuity.

No rate uplift was received from Slough Borough Council (SBC) during the year, despite increased costs due to National Minimum Wage, NI, Pensions, related increases and rising utilities.

SBC ceased the majority of referrals and removed most care packages, leaving Crossroads Care Slough to heavily subsidize care for the remaining council clients.

Despite these challenges, the Management and Trustees have ensured the charity's stability and continuity by implementing prudent financial strategies and effectively utilizing working capital to sustain the delivery of high-quality care services.

STRUCTURE, GOVERNANCE, AND MANAGEMENT

Governing Document

The charity operates under a deed of trust and is a company limited by guarantee under the Companies Act.

Governance and Oversight

The Board of Trustees oversees the strategic direction of the organization, meeting regularly to review operational and financial reports. Trustee meetings ensure informed decision-making and adherence to governance best practices.

Risk Management

A comprehensive risk register is maintained and reviewed to address potential risks proactively, ensuring the safety of clients and operational continuity.

Staff and Trustee Support

Staff well-being and development remain priorities, with investments in professional training and support systems.

Trustees are provided with induction materials, training opportunities, and ongoing support to effectively fulfil their roles.

PUBLIC BENEFIT AND IMPACT

Crossroads Care Slough continues to meet the definition of a public benefit entity under FRS 102. The charity's activities have had a significant positive impact on the lives of carers and their families, providing them with respite, peace of mind, and improved quality of life.

SLOUGH CROSSROADS – CARING FOR CARERS

REPORT OF THE TRUSTEES

For the Year Ended 31 March 2024

LOOKING AHEAD

Our goals for the coming year include:

Expanding our reach to support more carers in Slough through strategic recruitment and partnership development.

Exploring opportunities for innovation and collaboration to enhance our services and diversify our income streams.

Continuing to advocate for fair funding to reduce the financial burden on the charity and ensure sustainable care services for our community.

THANK YOU

The past year has been challenging but rewarding, and we are deeply grateful to our community, staff, trustees, and partners. Together, we remain committed to making a lasting difference in the lives of carers and those they care for.

Trisha Young
Chief Executive Officer

Robert Miles
Chair of the Board of Trustees

A handwritten signature in black ink, appearing to read 'Robert Miles', with a long horizontal flourish underneath.

SLOUGH CROSSROADS – CARING FOR CARERS

REPORT OF THE TRUSTEES

For the Year Ended 31 March 2024

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04465478 (England and Wales)

Registered Charity number

1093472

Registered office

The Corner House
254a Farnham Road
Slough
Berkshire
SL1 4XE

Trustees

R Miles
B Harding
J Lyseight-Jones
D Bhaskaran
J Yokota

Independent Examiner

Rumman Saeed
131 Centenary Plaza
B1 1TH
Birmingham
UK

Approved by order of the board of trustees on9/12/2024.....and signed on its behalf by:



.....
Robert Miles – Chair of Board

CEO/Chair Report for 2023/2024

Dear Friends and Supporters,

As we reflect on the past year, we are immensely grateful to be here, continuing to support our community for another year. The journey has been filled with challenges and uncertainties, yet we feel fortunate for the unwavering support we have received from the people we serve, our dedicated staff, and our Trustees.

This year, Crossroads Care Slough has faced significant financial pressures. Despite rising costs across the sector, we received no rate uplift from Slough Borough Council. This meant the Charity had to absorb increases in the National Minimum Wage, National Insurance contributions, and all related costs, including the significant rise in utilities and overheads.

Our commitment to subsidizing care in the town has required a substantial portion of our working capital to ensure that individuals continue to receive the high-quality support they need and deserve. Despite these financial strains, our dedication to our mission has remained steadfast, and we have continued to deliver essential services that make a real difference in the lives of many.

The sector has seen many changes over the past year, with the most notable being the introduction of the new Single Assessment Framework. This new framework has required us to adapt and evolve to meet its standards.

I am proud to report that we have submitted a tender to be included on the preferred providers list, a crucial step in our efforts to secure our position within the community and expand our customer base. We are also committed to diversification of our customer base as a strategic move to ensure we are not overly reliant on any single customer, which is both prudent and necessary for our long-term sustainability.

In addition to navigating these changes, we have continued to prioritize the well-being of our staff. Their dedication and resilience have been the cornerstone of our ability to provide consistent and compassionate care. We have invested in their professional development and well-being, recognizing that their strength and expertise are vital to our success.

Moreover, our Trustees have played a pivotal role in steering the organization through these turbulent times. Their guidance, strategic thinking, and unwavering support have been invaluable. Together we have worked tirelessly to ensure that Crossroads Care Slough remains a beacon of hope and support in our community.

Looking ahead, we are committed to exploring new opportunities for growth and innovation. We are actively seeking partnerships and collaborations that align with our mission and values. By doing so, we aim to enhance our services, reach more individuals in need, and continue to be a trusted provider of care in Slough.

We also recognize the importance of community engagement and feedback. We are continuously seeking ways to improve our services based on the input from those we support. Your voices are crucial in shaping our future, and we encourage you to share your experiences and suggestions with us.

SLOUGH CROSSROADS – CARING FOR CARERS

In closing, I want to extend my heartfelt gratitude to everyone who has been part of this journey. Your support, whether as a recipient of our services, a staff member, a Trustee, or a community partner, has been instrumental in our ability to persevere and thrive. Together, we will continue to face the challenges ahead with resilience and optimism, ensuring that Crossroads Care Slough remains a pillar of support for all who need us.

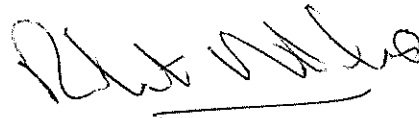
Thank you.

Trisha Young

Chief Executive Officer

Robert Miles

Chair of the Board of Trustees



CROSSROADS
CARE Slough



SLOUGH CROSSROADS – CARING FOR CARERS

Independent Examiner's Report to the Trustees of
SLOUGH CROSSROADS – CARING FOR CARERS

Independent examiner's report to the trustees of SLOUGH CROSSROADS - CARING FOR CARERS ('the Company')

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

Responsibilities and basis of report

As the charity's trustees of the Company (and also 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 your charity's accounts as 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

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.

Rumman Saeed

Rumman Saeed F.C.C.A
The Association of Chartered Certified Accountants

131 Centenary Plaza
B1 1TH
Birmingham
UK

Date: 9th Dec 2024

SLOUGH CROSSROADS – CARING FOR CARERS

STATEMENT OF FINANCIAL ACTIVITIES
For the Year Ended 31 March 2024

	<u>Notes</u>	<u>31.3.24</u> <u>Unrestricted</u> <u>Funds</u> <u>£</u>	<u>31.3.23</u> <u>Unrestricted</u> <u>Funds</u> <u>£</u>	<u>31.3.22</u> <u>Unrestricted</u> <u>Funds</u> <u>£</u>
INCOME AND ENDOWMENTS FROM				
Donations & Legacies		115	213	27,786
Charitable activities				
Local authority contracts/ Spot purchases		57,035	147,595	195,538
SBC Childrens Trust		32,941	18,033	14,922
Private clients		44,212	14,044	22,613
Direct payment providers		56,052	32,604	13,872
Day club		23,386	9,290	2,450
Other income		-	-	482
Investment income	2	1086	1,795	43
Total		<u>214,827</u>	<u>223,574</u>	<u>277,706</u>
EXPENDITURE ON				
Charitable activities				
Other income		21,842	119,869	44,135
Care support		104,565	-	108,800
Other		124,140	99,357	110,156
Total		<u>250,547</u>	<u>219,226</u>	<u>263,091</u>
NET INCOME		(35,720)	4,348	14,615
RECONCILIATION OF FUNDS				
Total funds brought forward		289,196	284,848	270,233
TOTAL FUNDS CARRIED FORWARD		<u>254,476</u>	<u>289,196</u>	<u>284,848</u>

SLOUGH CROSSROADS – CARING FOR CARERS

BALANCE SHEET

As at 31 March 2024

	<u>Notes</u>	<u>31.3.24</u> <u>Unrestricted</u> <u>Funds</u> <u>£</u>	<u>31.3.23</u> <u>Unrestricted</u> <u>Funds</u> <u>£</u>	<u>31.3.22</u> <u>Unrestricted</u> <u>Funds</u> <u>£</u>
FIXED ASSETS				
Tangible Assets	6	579	917	967
CURRENT ASSETS				
Debtors	7	66,094	51,177	86,945
Cash at bank and in hand		<u>201,057</u>	<u>250,435</u>	<u>228,997</u>
		267,151	301,612	315,942
CREDITORS				
Amounts falling due within one year	8	(14,255)	(13,333)	(32,061)
NET CURRENT ASSETS		<u>252,897</u>	<u>288,279</u>	<u>283,881</u>
TOTAL ASSET LESS CURRENT LIABILITIES		<u>253,476</u>	<u>289,196</u>	<u>284,848</u>
NET ASSETS		<u>253,476</u>	<u>289,196</u>	<u>284,848</u>
FUNDS				
Unrestricted funds	13	253,476	289,196	284,848
TOTAL FUNDS		<u>253,476</u>	<u>289,196</u>	<u>284,848</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

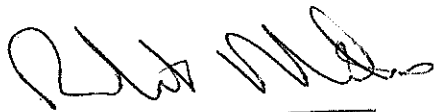
SLOUGH CROSSROADS – CARING FOR CARERS

BALANCE SHEET – continued

As at 31 March 2024

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

The financial statements were approved by the Board of Trustees and authorized for issue on and were signed on its behalf by:

A handwritten signature in black ink, appearing to read 'Robert Miles', written over a dotted line.

Robert Miles – Chair of Board

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 31 March 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Income

All incoming resources are included on the Statement of Financial Activities when the charitable company is legally entitled to the income, any performance conditions attached to the income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Where income relating to future periods is received in advance, or income relating to past periods is received in arrears, such amounts are held as deferred or accrued income accordingly.

Grant income, whether capital or revenue grants, is recognized when the charity has entitlement to the funds, any performance conditions attached to grants have been met, it is probable that the income will be received, and the amount can be measured reliably.

Expenditure

Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measure reliably. Expenditure is accounted for on an accrual basis. All expenses including support costs and governance costs are allocated or apportioned to applicable expenditure headings.

Resources expended comprise:

Costs of charitable activities - charitable activities as disclosed in the SOFA are as follows: expenditure on charitable activities and other resources expended.

The costs of charitable activities include direct expenditure. The accounting treatments for these are as follows:

Costs directly allocate to activities - the charitable activities flow from the charity's vision and purpose, which are highlighted in the Trustees' Report.

Support costs allocated to activities - represents those items not falling into any other heading.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2024

1. ACCOUNTING POLICIES - continued

Expenditure

Operating leases and commitments

All amounts paid for goods and services under operating leases are recognized as expenditure over the life of the lease and are included within expenditure in the period to which they relate.

Tangible fixed assets

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

Fixtures and fittings - 20% on cost \

Taxation

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

Fund accounting

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

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

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

2. INVESTMENT INCOME

	31.03.24	31.03.23	31.03.22
	£	£	£
Interest receivable – trading	<u>1,086</u>	<u>1,795</u>	<u>43</u>

3. NET INCOME/(EXPENDITURE)

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

	31.03.24	31.03.23	31.03.22
	£	£	£
Auditors fees	535	335	1,675
Depreciation – owned assets	338	214	344
Deficit on disposal of fixed assets	<u>-</u>	<u>427</u>	<u>-</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2024

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	31.3.24 Unrestricted Funds £	31.3.23 Unrestricted Funds £	31.3.22 Unrestricted Funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	115	213	27,786
Charitable activities			
Local authority contracts/ Spot purchases	57,035	147,595	195,538
SBC Children's Trust	32,941	18,033	14,922
Private clients	44,212	14,044	22,613
Direct payment providers	56,052	32,604	13,872
Day club	23,386	9,290	2,450
Other income	-	-	482
Investment income	1086	1,795	43
Total	214,827	223,574	277,706
EXPENDITURE ON Charitable activities			
Other income	21,842	119,869	44,135
Care support	104,565	-	108,800
Other	124,140	99,357	110,156

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2024

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	31.3.24 Unrestricted Funds £	31.3.23 Unrestricted Funds £	31.3.22 Unrestricted Funds £
Total	<u>250,547</u>	<u>219,226</u>	<u>263,091</u>
NET INCOME	(35,720)	4,348	14,615
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>289,196</u>	<u>284,848</u>	<u>270,233</u>
TOTAL FUNDS CARRIED FORWARD	<u>253,476</u>	<u>289,196</u>	<u>284,848</u>

6. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2023	1,691
Additions	-
Disposals	<u>(-)</u>
At 31 March 2024	<u>1,691</u>
DEPRECIATION	
At 1 April 2023	774
Charge for year	338
Eliminated on Disposal	<u>(-)</u>
At 31 March 2024	<u>1,112</u>
NET BOOK VALUE	
At 31 March 2024	<u>579</u>
At 31 March 2023	<u>917</u>

SLOUGH CROSSROADS – CARING FOR CARERS

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2024

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23	31.3.22
	£	£	£
Trade debtors	66,095	50,792	86,464
Prepayments	-	385	481
	<u>66,095</u>	<u>51,177</u>	<u>86,945</u>

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23	31.3.22
	£	£	£
Trade creditors	86	261	4,671
Social security and other taxes	1,997	421	2,568
Other creditors	1,923	581	193
Accruals and deferred income	10,420	12,070	24,629
	<u>14,255</u>	<u>13,333</u>	<u>32,061</u>

9. MOVEMENT IN FUNDS

	At 1.4.23	Net Movement In funds	At 31.3.24
	£	£	£
Unrestricted funds			
General funds	289,196	(35,720)	253,476
TOTAL FUNDS	<u>289,196</u>	<u>(35,720)</u>	<u>253,476</u>

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General funds	214,827	(250,547)	(35,720)
TOTAL FUNDS	<u>214,827</u>	<u>(250,547)</u>	<u>(35,720)</u>

SLOUGH CROSSROADS – CARING FOR CARERS

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2024

9. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net Movement In funds £	At 31.3.23 £
Unrestricted funds			
General funds	<u>284,848</u>	<u>4,348</u>	<u>289,196</u>
TOTAL FUNDS	<u>284,848</u>	<u>4,348</u>	<u>289,196</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General funds	<u>223,574</u>	<u>(219,226)</u>	<u>4,348</u>
TOTAL FUNDS	<u>223,574</u>	<u>(219,226)</u>	<u>4,348</u>

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

	At 1.4.22 £	Net Movement In funds £	At 31.3.24 £
Unrestricted funds			
General funds	<u>284,848</u>	<u>(31,372)</u>	<u>253,476</u>
TOTAL FUNDS	<u>284,848</u>	<u>(31,372)</u>	<u>253,476</u>

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

	Incoming resources £	Resources Expended £	Movement in funds £
Unrestricted funds			
General funds	<u>277,706</u>	<u>(309,078)</u>	<u>(31,372)</u>
TOTAL FUNDS	<u>277,706</u>	<u>(309,078)</u>	<u>(31,372)</u>

SLOUGH CROSSROADS – CARING FOR CARERS

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2024

10. RELATE PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.