

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

Report of the Trustees & Financial Statements for the year ended

31 March 2025

for

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

SLOUGH CROSSROADS – CARING FOR CARERS

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For the Year Ended 31 March 2025

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SLOUGH CROSSROADS – CARING FOR CARERS

REPORT OF THE TRUSTEES

For the Year Ended 31 March 2025

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 2025. 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 2024/25 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 2025

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 2025

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.

Trish Young
Chief Executive Officer

Jackie Yokota
Chair of the Board of Trustees

SLOUGH CROSSROADS – CARING FOR CARERS

REPORT OF THE TRUSTEES
For the Year Ended 31 March 2025

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
04465478 (England and Wales)

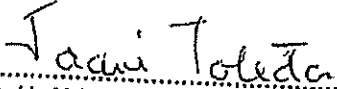
Registered Charity number
1093472

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
29 South Loop Park
B160AF
Birmingham
UK

Approved by order of the board of trustees on16/10/25.....and signed on its behalf
by:


.....
Jackie Yokota – Chair of Board

CEO/Chair Report for 2024/2025

Dear Friends and Supporters,

The 2024/25 year has been both demanding and rewarding for Crossroads Care Slough. At a time when many organisations have been forced to reduce their presence, we have remained a steadfast lifeline for carers and those they care for across our community. Thanks to the unwavering commitment of our staff, trustees, volunteers, and supporters, we have continued to deliver essential respite and specialist care services that bring dignity, reassurance, and practical help to families.

One of our proudest achievements this year was securing vital funding at critical moments. The £15,000 core cost grant from the Garfield Weston Foundation provided immediate stability when pressures were at their highest. Toward the end of the financial year, we received a three-year £90,000 National Lottery Community Fund grant to part-fund our Community Connect – Empowering Lives Together programme. This support not only strengthened our finances but allowed us to look forward with confidence, knowing we can expand the reach and impact of a project that is already bringing people together and tackling isolation.

We also successfully tendered for SBC Adult Social Care services—an important step toward ensuring that our experience and high standards remain part of the local care framework. However, the continued delay in signing the contract, coupled with Slough Borough Council's ongoing removal of care packages and the absence of new referrals, has created uncertainty and placed added pressure on our resources. Rising costs—from National Minimum Wage increases to utilities and insurance—have further tested our resilience. These challenges are real, but they have also demonstrated the strength and adaptability of our team, who have responded with professionalism, compassion, and creativity to ensure that families were not left without support.

This year, we were particularly pleased to complete our Cyber Essentials certification, strengthening our digital security and demonstrating to partners and families that their data and privacy are protected to nationally recognised standards. We have also continued to invest in staff development and trustee support, recognising that their skills, wellbeing, and commitment are at the heart of everything we achieve.

Looking to the future, we are optimistic. We will use the Community Connect programme to bring even more carers and vulnerable residents together, reducing isolation and providing meaningful respite. We will continue to advocate for fair funding and transparent commissioning, while also diversifying our income streams so that no single funding source can jeopardise our ability to serve the community. We will invest in technology, training, and community partnerships to ensure our services remain robust, responsive, and ready for the years ahead.

Above all, we remain deeply grateful to our staff and trustees for their dedication, to our supporters and funders for their trust, and to the carers and families who invite us into their lives. Together, we will meet the challenges ahead with the same resilience,

SLOUGH CROSSROADS – CARING FOR CARERS

faith, and hope that have carried Crossroads Care Slough through another year of service.

Thank you.

Trish Young

Chief Executive Officer

Jackie Yokota

Chair of the Board of Trustees



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 2025.

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

29 South Loop Park
B160AF
Birmingham
UK

Date: 16/10/2025

SLOUGH CROSSROADS – CARING FOR CARERS

STATEMENT OF FINANCIAL ACTIVITIES
For the Year Ended 31 March 2025

	<u>Note</u> <u>s</u>	<u>31.3.25</u> <u>Unrestricte</u> <u>d Funds</u> <u>£</u>	<u>31.3.24</u> <u>Unrestricte</u> <u>d Funds</u> <u>£</u>	<u>31.3.23</u> <u>Unrestricte</u> <u>d Funds</u> <u>£</u>	<u>31.3.22</u> <u>Unrestricte</u> <u>d Funds</u> <u>£</u>
INCOME AND ENDOWMENTS FROM					
Donations & Legacies		698.79	115	213	27,786
Charitable activities					
Local authority contracts/ Spot purchases		45,397	57,035	147,595	195,538
SBC Children's Trust		42,551	32,941	18,033	14,922
Private clients		28,721	44,212	14,044	22,613
Direct payment providers		53,551	56,052	32,604	13,872
Day club		22,844	23,386	9,290	2,450
Other income		15,000	-	-	482
Investment income	2	9,277	1,086	1,795	43
Total		<u>218,040</u>	<u>214,827</u>	<u>223,574</u>	<u>277,706</u>
EXPENDITURE ON Charitable activities					
Other income		12,655	21,842	119,869	44,135
Care support		100,171	104,565	-	108,800
Other		124,281	124,140	99,357	110,156
Total		<u>237,107</u>	<u>250,547</u>	<u>219,226</u>	<u>263,091</u>
NET INCOME		(19,067)	(35,720)	4,348	14,615
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>254,384</u>	<u>289,196</u>	<u>284,848</u>	<u>270,233</u>
TOTAL FUNDS CARRIED FORWARD		<u>235,317</u>	<u>254,476</u>	<u>289,196</u>	<u>284,848</u>

SLOUGH CROSSROADS – CARING FOR CARERS

BALANCE SHEET

As at 31 March 2025

	<u>Note</u> <u>s</u>	<u>31.3.25</u> <u>Unrestrict</u> <u>d Funds</u> <u>£</u>	<u>31.3.24</u> <u>Unrestrict</u> <u>d Funds</u> <u>£</u>	<u>31.3.23</u> <u>Unrestrict</u> <u>d Funds</u> <u>£</u>	<u>31.3.22</u> <u>Unrestrict</u> <u>d Funds</u> <u>£</u>
FIXED ASSETS					
Tangible Assets	6	241	579	917	967
CURRENT ASSETS					
Debtors	7	90,180	66,094	51,177	86,945
Cash at the bank and in hand		162,733	201,057	250,435	228,997
		<u>252,913</u>	<u>267,151</u>	<u>301,612</u>	<u>315,942</u>
CREDITORS					
Amounts falling due within one year	8	-17,837	-14,255	-13,333	-32,061
NET CURRENT ASSETS		<u>235,076</u>	<u>252,897</u>	<u>288,279</u>	<u>283,881</u>
TOTAL ASSET LESS CURRENT LIABILITIES		<u>235,317</u>	<u>253,476</u>	<u>289,196</u>	<u>284,848</u>
NET ASSETS		<u>235,317</u>	<u>253,476</u>	<u>289,196</u>	<u>284,848</u>
FUNDS					
Unrestricted funds	9	235,317	253,476	289,196	284,848
TOTAL FUNDS		<u>235,317</u>	<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 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 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 2025

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

The financial statements were approved by the Board of Trustees and authorized for issue on16.10.25..... and were signed on its behalf by:

Jackie Yokota
Jackie Yokota – Chair of Board

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 31 March 2025

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 compromise:

Costs of charitable activities - charitable activities as disclosed in the SOFA are as follows: expenditure on charitable activates 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.

SLOUGH CROSSROADS – CARING FOR CARERS

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2025

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

	31.03.25	31.03.24	31.03.23	31.03.22
	£	£	£	£
Interest receivable – trading	9,277	1,086	1,795	43

3. NET INCOME/(EXPENDITURE)

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

	31.03.25	31.03.24	31.03.23	31.03.22
	£	£	£	£
Auditors fees	338.25	535.00	335.00	1,675.00
Depreciation – owned assets	3,274.57	338.00	214.00	344.00
Deficit on disposal of fixed assets	-	-	427.00	-

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2025

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	31.3.25 Unrestricted Funds £	31.3.24 Unrestricted Funds £	31.3.23 Unrestricted Funds £	31.3.22 Unrestricted Funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	699	115	213	27,786
Charitable activities				
Local authority contracts/ Spot purchases	45,397	57,035	147,595	195,538
SBC Children's Trust	42,551	32,941	18,033	14,922
Private clients	28,721	44,212	14,044	22,613
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Other income	15,000	-	-	482
Investment income	9,277	1,086	1,795	43
Total	218,040	214,827	223,574	277,706
EXPENDITURE ON Charitable activities				
Other income	12,655	21,842	119,869	44,135
Care support	100,171	104,565	-	108,800
Other	124,281	124,140	99,357	110,156

SLOUGH CROSSROADS – CARING FOR CARERS

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2025

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	31.3.25	31.3.24	31.3.23	31.3.22
	Unrestricted	Unrestricted	Unrestricted	Unrestricted
	Funds	Funds	Funds	Funds
	£	£	£	£
Total	<u>237,107</u>	<u>250,547</u>	<u>219,226</u>	<u>263,091</u>
NET INCOME	-19,067	-35,720	4,348	14,615
RECONCILIATION OF FUNDS				
Total funds brought forward	253,476	289,196	284,848	270,233
TOTAL FUNDS CARRIED FORWARD	<u>234,409</u>	<u>253,476</u>	<u>289,196</u>	<u>284,848</u>

6. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2024	1,691
Additions	-
Disposals	<u>(-)</u>
At 31 March 2025	<u>1,691</u>
DEPRECIATION	
At 1 April 2024	1,112
Charge for year	338.25
Eliminated on Disposal	<u>(-)</u>
At 31 March 2025	<u>1,450</u>
NET BOOK VALUE	
At 31 March 2025	<u>241</u>
At 31 March 2024	<u>579</u>

SLOUGH CROSSROADS – CARING FOR CARERS

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2025

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24	31.3.23	31.3.22
	£	£	£	£
Trade debtors	87,363	66,095	50,792	86,464
Prepayments	2,817	-	385	481
	<u>90,180</u>	<u>66,095</u>	<u>51,177</u>	<u>86,945</u>

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24	31.3.23	31.3.22
	£	£	£	£
Trade creditors	2,346.11	-86	261	4,671
Social security and other taxes	-	1,997	421	2,568
Other creditors	491	1,923	581	193
Accruals and deferred income	15,000	10,420	12,070	24,629
	<u>17,837</u>	<u>14,255</u>	<u>13,333</u>	<u>32,061</u>

9. MOVEMENT IN FUNDS

	At 1.4.23 £	At 31.3.24 £	Net Movemen t In funds £	At 31.3.25 £
Unrestricted funds				
General funds	<u>289,196</u>	<u>253,476</u>	<u>-19,067</u>	<u>234,409</u>
TOTAL FUNDS	<u>289,196</u>	<u>253,476</u>	<u>-19,067</u>	<u>234,409</u>

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

	Incoming resources ' 24 £	Incoming resources ' 25 £	Resource s expended £	Movemen t in funds £
Unrestricted funds				
General funds	<u>214,827</u>	<u>218,040</u>	<u>-237,107</u>	<u>-19,067</u>
TOTAL FUNDS	<u>214,827</u>	<u>218,040</u>	<u>-237,107</u>	<u>-19,067</u>

SLOUGH CROSSROADS – CARING FOR CARERS

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2025

9. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	At 31.3.23 £	Net Movemen t In funds £	At 31.3.24 £
Unrestricted funds				
General funds	284,848	289,196	-35,720	253,476
TOTAL FUNDS	284,848	289,196	-35,720	253,476

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

	Incoming resources ' 23 £	Incoming resources ' 24 £	Resource s expended £	Movemen t in funds £
Unrestricted funds				
General funds	223,574	214,827	-250,547	-35,720
TOTAL FUNDS	223,574	214,827	-250,547	-35,720

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

	At 1.4.22 £	At 31.3.23 £	Net Movemen t In funds £	At 31.3.25 £
Unrestricted funds				
General funds	284,848	289,196	-54,787	234,409
TOTAL FUNDS	284,848	289,196	-54,787	234,409

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 ' 22 £	Incoming resources ' 23 £	Resource s Expended £	Movemen t in funds £
Unrestricted funds				
General funds	277,706	223,574	-278,361	-54,787
TOTAL FUNDS	277,706	223,574	-278,361	-54,787

SLOUGH CROSSROADS – CARING FOR CARERS

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2025

10. RELATE PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.