

**YMDDIRIEDOLAETH
GOFALWYR**

Gogledd Cymru
Gwasanaethau Gofal Croesffyrdd

**CARERS
TRUST**

North Wales
Crossroads Care Services

ANNUAL REPORT 2024-25

**FOR
CARERS
AND THE
PEOPLE
THEY
SUPPORT**

DELIVERING SERVICES IN:

**ANGLESEY
CEREDIGION
CONWY
DENBIGHSHIRE
FLINTSHIRE
GWYNEDD
WREXHAM**

Quinton Hazell Enterprise Parc
Glan y Wern Road, Colwyn Bay,
Conwy, LL28 5BS

Charity Registration Number: 1119142
Company Registration Number: 6205600
CIW Registration Number: WO30001450



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



CYNGOR
Sir Ddinbych
Denbighshire
COUNTY COUNCIL



CYNGOR SIR
YNNYS MńN
ISLE OF ANGLESEY
COUNTY COUNCIL



CYNGOR
Sir y Fflint
Flintshire
COUNTY COUNCIL



wrexham
COUNTY BOROUGH COUNCIL
CYNGOR BARDDEISTREF SIROL
wrecsam

MESSAGES FROM CHAIR AND CEO

Bethan Trenchard- CHAIR (2024-present)

Well 2024 - 2025 has been a challenging and busy year for CTNW

Having lost Rita I as a the new chair had very large boots to fill, but with the help of my fellow Trustees and our wonderful hard working Management Team I have survived.

Several staff changes have taken place which has added to our challenges Ann Bitcon as our Financial Adviser has retired and Lucy Jones our Board Secretary has been on a secondment, but again our management team have evolved and resolved some of the issues we thought we would have, Many Thanks to them.

My thanks also go to our carers who deliver our core services of respite at home Also to our leads and staff of our various projects who also deliver much needed respite, support and advise to all or carers.

We have recruited several new trustees from a diverse background and I hope they enjoy their time with us and I look forward to their advice and input into the future of CTNW. Many of our staff have been successful in training and development courses and we are grateful for the opportunity that gives them and ourselves to offer more diverse and developing services to our clients. Also welcome to new staff that have become part of our organization.



ALISON JONES - CEO (2012-present)

As we come to the end of another year I am reflecting on both the way our services have evolved and also how we still hold unpaid carers at the core of our offer. I am grateful for the support I continue to receive from the Board of Trustees. And am especially grateful for the support and wise counsel from our new Chair, Bethan..

We continue to build on our services to unpaid carers and give thanks to our funders for allowing us to continue with this essential support.

I extend thanks to our small and efficient office team and lastly our wonderful Carer Support Workers on whom our reputation rests.



CORE SERVICES

BY KAREN ALLEN—OPERATIONS MANAGER

Our main service is providing respite breaks to unpaid carers in their own homes, taking care of the person they care for whilst they have a well-earned rest to recharge their batteries. Some carers are unable to leave their own homes unless they have replacement care in place, and so our support is invaluable in these cases.

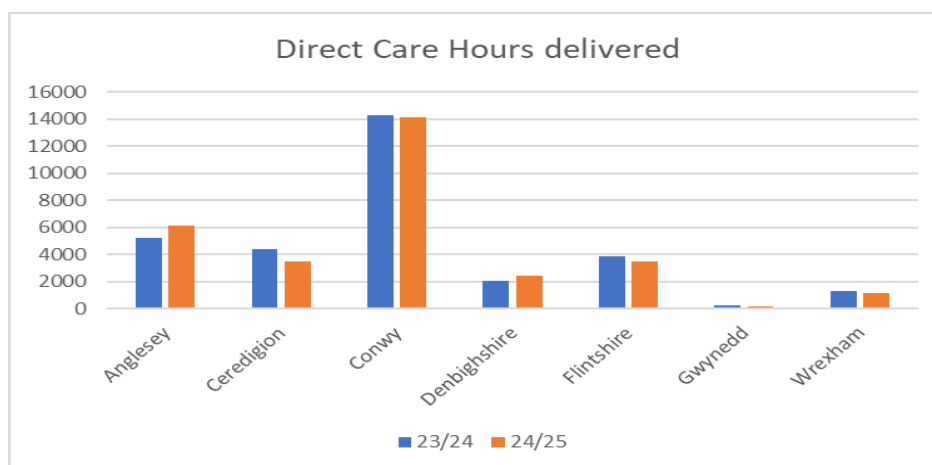
Our Carer Support Workers (CSWs) are all highly trained and can take over the role of the unpaid carer for a few hours, providing a safe and trusted environment for the cared-for. Our CSWs provide practical and emotional support, they can provide personal care, help with food preparation, and with permission, can take the cared-for for trips out into the community.

We have been providing this type of service for over 40 years, and it is still the main focus of our work. We have found that supporting carers who have a high level of caring responsibilities, eg providing over 50 hours of care every week, with a regular break can help prevent crisis and can keep people at home together for longer.

We are commissioned for this type of break in various different ways across North Wales and Ceredigion. Local Authorities can commission these services, and carers can contact their local council to see how to access respite support.

The Betsi Cadwaladr University Health Board also funds us to provide replacement care/sitting services for carers who are experiencing ill health and need some extra support to help look after their cared-for, or to enable them to attend an appointment if they are unable to leave their family member on their own.

In 2024-2025 our direct care hours to unpaid carers were delivered as follows:



CORE SERVICES (continued)

As can be seen from the graph overleaf, our service delivery in Conwy is high. Contributing factors include an ageing population as a lot of people retire to the area, and we are also fortunate to have a substantial funding agreement with Conwy Borough County Council which enables us to retain staff on guaranteed hours. In other areas of North Wales we're commissioned on a brokerage arrangement which makes it more difficult to estimate service levels from month to month which then affects recruitment. We have a limited service in Gwynedd at the moment but this is an area we would like to develop more.

In an endeavour to find out what impact our respite services have on unpaid carers, we send out customer surveys each year. 2025-2025 feedback was very positive, with the following being noted:

Extract from Independent Evaluation Report:

In conclusion Across all counties, feedback demonstrates a consistently high level of satisfaction with services provided by Carers Trust North Wales Crossroads Care Services. The organisation is seen as essential to supporting carers in maintaining their own wellbeing while continuing their vital caring roles. While most carers feel fully supported, there remains opportunity to expand access to additional emotional support and carer wellbeing resources

Whilst we continue to strive to provide respite services to carers, we have also needed to look for other funding opportunities to remain a viable and financially sustainable organisation. We always ensure that any grants or contracts we apply for will be of benefit to unpaid carers, ensuring that our ethos of supporting carers and offering worthwhile services is foremost in our minds. These projects are highlighted in the following pages.

CARERS SUPPORT FUND

Our Wellbeing Team, funded by Welsh Government's Carer Support Fund, has had a busy year supporting carers in all counties across North Wales. The Team consists of three Wellbeing Officers—Bryan who works in the East, Kate who covers central areas, and Manon who works in the West. They have been able to provide carers with information and advice, help with form filling, and help to access grants. They have been able to put people in touch with other services which are available in their local areas. The Team work in the community and can offer home visits too. We also have a Parent Carer Wellbeing Officer who works in the Conwy area and she helps families and children, providing practical and emotional support. She can provide 1-1 support to children, and also facilitates groups.

The Carers Support Fund also enables unpaid carers to apply for grants to ease financial difficulties. Individual grants are available for food shopping, white goods, household items, and IT equipment, and any other requests which carers can show would be beneficial to them. Each individual grant can be for up to £300 per carer.

The Wellbeing Service and Carers Grants is funded to the end of March 2025, but as the initiative has been so successful and so well received by carers, it is hoped that WG will announce that the funding will be ongoing.

In the last 12 months, under the Carers Support Fund, Carers Trust North Wales granted the following to unpaid carers in North Wales:

237

**individual
grants
to carers**

£59,400

**distributed
directly to
carers**

SHORT BREAKS FOR CARERS



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

We have been successful in applying for continuation funding for 2024-25 for the Short break for carers funding and so were able to continue to offer much needed support pan North Wales to unpaid carers.

The project, which we call *Amser Ni / Me Time* enables carers to take a break from their caring role in a variety of different ways. The Scheme has been designed so that the funding can be used as flexibly as possible. This has given us the opportunity to consult with carers on what breaks would be the most important to them, both on an individual basis or for a group day out. Our focus was to ensure that unpaid carers could have their own choice on what they would like to do, and they didn't hold back, coming up with a range of ideas for group activities. Here are some of the things we have been able to arrange over the year:

- Walking with Llamas
- A Trip up Yr Wyddfa
- Afternoon Teas
- Workshops—Christmas wreath-making & daffodil planting
- Cookery sessions for young carers
- Christmas Dinner vouchers
- Pantomime tickets for children and families

***'Thank you for a day
full of laughter,
friendship and kind-
ness xx'***

'Let's do it again'

***'Just what I needed
and at a time when
my stress levels are
high'***



SHORT BREAKS (continued)

For carers applying for individual breaks, we put a short, straightforward application process in place stressing that the panel would consider ANY type of break. Carers could choose to either do something on their own or with friends and family, or have a break with the person they care for. If they opted for a break on their own, we were able to make sure arrangements were in place to look after the person they care for. A lot of carers applied for meals out or cinema trips with the family, other applications were for trips away including going to Devon for the weekend, staying at Haven, festival tickets, school residential trips etc. It was lovely when we started receiving postcards and holiday pictures from all over the UK!

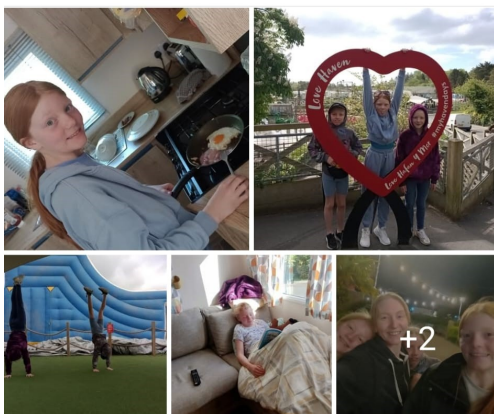
The project also enabled us to fund Hafan Ni Days at our Dementia Centre in Colwyn Bay. Hafan Ni is a club for people with Dementia who come and spend the day together in the Centre, allowing their carers have some time to themselves.

The Short Breaks Scheme has been a very positive initiative, enabling us to provide co-produced and person-centred breaks to carers. Carers have been empowered to ask for things they actually want to do, and we have been able to say 'YES' to so many varied requests.

Any unpaid carer of any age caring for a family member, friend or neighbour is eligible to apply for a short break, so call us on 01492 542212 to request an application form.

(we do have to limit carers to one application over a 12 month period to reach as many carers as possible)

Eternally grateful for the lovely people who look out for us ❤️ can't tell you how needed this was this weekend after a bumpy couple of weeks with my mental health. Loved swimming with the eldest this time too 😊



MEMORY SUPPORT PATHWAY—DEMENTIA CENTRES

BY TOBY FAGAN—DEMENTIA SERVICE LEAD

Our Dementia Centre Service which is part of the regional Dementia North Wales Memory Support Pathway has continued to develop over the last 12 months. Six Centres are now established in North Wales, one in each Local Authority area, with a satellite hub in more rural areas.



We have expanded services during the year and have introduced hairdressing, chiropody, and Stroke Awareness Sessions (this may vary per Centre). We produce monthly calendar of events 'What's on in your local Centre' which we publicise via Facebook and our website. Our weekly Taith Ni groups (a group for people living with Dementia which also gives carers a chance to come together separately for peer support) are as popular as ever and dates/time are also included in our 'What's On' pages.

At the end of March 2025, the North Wales Memory Support Pathway reached it's three year anniversary.



A highlight of the year was attending the Anglesey Show in August 2025.

We were able to talk to a lot of carers and raise awareness of what the Pathway can offer to people with Dementia and their families.

We also attended the Eisteddfod in Wrexham to raise awareness of the Memory Support Pathway.

This year Toby Fagan, Dementia Service Lead has accompanied Rebecca Szekely (Alzheimer's Society) on three radio interviews to promote the work of the Memory Support Pathway.



In the year 2024-2025 the total number of contacts through the all Dementia Centres in North Wales saw an increase of 6247 which is an increase of 81.9% on the year 2023-2024.

Without the dedication of the Dementia Centre Coordinators this would not have been achieved

CHILDREN'S SERVICES

BY EVIE ROBERTS—CHILDREN'S CO-ORDINATOR

This year has seen a continuation of challenges with funding and staffing. The service is heavily referred into, but without larger funding pots, it is hard to recruit staff. This makes providing 1-1 support an ongoing challenge, and means families are waiting for support. Conwy say that this is an inevitable part of what we do, and know that we are always looking for an extra funding they can secure. However, we do still provide 1-1 and do so as much as we can.

We reach most families through our groups, which we run on a weekly basis with more frequent groups in the school holidays. We try to ensure families get a good variety of activities and attend as many as they can.

Our summer fun day was a huge success again this year, it seems it is a staple in our calendar now, and families look forward to it each year. We had bouncy castles and entertainers, as well as face paints, crafts, games and food for the families.

We will have run 68 groups by the end of the year, reaching a large number of families. The groups are great for providing a safe space for children to come, learn social skills, confidence and have fun, and some encourage parents to build a network of support through other parents and that helps to build resilience. Our groups give parents the opportunity to have a positive experience with their children, with the knowledge that they are not alone and have support should they need it, and also top have a break, hen they drop them off at the smaller sessions.

Groups we have run have included;

Swimming, cookery, craft club, games sessions, woodland walks, cinema sessions, Theatre trips, gardening, volunteering, soft play, bowling, baking, disco's, trip to adventure golf, mother's day cream tea, and many more.

We receive good feedback from parents regularly and send out feedback forms periodically.



VOLUNTEERS

Our fantastic team of volunteers is growing across North Wales, and we are hugely grateful for all that they do. A lot of the volunteering work takes place in our six Dementia Centres, where they help out to make sure that everyone who comes along is put at ease and has an enjoyable visit. Our volunteers help to make people feel safe, engaged and less isolated by their Dementia.

Bertie, pictured opposite, is a popular member of our Volunteer Team. He is so good at being a volunteer, we bought him a little coat which he loves to proudly wear!

If you're interested in voluntary work, please ring our Volunteer Co-ordinator on 01492 542212.



DONATIONS

Thank you so much to each and every person who sent a donation to help us in our work. This year we received a fabulous and much appreciated **£33,951** in total received across all counties.

We particularly thank:

Rhos on Sea rotary Club—donating £700

David Jones (Butcher)—raising £1,000

Hawarden Lodge—raising £500

Starlight Players Cricceth—raising £370

The harmony singers—donating £500

And thank you so much for all the In Memoriam donations we received over the year.

AND FINALLY OVER TO YOU:

We always save the last word to you, here are a few of the comments and feedback we've received over the last 12 months:

- 'I don't feel like I'm on my own any more'.
- 'We couldn't thank you enough for this wonderful service'
- 'The service gives me peace of mind and our support worker is so kind'
- 'The service gives me a proper break and I am ready to face the day again'
- 'Thank you, I really needed this service'
- 'This service has been fantastic and a real lifeline'
- 'We really value the service, our support worker is a lovely person'
- 'Thank you so much, you are all I have and I don't take it for granted one single bit!'
- 'My child has really gained so much from this group and the support staff are amazing'
- 'You offered support with applying for benefits and I am more grateful than you can know'
- 'We were so happy with the support and the service. Very reliable and nothing is too much trouble'
- 'I have been able to attend my own appointments and look after myself with all the support you have given us'
- 'The service helps us to carry on'
- 'So happy with your service'
- 'It is so nice to be able to meet with others living with the same problems we do, all the support is wonderful'

**YMDDIRIEDOLAETH GOFALWYR GOGLEDD CYMRU -
GWASANAETHAU GOFAL CROESFFYRDD
CARERS TRUST NORTH WALES -
CROSSROADS CARE SERVICES
(A COMPANY LIMITED BY GUARANTEE)**

**REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2025**

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REGISTERED COMPANY NUMBER - 6205600

REGISTERED CHARITY NUMBER - 1119142

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CARERS TRUST NORTH WALES - CROSSROADS CARE SERVICES
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REPORT OF THE TRUSTEES/DIRECTORS FOR THE YEAR ENDED 31 MARCH 2025

The Directors of Carers Trust North Wales ('the Charity'), who are also Trustees for the purposes of charity law (hereinafter referred to as 'the Trustees'), present their report and audited financial statements for the year ended 31 March 2025.

Reference and Administrative Information

Charity name	Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd / Carers Trust North Wales - Crossroads Care Services
Charity registration number	1119142
Company registration number	06205600
CSSIW registration number	WO30001450
Registered office and operational address	Office Suite 39 & 40, Quinton Hazell Enterprise Parc, Glan-y-Wern Road, Colwyn Bay, Conwy, LL28 5BS

Trustees

The Trustees of the Charity who served during the year ended 31 March 2025 and subsequently were as follows:

Rita Jones	Chair (to November 2024)	Retired November 2024
Bethan Trenchard	Chair (from November 2024)	
John Rees	Vice-Chair	
David Brydon	Treasurer	
Michael Boyle		
Andy Burgen		Retired November 2024
Alan Dixon		
Ian McNeillie		Appointed November 2024
Pearl Roberts		Retired February 2025
Maria Skudlarz		

Management Team

Alison Jones	Chief Executive Officer (CEO) / Company Secretary
Karen Allen	Care Manager - Registered Care Manager

Auditors

Salisbury & Company Business Solutions Limited
Statutory Auditors & Chartered Accountants
Irish Square, St Asaph, Denbighshire, LL17 0RN

Bankers

National Westminster Bank plc, 5 Queen Street, Rhyl, LL18 1RS

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CARERS TRUST NORTH WALES - CROSSROADS CARE SERVICES
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REPORT OF THE TRUSTEES/DIRECTORS FOR THE YEAR ENDED 31 MARCH 2025

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 5 April 2007 and registered as a charity on 10 May 2007. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

In the event of the company being wound up, members are required to contribute an amount not exceeding £5.

As a charity, the company is potentially exempt from tax on its charitable activities under the provisions of the ICTA 1988 applying to charities.

Recruitment and Appointment of Trustees

Individuals with an interest in the work of the Charity are approached to offer themselves for election as Trustees with a view to maintaining a broad mix of skills and experience. Potential trustees are invited to an interview and to attend meetings of the Charity before an appointment is made.

Trustee Induction and Training

All Trustees are provided with a Trustee Pack containing the relevant Charity Commission documentation, the organisation's Business Plan and Risk Register and other information to ensure awareness of their roles and responsibilities. They also attend occasional training sessions arranged by the Charity relating to aspects of their role, and are encouraged to attend courses and meetings organised by the national organisation.

A folder is maintained for each Trustee which includes details of their professional background, DBS/POVA checks, signed regulatory documents and training certificates.

Organisational Structure

There are up to twelve Trustees who are responsible for the strategic direction of the Charity. The full Board meets bi-monthly with two subcommittees meeting in the intervening months. All Trustees are members of at least one of the two subcommittees – Finance and General Purposes (FGP), Care Provision and Strategic and Service Development (CPASS).

Day to day management and administration is delegated to the Chief Executive Officer and Management Team who meet and consult regularly with the Trustees and attend Trustees' meetings.

Related Parties

The Charity is affiliated to the Carers Trust (Charity Registration Number 1145181), a UK charity. Carers Trust provides Policies and Procedures which the Charity is required to adopt, offers support, guidance and training, arranges suitable insurance for the Charity and encourages communication and dissemination of good practice among network partners.

Risk Management

The major risks to which the Charity is exposed are reviewed by the Trustees and a risk register maintained; where appropriate, systems and procedures are established to mitigate the risks in accordance with the Charity's Risk Management Strategy. Relevant sections of the risk register are reviewed at the sub-committee meetings with any issues raised being acted upon as necessary and referred to the full Board meeting. In addition, the register is reviewed in full on an annual basis.

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REPORT OF THE TRUSTEES/DIRECTORS FOR THE YEAR ENDED 31 MARCH 2025

The Policies and Procedures provided by Carers Trust (as referred to above) are followed by the Charity. Internal control risks are minimised by the implementation of procedures for authorisation of transactions and projects. Procedures are in place to ensure compliance with the health and safety of staff, clients and their families.

Objectives and Activities

The objectives and principal activities of the Charity to benefit the public are encompassed within its Vision, Mission and Values as set out below. The trustees, staff and volunteers are guided by these statements and the services provided by the organisation will always adhere to them.

VISION

Carers Trust North Wales Crossroads Care Services wants every carer in North Wales to be recognised, supported and offered services to help them maintain their own health and wellbeing.

MISSION

Carers Trust North Wales Crossroads Care Services:

- provides services within the diverse region of North Wales that respond to the needs of carers and the people they support, offering them peace of mind and understanding.
- works with carers and other stakeholders to influence service innovation and growth.

VALUES

Carers Trust North Wales Crossroads Care Services places carers and the people they support at the heart of everything we do.

- Trust – we understand that our services only respond to carers' needs when they trust us to care for the person they support.
- Involvement – carers and the people they support drive Carers Trust North Wales Crossroads Care Services service design and development.
- Quality – by employing motivated, trained, qualified and committed staff, we ensure that our services are high quality, flexible, responsive and continually improving.
- Family friendly – we recognise that our service impacts on families and friends – not just the carer and the person they support – and so we design our services with that in mind.
- Availability and accessibility – we work to make our services available and accessible to as many carers and people they support as possible.
- Dignity and respect – we always treat carers and the people they support with dignity and respect.
- Working for change – we work proactively with government and policy makers at national and local level to influence legislation and practice.
- Partnership working – we actively explore opportunities for establishing joint projects and relationships with other organisations that will improve services for carers and the people they support.
- Learning – we learn from the good practice of others in order to improve our services for carers and the people they support and we encourage others to learn from us.
- Language – we respect the diversity of culture and language within North Wales and ensure the delivery of a fully bilingual (Welsh/English) service as required.

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REPORT OF THE TRUSTEES/DIRECTORS FOR THE YEAR ENDED 31 MARCH 2025

Ensuring our Work Delivers our Aims

The Charity is registered with the CIW (Care Inspectorate Wales) as a domiciliary care agency for both adults and children. It employs paid support workers to provide respite for carers. The work of the support workers is monitored regularly and their effectiveness and skills are assessed by their managers.

Focus of our Work

The objectives referred to above are achieved by the use of the following strategies:

- employing paid support workers to provide assistance, either in the home or in the community, to alleviate the stresses experienced by carers;
- working with other charitable organisations, local authorities and the Betsi Cadwaladr University Health Board (BCUHB), the Charity supplements and complements existing statutory services;
- providing high standards of reliable service from trained staff;
- ensuring that contact with the Welsh-speaking public and carers is made in the language of their choice, following adoption by the Charity of the Carers Trust Wales Revised Welsh Language Scheme;
- seeking new and diverse sources of funding in order to improve the financial strength and sustainability of the Charity.

Training

All staff receive training and are qualified to a level commensurate with their roles. All CSWs participate in an ongoing training programme which includes the main aspects of care, health and safety, moving and handling, personal care, first aid, safeguarding. All staff are registered with Social Care Wales, mandatory for care staff working in Wales. The Charity has a target of 100% qualification for CSWs to at least Level 2 QCF Standard in Care - currently 96% have attained this level with 33% also having attained Level 3.

The CEO and Care Manager hold relevant Care/Management qualifications. The CEO has undertaken both generic and specialist Train the Trainer courses and is able to deliver health and safety, POVA, food hygiene, infection control, fire safety and manual handling training internally to staff. Both are registered with Social Care Wales as per current requirements across Wales.

Delivering Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's objectives and activities and in developing strategy for the future. In particular, the Trustees consider how planned activities will contribute to the aims and objectives.

All our charitable activities focus on the provision of respite care in some form and are undertaken to further our charitable purposes for the public benefit.

Who used and benefited from our services

Carers Trust North Wales continued to receive the acknowledgement and support from the statutory sector: ~63% of referrals came from Social Services and ~31% from the Health sector with the balance coming from carers, their families and friends, and partners in the voluntary sector.

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REPORT OF THE TRUSTEES/DIRECTORS FOR THE YEAR ENDED 31 MARCH 2025

In continuing to carry out its objectives, 31,123 hours of care were delivered to carers and their families in North Wales and Ceredigion through our traditional respite services, providing benefit to both carers and the people for whom they are caring.

Alongside the one to one traditional respite hours provided to carers in 2024-25 we also continued to offer information, advice and activities to carers and cared for living with dementia across North Wales. Via our six Dementia Centres across North Wales, we offer support to both individuals living with dementia and their unpaid carers and wider family members and friends.

We also facilitated children's groups and 1-1 sessions across Conwy, for those children with very complex needs. Feedback from the carers who use our services (groups and one to one) reports an improvement in their own health and wellbeing and a feeling of being supported in their caring role, thereby allowing them to continue caring for a longer time.

We continued to access funding for essentials and supported over 800 unpaid carers across North Wales in 2024- 25. We did this in a variety of ways, including providing food parcels and laptops and school equipment to unpaid carers and their families. We also facilitated trips and days out.

Our health funding allows us to offer support to unpaid carers who have appointments to attend to their own health needs or who are experiencing stress or are just generally unwell. We delivered this service to 511 carers, with 3,885 hours throughout the financial year.

Achievements and Performance

Only a few years ago, the Charity was almost entirely dependent upon service level agreements with the six local authorities of North Wales and BCUHB. While funding from the local authorities continues, the nature of that provision has changed over time and now also includes funding on Spot, Brokerage and Voucher bases.

As noted in previous years, an increasing level of group work with children and adults is now provided with funding from the local authorities and BCUHB, Carers Trust, Families First, other charitable funding and fundraisers.

The work with children has been extended with the award of additional funding of £45,000, for three years from September 2022, by the Waterloo Foundation to support carers with children with complex needs in Denbighshire and Conwy.

Gwalia Care Service

This service has been developed over a number of years to improve the choice available to carers, to allow them to purchase additional care from the Charity and take advantage of the high quality care we provide. The service continues to be actively promoted and the number of Gwalia Care hours delivered in the year was 3,467.

Dementia Centres

Carers Trust North Wales Crossroads Care Services is now commissioned to manage six Dementia Centres pan North Wales in partnership between BCUHB, the six North Wales local authorities and the Welsh Government. This financial year 2,481 individuals and their unpaid carers have been supported. We offer this support in a variety of ways including 1-1, groups, training and online. We also offer a service whereby a person with dementia attends a centre for a day and their carer gets a long day of respite whilst we offer care to their loved one. The rents and activities funding for the

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centres are being met by the Welsh government until March 2025. The funding for the centre coordinators is in place until March 2027.

Well-being and Inclusion

We continue to utilise funding of £343,266 which was sourced from the Welsh Government (administered by Carers Trust Wales) to fund three Wellbeing & Inclusion Officers during the period from October 2022 to March 2025, and to provide small grants to unpaid carers.

Financial Review

The Charity's staff and trustees continue to implement strict financial controls, continually seeking new sources of income and working to realistic budgets.

The Statement of Financial Activities for 2024-25 shows a surplus of £6,085 on unrestricted funds during the year and a decrease of £22,185 in restricted funds.

At the end of the year the total net assets of the Charity were £590,876 of which £180,895 represented unrestricted funds and £409,981 restricted funds (including £75,694 designated).

Principal Funding

The Charity continued to receive support from the statutory sector across North Wales and Ceredigion and while the majority of the funding during the period was received from the County Councils, BCUHB (pan North Wales) and the Welsh Government, significant additional support (in kind and/or pecuniary) was received from:

- Families First;
- Welsh Government via Carers Trust;
- Waterloo Foundation;
- Other charitable organisations and trusts;
- Fundraising activities and donations from staff, Trustees, ex staff, carers, and the public.

Reserves Policy

The Charity needs to retain reserves to safeguard its service delivery commitments in the event of delays and uncertainty in the receipt of grants and other income. It must also ensure that it is in the position to meet the potential redundancy cost of its employees, many of whom are longstanding.

The Charity holds both unrestricted and restricted funds together with an element of each as designated funds:

- unrestricted funds are those available for use at the discretion of the Board of Trustees in furtherance of the general objectives of the Charity;
- restricted funds are those subject to restrictions on their expenditure imposed by the donor or through terms of an appeal. These include funds which, if not for a geographical restriction, would otherwise be included as unrestricted funds. Although these funds are expendable as if unrestricted, they may only be expended in the relevant geographical area;
- designated funds are both unrestricted and restricted funds (due to geographical restriction) earmarked by the Trustees for particular purposes.

**YMDDIRIEDOLAETH GOFALWYR GOGLEDD CYMRU - GWASANAETHAU GOFAL CROESFFYRDD
CARERS TRUST NORTH WALES - CROSSROADS CARE SERVICES
(A company limited by guarantee)**

REPORT OF THE TRUSTEES/DIRECTORS FOR THE YEAR ENDED 31 MARCH 2025

Plans for Future Periods

The Trustees continue to support the staff with the implementation of the Charity's business plan which includes clearly stated strategic aims having regard to the Vision, Mission and Values of the Charity (included above).

The Charity continues to strengthen its position by developing existing relationships but also diversifying into new ones. Service development continues and the Charity's working practices will continue to be reviewed, improving flexibility of service as required by both carers and funders.

Looking forward, financial and practical support for the future will be provided by:

- continuation of local authority and BCUHB funding into 2025-26;
- continuation of Families First and Waterloo funding for work with families with disabled children in Conwy;
- further development of dementia centres and related activities across North Wales to provide information and practical support to people with a diagnosis of dementia and their carers. Joint funding will continue from BCUHB (and Welsh Government) and the six North Wales local authorities to pay for the staff roles but the centres will be paid for from a mix of funding including Garfield Weston, Gwynt y Mor and Denbighshire Key fund. Reserves will also be utilised to manage the shortfall.
- extension of the work of the now four Wellbeing and Inclusion Officers. Three of these are funded by the Welsh Government, and one through reserves.
- continuation of the Amser Ni project which commenced in 2023-2024 funded by the Welsh Government through funding managed by Carers Trust Wales. This will support the Wellbeing & Inclusion Officers with funding for activities, groups and outings for unpaid carers, their families and the people they care for.

Funding applications continue to be prepared and submitted by the Management Team in order to maintain and develop services to carers and their families across North Wales.

Responsibilities of the Trustees

The Trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

**YMDDIRIEDOLAETH GOFALWYR GOGLEDD CYMRU - GWASANAETHAU GOFAL CROESFFYRDD
CARERS TRUST NORTH WALES - CROSSROADS CARE SERVICES
(A company limited by guarantee)**

REPORT OF THE TRUSTEES/DIRECTORS FOR THE YEAR ENDED 31 MARCH 2025

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

Statement as to Disclosure of Information to Auditors

In so far as the Trustees are aware:

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

Auditors

Salisbury & Company of St Asaph continued as the Charity's auditors during the year and have expressed their willingness to continue in that capacity.

In preparing this report, the Trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

By order of the board



**Alison Jones
Company Secretary**

25 November 2025

Report of the Independent Auditors to the Members of
Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Opinion

We have audited the financial statements of Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd / Carers Trust North Wales - Crossroads Care Services (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 2025 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 UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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.

Opinions 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 Report of the Trustees.

We have nothing to report in respect of the following matters where the 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.

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

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. Owing to the inherent limitations of an audit, there is an unavoidable risk that material misstatement in the financial statements may not be detected, even though the audit is properly planned in accordance with ISA (UK).

We obtained an understanding of the legal and regulatory frameworks applicable to the charity and the industry in which it operates through our general commercial and sector experience and discussions with management. We determined that the following laws and regulations were most significant: The Companies Act 2006, FRS 102 the 'Financial Reporting Standards applicable in the UK and Republic of Ireland' and relevant UK tax legislation. In addition, we concluded that there are certain laws and regulations that may have an effect on the determination of the amounts and disclosures within the financial statements such as Health and Safety laws and regulations.

We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the engagement team included:

- Discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations or fraud;
- Obtain an understanding of the internal controls that management have in place to prevent and detect fraud;
- Challenging assumptions and judgements made by management in its significant accounting estimates;
- Reviewing the financial statement disclosures and assessing the appropriateness of the accounting policies used;
- Identifying and testing journal entries, in particular manual or unusual entries;
- Obtaining third party confirmations of all the charity's banking arrangements;
- Performing analytical procedures to identify any unusual or unexpected relationships;
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting.

The assessment of the appropriateness of the collective competence and capabilities of the engagement team included consideration of the engagement team's knowledge of the industry in which the client operates in and understanding of, and practical experience with, audit engagements of a similar nature and complexity through appropriate training and participation.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment.

Our audit procedures are designed to detect material misstatement. We are not responsible for preventing non-compliance or fraud and cannot be expected to detect non-compliance with all laws and regulations.

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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Salisbury and Company Business Solutions Limited

Aled Roberts BA (Hons) FCA (Senior Statutory Auditor)
for and on behalf of Salisbury & Company Business Solutions Limited
Statutory Auditors
Chartered Accountants
Irish Square
Upper Denbigh Road
St Asaph
Denbighshire
LL17 0RN

Date: 26-11-25

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Statement of Financial Activities
(including Income and Expenditure Account)
for the year ended 31 March 2025

		Unrestricted funds	Restricted funds	Total 2025	Total 2024
	Note	£	£	£	£
Income from					
Donations and legacies	2	3,252	20,317	23,569	16,849
Charitable activities					
Carers' support	3	84,792	1,160,116	1,244,908	1,293,914
Investments	4	8,201	-	8,201	989
Total income		96,245	1,180,433	1,276,678	1,311,752
Expenditure					
Charitable activities					
Carers' support	5	90,160	1,202,618	1,292,778	1,256,701
Total expenditure		90,160	1,202,618	1,292,778	1,256,701
Net income/(expenditure)	7	6,085	(22,185)	(16,100)	55,051
Transfer between funds	13	-	-	-	-
Net movement in funds		6,085	(22,185)	(16,100)	55,051
Reconciliation of funds					
Funds at 1 April 2024		174,810	432,166	606,976	551,925
Funds at 31 March 2025		180,895	409,981	590,876	606,976

The notes on pages 15 to 24 form part of these financial statements.

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Balance Sheet
as at 31 March 2025

	Note	2025		2024	
		£	£	£	£
Fixed assets					
Tangible assets	10		1,590		3,180
Current assets					
Debtors	11	46,828		47,430	
Investment (short term bonds)		175,427		256,772	
Cash at bank and in hand		513,161		422,109	
		735,416		726,311	
Creditors: amounts falling due in less than one year	12	(146,130)		(122,515)	
Net current assets			589,286		603,796
Net assets			590,876		606,976
Charity funds					
Unrestricted funds					
Undesignated		180,895		174,810	
Designated		-		-	
			180,895		174,810
Restricted funds					
Undesignated	13	334,287		356,472	
Designated	14	75,694		75,694	
			409,981		432,166
Total funds			590,876		606,976

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

Approved by the Board of Trustees on 25 November 2025, and signed on their behalf by:

John Rees (Vice-Chair)



David Brydon (Treasurer)



The notes on pages 15 to 24 form part of these financial statements.

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Statement of Cash Flows
for the year ended 31 March 2025

	2025		2024	
	£	£	£	£
Cash flows from operating activities:				
Net cash provided by operating activities		9,707		11,953
Cash flows from investing activities:				
Purchase of tangible fixed assets		-		-
Investment bond	81,345		(85,904)	
Net cash used in investment activities		81,345		(85,904)
Change in cash & cash equivalents in the reporting period		91,052		(73,951)
Cash & cash equivalents at the start of the reporting period		422,109		496,060
Cash & cash equivalents at the end of the reporting period		513,161		422,109
Reconciliation of net income to net cash flow from operating activities				
Net income for the reporting period		(16,100)		55,051
Adjustments for:				
Depreciation	1,590		1,672	
(Increase)/decrease in debtors	602		4,460	
Increase/(decrease) in creditors	23,615		(49,230)	
		25,807		(43,098)
Net cash provided by operating activities		9,707		11,953
Analysis of cash & cash equivalents				
Cash in hand		513,161		422,109
Total cash & cash equivalents		513,161		422,109

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Notes to the Accounts
for the year ended 31 March 2025

1 Accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. They have been applied consistently during the period.

a Basis of preparation

The financial statements have been prepared in accordance with the Companies Act 2006 and 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 102 (effective January 2019)', and the Financial Reporting Standard 102 (effective January 2019), and on the going concern basis. Assets and liabilities are initially recognised at historical cost transaction value unless otherwise stated in the relevant accounting policy.

The figures in the accounts are rounded to the nearest £ and the presentational currency is sterling.

The charity meets the definition of a public benefit entity under FRS 102.

b Fund accounting

- Unrestricted funds are available for use at the discretion of the Board of Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds and restricted funds (due to geographical restriction as referred to below) earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal. This includes funds which, if not for a geographical restriction, would otherwise be included as unrestricted funds. Although these funds are expendable as if they were unrestricted, they may only be thus expended in the geographical area to which they have been awarded.

c Income recognition

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 the income receivable can be measured reliably. The following specific policies are applied to particular categories of income:

- Donations are included in full in the Statement of Financial Activities when receivable.
- Payments on account of legacies are recognised when entitlement is confirmed. Where there remains uncertainty regarding the total amount of an anticipated legacy this will not be recognised (but a calculated estimate may be disclosed where appropriate).
- Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by the Board of Trustees has not been included.
- Investment income is included when receivable.
- Income from grants or contracts, where related to performance and specific deliverables, are accounted for as the charity earns the right to the consideration by its performance.

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Notes to the Accounts
for the year ended 31 March 2025 (continued)

d Expenditure recognition

Expenditure is recognised on an accruals basis when a liability is incurred. Expenditure includes any VAT which cannot be recovered, and this is included as part of the expenditure to which it relates.

- Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both the direct costs and support costs relating to such activities.
- Staff costs and overhead expenses are allocated to the areas directly when identifiable; central office and other support costs borne centrally are allocated to the areas in proportion to the care hours provided to each area as this is in line with the central office staff time and other resources spent on those activities.

e Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the Statement of Financial Activities in the year in which they fall due.

f Tangible fixed assets and depreciation

Tangible fixed assets (costing individually in excess of £1,000) are stated at cost less accumulated depreciation.

Tangible fixed assets are depreciated on a straight line basis over their estimated useful lives as follows:

<i>Asset Category</i>	<i>Annual rate</i>
Office equipment	25%

g Pensions

The charity contributes to defined contribution pension schemes on behalf of some employees. The assets of these schemes are entirely separate to those of the charity. The pension cost shown represents contributions payable by the charity on behalf of the employees.

h Company status

The charity is a company limited by guarantee. 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.

i Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. As such, the trustees continue to adopt the going concern basis in preparing the financial statements.

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Notes to the Accounts
for the year ended 31 March 2025 (continued)

	Anglesey	Conwy	Flintshire	Gwynedd	Denbighshire	Wrexham	Ceredigion	Dementia Services	Wellbeing & Inclusion / Amser	North Wales incl Gwalla	Total	
	£	£	£	£	£	£	£	£	£	£	2025	2024
2 Donations and legacies												
Donations and fundraising	398	367	1,077	-	231	350	547	17,347	-	3,252	23,569	16,849
2024	1,390	1,249	439	-	721	311	1,393	7,940	-	3,406	16,849	
3 Charitable activities												
Grants/Spot												
Ynys Môn County Council	112,336										112,336	65,683
Conwy County Borough Council		197,940									197,940	219,073
Flintshire County Council			34,664								34,664	41,358
Gwynedd County Council				-							-	-
Denbighshire County Council					47,820						47,820	39,316
Wrexham County Borough Council						6,153					6,153	7,245
Ceredigion County Council							72,457				72,457	87,650
BCUHB - Health												
BCUHB - Dementia Centres	5,504	38,464	19,866		4,838	14,986		349,739		1,393	85,051	84,469
Welsh Government - Wellbeing & Inclusion											349,739	418,567
Welsh Government - Amser											142,160	137,422
Waterloo Foundation		15,000									98,189	94,673
Gwalla											15,000	15,000
										83,399	83,399	83,458
Total	117,840	251,404	54,530	-	52,658	21,139	72,457	349,739	240,349	84,792	1,244,908	1,293,914
2024	84,018	242,338	52,624	2,208	45,504	20,056	87,650	433,943	232,095	93,478	1,293,914	
4 Investment income												
Bank and bond interest	-	-	-	-	-	-	-	-	-	-	8,201	989
2024	-	-	-	-	-	-	-	-	-	-	989	

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Notes to the Accounts
for the year ended 31 March 2025 (continued)

5 Expenditure

	Staff costs	Project costs	Support costs/costs borne centrally	Total 2025	2024
	£	£	£	£	£
Charitable activities					
Anglesey	92,330	-	23,956	116,286	86,136
Conwy	186,568	-	53,093	239,661	232,201
Flintshire	49,803	-	11,427	61,230	58,244
Gwynedd	-	-	-	-	3,226
Denbighshire	46,176	-	10,813	56,989	42,671
Wrexham	18,515	-	4,487	23,002	20,810
Ceredigion	55,068	-	15,932	71,000	85,878
Dementia Centres	263,002	125,472	-	388,474	397,272
Wellbeing & Inclusion	89,935	72,852	-	162,787	156,495
Amser	46,804	36,385	-	83,189	79,673
North Wales - Gwalia	70,686	-	12,713	83,399	83,458
North Wales - HO	104,180	35,002	(132,421)	6,761	10,637
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	1,023,067	269,711	-	1,292,778	1,256,701
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
2024	<u>1,006,844</u>	<u>249,857</u>	<u>-</u>	<u>1,256,701</u>	

6 Corporation tax

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

7 Net income/(expenditure)

This is stated after charging:

	2025	2024
	£	£
Auditor's remuneration	9,518	4,200
Depreciation	1,590	1,672
	<hr/>	<hr/>
Auditor's remuneration comprised:		
Audit	4,718	4,200
Accountancy/bookkeeping	4,800	-
	<hr/>	<hr/>

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Notes to the Accounts
for the year ended 31 March 2025 (continued)

8 Staff costs

Staff costs during the year were as follows:

	2025	2024
	£	£
Wages and salaries	887,508	867,536
Social security costs	64,466	60,722
Pension costs	13,247	12,807
Mileage costs	57,846	65,779
	<hr/>	<hr/>
	1,023,067	1,006,844
	<hr/>	<hr/>

The average number of employees during the period was as follows:

	2025 No.	2024 No.
Chief Executive Officer	1	1
Registered Care Manager/Development staff	2	2
Administration staff	2	3
Carer support workers	35	37
Project workers	12	12
	<hr/>	<hr/>
	52	55
	<hr/>	<hr/>

The CEO and Registered Care Manager worked full-time hours while the administration staff worked up to 35 hours per week. Project and carer support workers' hours varied.

No employees received emoluments exceeding £60,000 per annum.

9 Trustee remuneration and expenses, and related party transactions

Trustees received travel and subsistence expenses during the year of £67 (2024 - £nil).

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.

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Notes to the Accounts
for the year ended 31 March 2025 (continued)

10 Fixed assets: tangible assets

	Office equipment £
Cost	
At 1 April 2024	8,483
Additions	-
	<u>8,483</u>
Depreciation	
At 1 April 2024	5,303
Charge for year	1,590
	<u>6,893</u>
Net book value	
At 31 March 2025	<u>1,590</u>
At 31 March 2024	<u>3,180</u>

11 Debtors

	2025	2024
	£	£
Trade debtors	42,478	45,070
Sundry debtors and prepayments	4,350	2,360
	<u>46,828</u>	<u>47,430</u>

12 Creditors: amounts falling due in less than one year

	2025	2024
	£	£
Taxation and social security	14,547	15,079
Other creditors	84,274	82,526
Receipts in advance	41,244	14,098
Accruals	6,065	10,812
	<u>146,130</u>	<u>122,515</u>

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Notes to the Accounts
for the year ended 31 March 2025 (continued)

13 Restricted funds - undesignated

	As at 1 April 2024	Incoming resources	Outgoing resources	Transfers	As at 31 March 2025
	£	£	£	£	£
Anglesey	46,299	118,238	(116,286)	(10,918)	37,333
Conwy	85,618	251,771	(239,661)	-	97,728
Flintshire	48,755	55,607	(61,230)	(9,709)	33,423
Gwynedd	4,532	-	-	-	4,532
Denbighshire	11,838	52,889	(56,989)	-	7,738
Wrexham	16,205	21,489	(23,002)	-	14,692
Ceredigion	4,868	73,004	(71,000)	-	6,872
Dementia Centres	107,938	367,086	(388,474)	-	86,550
Wellbeing & Inclusion	15,419	142,160	(162,787)	20,627	15,419
Amser	15,000	98,189	(83,189)	-	30,000
Total	356,472	1,180,433	(1,202,618)	-	334,287
2024	305,199	1,213,879	(1,162,606)	-	356,472

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal. This includes funds which, if not for a geographical restriction, would otherwise be included as unrestricted funds. Although these funds are expendable as if they were unrestricted, they may only be thus expended in the geographical area to which they have been awarded.

Following consideration of the restricted funds and their nature, and having decided to designate funds (note 14), the trustees consider it appropriate to designate part of these funds for future use.

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Notes to the Accounts
for the year ended 31 March 2025 (continued)

14 Designated funds

	As at 1 April 2024	Designated in year			As at 31 March 2025
	£	Redundancy £	Legacy £	Other £	£
Anglesey	32,694	-	-	-	32,694
Conwy	7,000	-	-	-	7,000
Flintshire	16,000	-	-	-	16,000
Gwynedd	(12,000)	-	-	-	(12,000)
Denbighshire	10,000	-	-	-	10,000
Wrexham	22,000	-	-	-	22,000
Total	75,694	-	-	-	75,694

The trustees wish to formally provide for potential future liabilities. The above funds are those designated by the trustees for future use and are calculated as follows:

Redundancy - a contribution towards potential future redundancy costs is provided for.

Legacy (Anglesey only) - for additional care provision during future years.

Theodore Wood Trust - these funds are to be used to fund work in Anglesey.

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Notes to the Accounts
for the year ended 31 March 2025 (continued)

15 Analysis of net assets between funds

Fund balances at 31 March 2025 are represented by:	Restricted funds	Unrestricted funds	Total
	£	£	£
Fixed assets	-	1,590	1,590
Current assets	409,981	325,435	735,416
Creditors: amounts falling due in less than one year	-	(146,130)	(146,130)
	<hr/>	<hr/>	<hr/>
Total net assets	409,981	180,895	590,876
	<hr/>	<hr/>	<hr/>
2024	432,166	174,810	606,976

16 Lease commitments

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

	2025	2024
	£	£
Expiry date:		
Within one year	44,007	38,158
Between one and two years	44,757	19,980
Between two and five years	51,965	2,452
Over five years	3,707	-
	<hr/>	<hr/>

17 Ultimate controlling party

The ultimate controlling party of the Charity is the Board of Trustees/Directors.

Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Notes to the Accounts
for the year ended 31 March 2025 (continued)

19 Summary of results by fund

	Anglesey £	Conwy £	Flintshire £	Gwynedd £	Denbighshire £	Wrexham £	Ceredigion £	Dementia Services £	Wellbeing & Inclusion / Amser £	Gwalia £	North Wales £	2025 Total £	2024 Total £
Income													
Grants/spot & Gwalia	117,840	251,404	54,530	-	52,858	21,139	72,457	349,739	240,349	83,399	1,393	1,244,908	1,293,914
Donations and fundraising	398	367	1,077	-	231	350	547	17,347	-	-	3,252	23,569	16,849
Bank interest	-	-	-	-	-	-	-	-	-	-	8,201	8,201	989
Total income	118,238	251,771	55,607	-	52,889	21,489	73,004	367,086	240,349	83,399	12,846	1,276,678	1,311,752
Expenditure													
Staff costs	92,330	186,568	49,803	-	46,176	18,515	55,068	263,002	136,739	70,686	104,180	1,023,067	1,006,844
Operating costs	-	-	-	-	-	-	-	125,472	109,237	-	35,002	269,711	249,857
Support costs/costs borne centrally	23,956	53,093	11,427	-	10,813	4,487	15,932	-	-	12,713	(132,421)	-	-
Total expenditure	116,286	239,661	61,230	-	56,989	23,002	71,000	388,474	245,976	83,399	6,761	1,292,778	1,256,701
Net income/(expenditure)	1,952	12,110	(5,623)	-	(4,100)	(1,513)	2,004	(21,388)	(5,627)	-	6,085	(16,100)	55,051
Transfers	(10,918)	-	(9,709)	-	-	-	-	-	20,627	-	-	-	-
Funds at 1 April 2024	78,993	92,618	64,755	(7,468)	21,838	38,205	4,868	107,938	30,419	-	174,810	606,976	551,925
Total funds at 31 March 2025	70,027	104,728	49,423	(7,468)	17,738	36,692	6,872	86,550	45,419	-	180,895	590,876	606,976
Designated funds at 31 March 2025	32,694	7,000	16,000	(12,000)	10,000	22,000	-	-	-	-	-	75,694	75,694
Restricted funds at 31 March 2025	37,333	97,728	33,423	4,532	7,738	14,692	6,872	86,550	45,419	-	-	334,287	356,472
Unrestricted funds at 31 March 2025	-	-	-	-	-	-	-	-	-	-	180,895	180,895	174,810

Report of the Independent Auditors to the Members of
Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales - Crossroads Care Services

Opinion

We have audited the financial statements of Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Croesffyrdd / Carers Trust North Wales - Crossroads Care Services (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 2025 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 UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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.

Opinions 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 Report of the Trustees.

We have nothing to report in respect of the following matters where the 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.

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

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. Owing to the inherent limitations of an audit, there is an unavoidable risk that material misstatement in the financial statements may not be detected, even though the audit is properly planned in accordance with ISA (UK).

We obtained an understanding of the legal and regulatory frameworks applicable to the charity and the industry in which it operates through our general commercial and sector experience and discussions with management. We determined that the following laws and regulations were most significant: The Companies Act 2006, FRS 102 the 'Financial Reporting Standards applicable in the UK and Republic of Ireland' and relevant UK tax legislation. In addition, we concluded that there are certain laws and regulations that may have an effect on the determination of the amounts and disclosures within the financial statements such as Health and Safety laws and regulations.

We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the engagement team included:

- Discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations or fraud;
- Obtain an understanding of the internal controls that management have in place to prevent and detect fraud;
- Challenging assumptions and judgements made by management in its significant accounting estimates;
- Reviewing the financial statement disclosures and assessing the appropriateness of the accounting policies used;
- Identifying and testing journal entries, in particular manual or unusual entries;
- Obtaining third party confirmations of all the charity's banking arrangements;
- Performing analytical procedures to identify any unusual or unexpected relationships;
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting.

The assessment of the appropriateness of the collective competence and capabilities of the engagement team included consideration of the engagement team's knowledge of the industry in which the client operates in and understanding of, and practical experience with, audit engagements of a similar nature and complexity through appropriate training and participation.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment.

Our audit procedures are designed to detect material misstatement. We are not responsible for preventing non-compliance or fraud and cannot be expected to detect non-compliance with all laws and regulations.

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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Aled Roberts BA (Hons) FCA (Senior Statutory Auditor)
for and on behalf of Salisbury & Company Business Solutions Limited
Statutory Auditors
Chartered Accountants
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Date: