

REGISTERED COMPANY NUMBER: 06360309 (England and Wales)
REGISTERED CHARITY NUMBER: 1121629

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
FOR
CROSSROADS CARING FOR LIFE LTD
(A COMPANY LIMITED BY GUARANTEE)
TRADING AS
CROSSROADS HERTFORDSHIRE NORTH

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

	Page
Report of the Trustees	1 to 5
Report of the Independent Auditors	6 to 8
Statement of Financial Activities	9
Statement of Financial Position	10
Statement of Cash Flows	11
Notes to the Statement of Cash Flows	12
Notes to the Financial Statements	13 to 23

CROSSROADS CARING FOR LIFE LTD (REGISTERED NUMBER: 06360309)
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our Aim

Our aim is to provide support services to: carers, their loved-ones and their networks and communities.

We achieve this by providing social care support 7 days a week 365 days a year. Additional services include volunteering support, employment support, day services & supporting other local partners.

We will provide services always according to our values: respectful, resourceful, trustworthy, effective and caring.

Objectives:

- To support the **whole network** of carers: family, friends and informal carers.
- To be an **influential** voice raising carers issues.
- To being the **best employer** with the best staff reward package in our area.
- Providing **highest quality services**.
- A **long term partner** to other organisations and funders.
- Committed to providing the **Support** carers need to care.
- **Listening** to carers and designing services they need.
- Committed to **collaborating** with others.

Public benefit

The trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charities Commission in exercising their powers or duties. Our services are provided from a variety of funding streams, we seek to add value by giving our time, energy and expertise to initiatives that benefit our clients and the communities in which we work.

STRATEGIC REPORT

Achievement and performance

Review of Activities and Achievements

Crossroads Caring For Life Ltd offers:

- Homecare services to vulnerable & disabled people
- Respite services to family & friends' unpaid carers in Hertfordshire & surrounding
- Employment support services to unemployed Carers
- Volunteering opportunities

Services are offered 24 hours a day, 7 days a week, 365 days a year.

Name Change

During the year at our General Meeting we changed the name of the organisation to Crossroads Caring for Life Ltd. We have retained existing names.

Best Companies Award

During the year we were privileged to be awarded the honour of being voted one of the top 5 charities to work for in the Country by our own staff & recognised as a 3-star world-class organisation.

CROSSROADS CARING FOR LIFE LTD (REGISTERED NUMBER: 06360309)
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

STRATEGIC REPORT

Covid 19

The signature challenge for social care nationally & internationally was of course the pandemic which placed a significant strain on the organisation in every department. Through enormous team efforts we have ensured that services have been running seamlessly throughout the period. 102,530 hours of services have been delivered. We have ensured an uninterrupted supply of Personal Protective Equipment and Covid tests. In addition, 86% of staff have been vaccinated.

Service reductions in the year

As a result of contract changes & the large number of clients that were self-isolating we experienced a £222,000 downturn in income against the previous year. Through a combination of grant support, furloughing & prudent management we have ended the year with a £58,000 deficit against income.

Fundraising

The charitable company is not dependant on fundraising income.

Next Year's Goals

We will be:

- Implementing our strategy around our 4 key areas:
- Quality: To achieve an outstanding CQC rating
- People: An employer of choice
- Growth: Meeting our targets, particularly on double-up care.
- Sustainability: Meeting our digital & margin targets

If you would like to know more about our goals & aspirations, please contact us at:
ceo@crossroadshn.org.uk.

Our Values

Respectful Resourceful Trustworthy Effective Caring

Financial review

There is a list of donors, supporters and grant givers in the accounts and we are profoundly grateful on behalf of unpaid carers who bear heavy responsibilities on behalf of those they care for. Every single penny of every donation we receive goes towards the services we subsidise through our activities for the carer communities in which we work such as cafes, peer meet-ups and day centres and unfunded emergency responses.

We continue to meet our reserves targets and enjoy an excellent debtor ratio.

Reserves Policy

Our reserves position remains strong at £618,823, all of which is unrestricted. We maintain a level of reserves which are both sufficient to cover 12 weeks of expenditure and would allow us to meet all third party and legal obligations if forced to cease operations.

CROSSROADS CARING FOR LIFE LTD (REGISTERED NUMBER: 06360309)
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

STRATEGIC REPORT

Investment Policy

In accordance with the Memorandum and Articles of Association the board may invest the monies of the organisation not immediately required for its purposes in suitable low risk investments.

Long term Financial Position

The organisation's long term financial forecast indicates significant opportunities for growth and the Trustees are considering investment options.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Crossroads Caring for Life Ltd (trading as Crossroads Hertfordshire North) is a company limited by guarantee governed by its Memorandum and Articles of Association. It is registered as a charity with the Charities Commission. Anyone over the age of 18 can apply to be a member of the Board of Trustees of the charity. Trustees are also company directors, in the event of the company being wound up members are eligible to be considered for Limited Liability and the charity retains insurance against trustee liability.

Organisational structure

Crossroads Caring For Life Ltd is a charitable company, limited by guarantee. The charitable company is run by The Board of Trustees (the Board), who met nine times in the 2021 year end. The meetings were led by the Board, and were also attend by the key management personnel, which is comprised of the Chief Executive Officer, the Registered Manager, the Financial Controller, and the Human Resources Manager, who deal with the day to day running of the charity.

Induction and training of new trustees

When new trustees are appointed they are inducted and embedded in the charity, they may come with personal experience of being a Carer and/or relevant local knowledge and business skills. In this financial year we increased the full Board meetings to monthly to ensure we had adequate Governance during the pandemic streamlined the subcommittees to one: Finance & Performance. A Board rotation policy is in place in compliance with the charity Governance Code 2017.

Related parties

Related party transactions have been disclosed in the Notes to the Financial Statements. Crossroads Caring for Life Ltd decided to leave the Carers Trust in the year.

Risk management

The Board considers major risks to which the charity is exposed at Board meetings. The risk register is reviewed continuously. Where appropriate, actions are identified to mitigate the risks the charity faces and are formally evaluated at each board and sub-committee meeting.

Every carer and cared for person is assessed for risk and staff are trained in Moving and Handling, adult Personal Care, Health and Safety, Fire risks and Personal Safety. All staff working with vulnerable persons are enhanced DBS checked. A Business Continuity Plan is in place for emergencies and possible loss of service.

We also continue to be covered through our charity insurance partner, Scrutton Bland. Additional covers have extended protection for cyber security & other risks with comprehensive employers, public liability, trustee liability and office contents insurance.

CROSSROADS CARING FOR LIFE LTD (REGISTERED NUMBER: 06360309)
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06360309 (England and Wales)

Registered Charity number
1121629

Registered office
Suite 20, Intech House
Wilbury Way
Hitchin
Hertfordshire
SG4 0TW

Trustees

Jeremy Colman	(Chair)
Graham Horne	(Treasurer)
Justin Jewitt	
Bob Fee	
Peter Duffy	
Vivien Kerr	
Fraser Hill	
Chris Wraith	
John Gardner	(Co-opted)
Jeannette Thomas	- resigned 10 November 2020

Chief Executive Officer - Michael Farrell

Company secretary
Michael Farrell

Auditors

Bradshaw Johnson
Chartered Accountants
Statutory Auditor
Croft Chambers
11 Bancroft
Hitchin
Hertfordshire
SG5 1JQ

Bankers

CAF Bank
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

CHANGE OF NAME

The charitable company passed a special resolution on 20 November 2020 changing its name from Crossroads in Hertfordshire (North and North East) Caring for Carers to Crossroads Caring for Life Ltd.

CROSSROADS CARING FOR LIFE LTD (REGISTERED NUMBER: 06360309)
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

REFERENCE AND ADMINISTRATIVE DETAILS

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Crossroads Caring for Life Ltd for the purposes of company law) 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) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

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;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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.

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

The auditors, Bradshaw Johnson Chartered Accountants, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 5 November 2021 and signed on the board's behalf by:



J P Colman - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF
CROSSROADS CARING FOR LIFE LTD

Opinion

We have audited the financial statements of Crossroads Caring for Life Ltd (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows 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), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF
CROSSROADS CARING FOR LIFE LTD

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

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

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

We considered the nature of the Charitable Company's industry and its control environment, and reviewed the Charitable Company's documentation of their policies and procedures relating to fraud and compliance with laws and regulations. We also enquired of management about their own identification and assessment of the risks of irregularities.

We obtained an understanding of the legal and regulatory framework that the Charitable Company operates in, and identified the key laws and regulations that:

- had a direct effect on the determination of material amounts and disclosures in the financial statements. These included the UK Companies Act; and
- do not have a direct effect on the financial statements but compliance with which may be fundamental to the Charitable Company's ability to operate or to avoid a material penalty.

We discussed among the audit engagement team including relevant internal specialists such as tax specialists regarding the opportunities and incentives that may exist within the organisation for fraud and how and where fraud might occur in the financial statements.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluated the business rationale of any significant transactions that are unusual or outside the normal course of business.

In addition to the above, our procedures to respond to the risks identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- enquiring of management and external legal counsel concerning actual and potential litigation and claims, and instances of non-compliance with laws and regulations; and
- reading minutes of meetings of those charged with governance, reviewing internal audit reports and reviewing correspondence with HMRC.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF
CROSSROADS CARING FOR LIFE LTD

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Neil Harding

Neil Harding FCA
for and on behalf of Bradshaw Johnson
Chartered Accountants
Statutory Auditor
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Croft Chambers
11 Bancroft
Hitchin
Hertfordshire
SG5 1JQ

Date: 9-11-21

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	10,101	-	10,101	13,614
Charitable activities	5				
Carers support services		2,103,899	103,664	2,207,563	2,761,399
Day centre		37,736	-	37,736	73,266
HCC - YOD group		12,393	-	12,393	12,150
Investment income	4	3,070	-	3,070	3,493
Other income	6	371,276	-	371,276	-
Total		2,538,475	103,664	2,642,139	2,863,922
EXPENDITURE ON					
Charitable activities	7				
Carers support services		2,588,807	103,664	2,692,471	2,735,621
Day centre		8,116	-	8,116	70,231
HCC - YOD group		-	-	-	16,633
Total		2,596,923	103,664	2,700,587	2,822,485
NET INCOME/(EXPENDITURE)		(58,448)	-	(58,448)	41,437
RECONCILIATION OF FUNDS					
Total funds brought forward		677,271	-	677,271	635,834
TOTAL FUNDS CARRIED FORWARD		618,823	-	618,823	677,271

The notes form part of these financial statements

CROSSROADS CARING FOR LIFE LTD (REGISTERED NUMBER: 06360309)
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

STATEMENT OF FINANCIAL POSITION
31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	14	23,248	-	23,248	21,819
CURRENT ASSETS					
Debtors	15	165,458	-	165,458	155,466
Cash at bank and in hand		<u>685,829</u>	<u>-</u>	<u>685,829</u>	<u>757,183</u>
		851,287	-	851,287	912,649
CREDITORS					
Amounts falling due within one year	16	(255,712)	-	(255,712)	(257,197)
NET CURRENT ASSETS		<u>595,575</u>	<u>-</u>	<u>595,575</u>	<u>655,452</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>618,823</u>	<u>-</u>	<u>618,823</u>	<u>677,271</u>
NET ASSETS		<u>618,823</u>	<u>-</u>	<u>618,823</u>	<u>677,271</u>
FUNDS	18				
Unrestricted funds				<u>618,823</u>	<u>677,271</u>
TOTAL FUNDS				<u>618,823</u>	<u>677,271</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) 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.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

The financial statements were approved by the Board of Trustees and authorised for issue on 5 November 2021 and were signed on its behalf by:



G R Horne - Trustee

The notes form part of these financial statements

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	31.3.21 £	31.3.20 £
Cash flows from operating activities			
Cash generated from operations	1	(54,402)	225,617
Interest paid		<u>(3,417)</u>	<u>(3,249)</u>
Net cash (used in)/provided by operating activities		<u>(57,819)</u>	<u>222,368</u>
 Cash flows from investing activities			
Purchase of tangible fixed assets		(16,605)	(10,171)
Interest received		<u>3,070</u>	<u>3,493</u>
Net cash used in investing activities		<u>(13,535)</u>	<u>(6,678)</u>
		—————	—————
Change in cash and cash equivalents in the reporting period		(71,354)	215,690
Cash and cash equivalents at the beginning of the reporting period		<u>757,183</u>	<u>541,493</u>
 Cash and cash equivalents at the end of the reporting period		<u>685,829</u>	<u>757,183</u>

The notes form part of these financial statements

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.21	31.3.20
	£	£
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(58,448)	41,437
Adjustments for:		
Depreciation charges	15,176	10,506
Interest received	(3,070)	(3,493)
Interest paid	3,417	3,249
(Increase)/decrease in debtors	(9,992)	137,818
(Decrease)/increase in creditors	<u>(1,485)</u>	<u>36,100</u>
Net cash (used in)/provided by operations	<u>(54,402)</u>	<u>225,617</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank and in hand	<u>757,183</u>	<u>(71,354)</u>	<u>685,829</u>
	<u>757,183</u>	<u>(71,354)</u>	<u>685,829</u>
Total	<u>757,183</u>	<u>(71,354)</u>	<u>685,829</u>

The notes form part of these financial statements

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. STATEMENT OF COMPLIANCE

Crossroads Caring For Life Ltd is a charitable company incorporated in England. The registered office is:

Suite 20
Intech House
Wilbury Way
Hitchin
Hertfordshire
SG4 0TW

The charitable company's financial statements have been prepared in compliance with Charities SORP (FRS 102) as it applies to the financial statements for the year ended 31 March 2021.

2. 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.

The financial statements are prepared in sterling.

After making enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements as outlined in the Statement of Trustees Responsibilities on page 5.

Crossroads Caring for Life Ltd meets the definition of a public entity under FRS 102.

Income

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

Income is deferred when monies have been received in advance of a service being rendered. The deferred income is released at the point when the service has been rendered.

Expenditure

Liabilities are recognised 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 measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

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	- 25% on cost
Computer equipment	- 33% on cost

Minor additions of less than £250 are not capitalised.

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

2. ACCOUNTING POLICIES - continued

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.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Any liability or expense are allocated to unrestricted and restricted funds on the same basis as other employee-related costs.

Donated services and facilities

Donated services are recognised as income when the receipt of economic benefit from the use by the charity is probable and can be measured reliably.

Legal status of the charity

The Charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding-up is limited to £5 per member of the charity.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

3. DONATIONS AND LEGACIES

	31.3.21	31.3.20
	£	£
Donations and grants	<u>10,101</u>	<u>13,614</u>

The charity is grateful to Stevenage Borough Council for donating the use of the Day Centre. The value of the rent in kind is £3,700 (2020 - £3,700). The value of this service is recognised within income as a donation and an equivalent charge within Day Centre direct costs.

Grants received, included in the above, are as follows:

	31.3.21	31.3.20
	£	£
Other	1,808	3,254
Stevenage Borough Council - rent in kind	3,700	3,700
Waltham Cross Cafe	-	500
The Oddfellows	50	50
Donation - Biffa Waste Services Ltd	-	1,560
Donation - St Katherine Ickleford PCC	150	150
Donation - Mrs P A Merry (in memory of Rodney Jones)	-	500
Donation - Mr T Vincent & Mrs B J Vincent	-	1,000
Donations - Osprey Homes (Mr Robert Parker)	-	200
Rotary Club of Amwell Trust Fund 803309	-	1,000
As One Community Choir	-	1,700
In memoriam - H Leach	270	-
Donation - Mr Fletcher	180	-
Donation - J Wainwright	211	-
Donation - Mr Parker	165	-
Donation - Mr Hennessy	120	-
Donation - Norman Phillips	997	-
Donation - Chesfield Golf Club	<u>2,450</u>	-
	<u>10,101</u>	<u>13,614</u>

4. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Deposit account interest	<u>3,070</u>	<u>3,493</u>

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.21 £	31.3.20 £
HCS - Carers Breaks	Carers support services	-	410,561
Stevenage Borough Council	Carers support services	-	4,120
HCS - Spot contract	Carers support services	739,806	807,164
Private clients	Carers support services	1,301,968	1,379,701
Lunches	Carers support services	117	4,391
Training	Carers support services	12	48
Other	Carers support services	61,996	44,741
Building Better Opportunities	Carers support services	55,214	63,173
Crossroads Breakaway	Carers support services	48,450	47,500
		<u>2,207,563</u>	<u>2,761,399</u>
HCS - Day Centre	Day Centre	<u>37,736</u>	<u>73,266</u>
HCC - YOD group	HCC - YOD Group	<u>12,393</u>	<u>12,150</u>

Grants received, included in the above, are as follows:

	31.3.21 £	31.3.20 £
HCS - Carers Breaks	-	410,561
HCS - Day Centre	37,066	36,339
Stevenage Borough Council	-	4,120
HCS - Other	12,393	12,150
Building Better Opportunities	55,214	63,173
Crossroads Breakaway	48,450	47,500
	<u>153,123</u>	<u>573,843</u>

6. OTHER INCOME

	31.3.21 £	31.3.20 £
Job retention scheme	319,606	-
Infection control - Covid 19	<u>51,670</u>	<u>-</u>
	<u>371,276</u>	<u>-</u>

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Carers support services	2,384,620	307,851	2,692,471
Day centre	3,700	4,416	8,116
	<u>2,388,320</u>	<u>312,267</u>	<u>2,700,587</u>

8. SUPPORT COSTS

	Other £	Governance costs £	Totals £
Carers support services	301,451	6,400	307,851
Day centre	4,416	-	4,416
	<u>305,867</u>	<u>6,400</u>	<u>312,267</u>

9. NET INCOME/(EXPENDITURE)

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

	31.3.21 £	31.3.20 £
Auditors' remuneration	6,400	5,600
Depreciation - owned assets	<u>15,176</u>	<u>10,506</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

Travel expenses amounting to £34 were reimbursed to 1 trustee in the year (2019 - £123 - 1 trustee).

11. STAFF COSTS

	31.3.21 £	31.3.20 £
Wages and salaries	2,179,109	2,247,497
Social security costs	110,759	119,963
Other pension costs	34,044	31,854
Redundancy costs	<u>18,900</u>	-
	<u>2,342,812</u>	<u>2,399,314</u>

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

11. STAFF COSTS - continued

The average monthly number of employees during the year was as follows:

	31.3.21	31.3.20
Carer Support Staff	145	157
Administration Staff	24	23
Management	<u>4</u>	<u>4</u>
	<u>173</u>	<u>184</u>

No employees received emoluments in excess of £60,000.

12. 2020 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	13,114	500	13,614
Charitable activities			
Carers support services	2,646,606	114,793	2,761,399
Day centre	73,266	-	73,266
HCC - YOD group	12,150	-	12,150
Investment income	<u>3,493</u>	<u>-</u>	<u>3,493</u>
Total	<u>2,748,629</u>	<u>115,293</u>	<u>2,863,922</u>
EXPENDITURE ON			
Charitable activities			
Carers support services	2,618,362	117,259	2,735,621
Day centre	70,231	-	70,231
HCC - YOD group	16,633	-	16,633
Total	<u>2,705,226</u>	<u>117,259</u>	<u>2,822,485</u>
NET INCOME/(EXPENDITURE)	<u>43,403</u>	<u>(1,966)</u>	<u>41,437</u>
RECONCILIATION OF FUNDS			
Total funds brought forward	633,868	1,966	635,834
TOTAL FUNDS CARRIED FORWARD	<u>677,271</u>	<u>-</u>	<u>677,271</u>

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

13. TAXATION

As a charity, Crossroads Caring for Life Ltd is exempt from tax on income and capital gains under the relevant tax legislation. No tax charges have arisen in the charity.

14. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2020	25,631	38,863	64,494
Additions	<u>-</u>	<u>16,605</u>	<u>16,605</u>
At 31 March 2021	<u>25,631</u>	<u>55,468</u>	<u>81,099</u>
DEPRECIATION			
At 1 April 2020	14,843	27,832	42,675
Charge for year	<u>4,772</u>	<u>10,404</u>	<u>15,176</u>
At 31 March 2021	<u>19,615</u>	<u>38,236</u>	<u>57,851</u>
NET BOOK VALUE			
At 31 March 2021	<u>6,016</u>	<u>17,232</u>	<u>23,248</u>
At 31 March 2020	<u>10,788</u>	<u>11,031</u>	<u>21,819</u>

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Trade debtors	72,232	91,294
Prepayments and accrued income	<u>93,226</u>	<u>64,172</u>
	<u>165,458</u>	<u>155,466</u>

Included within prepayment and accrued income is accrued income of:

	31.3.21 £	31.3.20 £
HCS - Spot Purchase	18,801	18,144
Private clients	41,970	30,878
Other	17,438	5,163

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade creditors	5,768	1,183
Social security and other taxes	22,619	26,364
Other creditors	6,611	3,274
Deferred income	5,357	4,226
Accrued expenses	<u>215,357</u>	<u>222,150</u>
	<u>255,712</u>	<u>257,197</u>

17. LEASING AGREEMENTS

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

	31.3.21	31.3.20
	£	£
Within one year	1,658	1,658
Between one and five years	<u>4,560</u>	<u>6,218</u>
	<u>6,218</u>	<u>7,876</u>

18. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
Unrestricted funds			
General fund	677,271	(58,448)	618,823
	<u>677,271</u>	<u>(58,448)</u>	<u>618,823</u>
TOTAL FUNDS			
	<u>677,271</u>	<u>(58,448)</u>	<u>618,823</u>

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	2,538,475	(2,596,923)	(58,448)
Restricted funds			
Building Better Opportunities	55,214	(55,214)	-
Crossroads Breakaway	<u>48,450</u>	<u>(48,450)</u>	-
	<u>103,664</u>	<u>(103,664)</u>	-
TOTAL FUNDS	<u>2,642,139</u>	<u>(2,700,587)</u>	<u>(58,448)</u>

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

18. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	633,868	43,403	677,271
Restricted funds			
IT Equipment	730	(730)	-
Stevenage Community Trust	145	(145)	-
Stevenage Community Trust Fund	991	(991)	-
Building Better Opportunities	100	(100)	-
	<u>1,966</u>	<u>(1,966)</u>	<u>-</u>
TOTAL FUNDS	<u>635,834</u>	<u>41,437</u>	<u>677,271</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,748,629	(2,705,226)	43,403
Restricted funds			
IT Equipment	-	(730)	(730)
Stevenage Borough Council	4,120	(4,120)	-
Stevenage Community Trust	-	(145)	(145)
Waltham Cross Cafe	500	(500)	-
Stevenage Community Trust Fund	-	(991)	(991)
Building Better Opportunities	63,173	(63,273)	(100)
Crossroads Breakaway	47,500	(47,500)	-
	<u>115,293</u>	<u>(117,259)</u>	<u>(1,966)</u>
TOTAL FUNDS	<u>2,863,922</u>	<u>(2,822,485)</u>	<u>41,437</u>

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

18. MOVEMENT IN FUNDS - continued

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

	At 1.4.19 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	633,868	(15,045)	618,823
Restricted funds			
IT Equipment	730	(730)	-
Stevenage Community Trust	145	(145)	-
Stevenage Community Trust Fund	991	(991)	-
Building Better Opportunities	100	(100)	-
	<u>1,966</u>	<u>(1,966)</u>	<u>-</u>
TOTAL FUNDS	<u>635,834</u>	<u>(17,011)</u>	<u>618,823</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	5,287,104	(5,302,149)	(15,045)
Restricted funds			
IT Equipment	-	(730)	(730)
Stevenage Borough Council	4,120	(4,120)	-
Stevenage Community Trust	-	(145)	(145)
Waltham Cross Cafe	500	(500)	-
Stevenage Community Trust Fund	-	(991)	(991)
Building Better Opportunities	118,387	(118,487)	(100)
Crossroads Breakaway	<u>95,950</u>	<u>(95,950)</u>	<u>-</u>
	<u>218,957</u>	<u>(220,923)</u>	<u>(1,966)</u>
TOTAL FUNDS	<u>5,506,061</u>	<u>(5,523,072)</u>	<u>(17,011)</u>

Stevenage Borough Council - A contribution towards our Carer Support Services in the Stevenage area.

Waltham Cross Café - funds raised for refreshments, room hire and travel.

Building Better Opportunities - Big Lottery and ESF funding for employment and training mentoring for carers. A 27 member partnership in Hertfordshire. (asset depreciation)

Crossroads Breakaway - a grant funded project for volunteer services for carers.

Stevenage Community Trust - previous project funded for those with dementia. (asset depreciation).

Stevenage Community Trust Fund - activities for carers and day centre clients.

CROSSROADS CARING FOR LIFE LTD
TRADING AS CROSSROADS HERTFORDSHIRE NORTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

18. MOVEMENT IN FUNDS - continued

Lottery Fund (IT Equipment) - Funding for Carers Café Worker & Activities (asset depreciation)

19. RELATED PARTY DISCLOSURES

The key management personnel of the charity comprises of the Chief Executive Officer, the Registered Manager, the Financial Controller and the Human Resources Manager. The total employee benefits of these key management personnel of the charity were £169,681 (2020: £170,778).

