

## **Crossroads Care NI**

# **TRUSTEES' ANNUAL REPORT**

for the financial year ended 31 March 2024

The trustees present their Trustees' Annual Report, combining the Directors' Report and Trustees' Report, and the audited financial statements for the financial year ended 31 March 2024.

The financial statements are prepared in accordance with the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The Trustees' Report contains the information required to be provided in the Trustees' Annual Report under the Statement of Recommended Practice (SORP) guidelines. The trustees of the company are also charity trustees for the purpose of charity law and under the company's constitution are known as members of the board of trustees.

In this report the trustees of Crossroads Care NI present a summary of its purpose, governance, activities, achievements and finances for the financial year 31 March 2024.

The charity is a registered charity and hence the report and results are presented in a form which complies with the requirements of the Companies Act 2006 and, although not obliged to comply with the Statement of Recommended Practice applicable in the UK and Republic of Ireland FRS 102, the organisation has implemented its recommendations where relevant in these financial statements.

### **Mission, Objectives and Strategy**

#### **Objectives**

The objects of the Company are, for the public benefit, to relieve the stresses experienced by carers of all ages and people with physical, mental or sensory impairment within the family or home by offering a respite service through the provision of community based care attendants and, at the discretion of the board and in exceptional circumstances, to provide such care attendants for disabled people alone.

#### **ACHIEVEMENTS AND PERFORMANCE**

In the current economic climate, we continue to have challenging times in the Domiciliary Care sector. Community Care hours have steadied somewhat although generally, only essential domiciliary services are readily available.

At the beginning of this year the living wage increased by £0.92 per hour. This had a very significant impact on the number of wages being paid each month. Unfortunately, the trust only increased the hourly rate by £0.46 which left a considerable deficit in funding.

Our Young Carers project has continued with steady progress during the year with outings and events continuing to grow. We have been extremely happy with the funding and specific grant aid received for the Young Carers Project during the year.

The In Your Prime project continues to provide support through the project, although funding during this year has been down. We are still actively looking for more funding for this project and Volunteers to continue this vital work.

The Activity and Sensory Room project has grown this year. With increased services due to funding, the children have benefited from the Holiday Project Scheme funded by the LFT Trust. We continue to actively seek to secure future funding for the Activity and Sensory Room to update equipment for the Children.

A significant development this year has been the opening of our first Charity shop. This endeavour is showing great success, and this is mainly down to the volunteers that operate the shop on a daily basis. We aim to continue to grow this venture.

### **Structure, Governance and Management**

#### **Structure**

##### **GOVERNING DOCUMENT**

The charity is a company limited by guarantee and is governed by its Memorandum and Articles of Association dated 1998.

The trustees of Crossroads ensure that the charity complies with the governing document. Trustees also make sure that charity law requirements and other laws that apply to the charity are complied with.

Crossroads governing document declare that:

- What the charity exists to do (its purpose as explained in the objects clause) is adhered to.

## Crossroads Care NI TRUSTEES' ANNUAL REPORT

for the financial year ended 31 March 2024

- What powers it has to further its objects
- How many trustees there should be and how they are appointed and removed
- Rules about trustees' meetings, how they are arranged and conducted and recorded
- How to close down the charity

The directors who served during the year were:

- B Patterson - Chairman
- E Stewart - Treasurer
- M Traynor - Vice Chairman
- L Martin - Secretary
- D Barclay
- S McQuaid
- A Gallagher
- P Bryans
- A Campbell
- M Bennett

The organisation is governed by the directors who are selected by nomination to the board.

All major decisions are made by the directors who are responsible for the oversight and good governance of the charity. Day to day operational decisions are delegated to the Chief Executive Officer.

### APPOINTMENT OF TRUSTEES

Trustees are appointed in line with the Memorandum & Articles of Crossroads. Four trustees are elected annually by the other trustees of the charity attending the Annual General Meeting to hold positions of Chairman, Vice-Chair, Treasurer and Secretary. The trustees have powers to co-opt up to two further members to fill specialist roles.

### Governance

#### TRUSTEE INDUCTION AND TRAINING

New trustees undergo an orientation day to brief them on:

- Their legal obligations under charity and company law
- Informing the new trustee on the content of the Memorandum and Articles of Association
- The committee and the decision making processes
- The recent financial performance of the charity
- During the induction day they will meet key employees and other trustees
- Trustees are encouraged to attend appropriate external training events to help with their role as trustee

### ORGANISATION AND COMMITTEES

Crossroads trustees meet quarterly, but if a particular subject needs further work then an extraordinary meeting is called.

At certain times a sub-committee, if needed, is established to take on specific responsibilities and to make recommendations to the main board.

An organisational chart is attached showing the structure of the organisation whereby the board has overall responsibility of Crossroads.

### RELATED PARTIES AND CO-OPERATION WITH OTHER ORGANISATIONS

Crossroads have a partnership with the British Medical Association (NI) dating back many years. The BMA have been supportive of the work of Crossroads and have entered into partnership for the Young Carers project and the In Your Prime project.

The majority of Crossroads domiciliary work is funded through contracts with Health and Social Care Trusts.

### PAY POLICY FOR SENIOR STAFF

Directors are unpaid volunteers who have independent control over, and legal responsibility for, the management and administration of Crossroads. The Directors of Crossroads give of their time freely and no director receives remuneration.

The senior management team are the key personnel in charge of the operations and day to day business of the charity. Senior staff are appointed at a salary that is deemed reasonable for the position. The pay of the senior staff is not increased nor reviewed.

## Crossroads Care NI TRUSTEES' ANNUAL REPORT

for the financial year ended 31 March 2024

### RISK MANAGEMENT

Crossroads have 4 ISO'S – International Organisation for Standardisation

A standard is a document that provides requirements, specifications, guidelines or characteristics that can be used consistently to ensure processes and services are fit for their purpose.

ISO9001 - Quality Management System  
ISO 27001 - Information Security Management System  
ISO 14001 - Environmental Management System  
OHSAS 18001 - Health & Safety Management System

- Crossroads review on a regular basis the principal risks and uncertainties of the organisation
- Policies, systems and procedures are in place to mitigate risks identified in the review
- Procedures are implemented to minimise or manage any potential impact on Crossroads should risks materialise
- Financial sustainability is the major risk for Crossroads and regular reviews are undertaken to ensure liquid funds to settle debts as they fall due are available
- Non-financial risks such as fire, health& safety, and food hygiene are managed by ensuring accreditation is up to date

### Financial Review

#### PRICING POLICY

The cost for Domiciliary Care service is decided by each Health Trust. The Trusts set the hourly rate that they will pay for our service. There is no negotiation - they operate on a 'take it or leave it' policy. Crossroads are aware through auditors how much an hour of cost and it is seldom the cost per hour that the Trust offers.

The care rates offered by the Trust Board for the financial year 2023-2024 was merely £0.46p per care hour increasing by only 3%, and disappointingly no further increase currently predicted for April 2024.

The Board are happy with the results for the year. We have undertaken a significant review of our income and expenditure during the year. This process highlighted a number of areas where we have been able to implement cost savings during the year, but which will also generate further savings in the coming year.

#### INVESTMENT POWERS AND POLICY

Trustees have powers to invest and have chosen to buy property as an investment as well as a facility for operational matters.

#### RESERVES POLICY AND GOING CONCERN

The Trustees expect that there are reserves of 3 months operating monies. Any surplus assets of the company shall be applied solely to creating a general reserve for the continuation and development of the company.

#### PLANS FOR FUTURE PERIODS

It is Crossroads intention to continue and build upon the domiciliary work that we undertake including self-directed support.

We will also continue to diversify in our charitable work by applying to grant making bodies and trusts.

We fully intend to continue our support of Young Carers in Northern Ireland and our In Your Prime project.

### Results and Dividends

At the end of the financial year the charity has assets of £1,317,615 (2023 - £1,303,886) and liabilities of £109,604 (2023 - £108,978). The net assets of the charity have increased by £13,103.

**Crossroads Care NI**  
**TRUSTEES' ANNUAL REPORT**

for the financial year ended 31 March 2024

**Trustees**

The current trustees are as set out on page 3

Lorna Martin  
Peter Bryans  
Allison Campbell  
Maggie Bennett  
Anne Gallagher  
David Barclay  
Marian Traynor  
Esther Stewart  
Brian Patterson  
Sean McQuaid

In accordance with the Constitution, the trustees retire by rotation and, being eligible, offer themselves for re-election.

The secretary who served during the financial year was:

Lorna Martin

**Compliance with Sector-Wide Legislation and Standards**

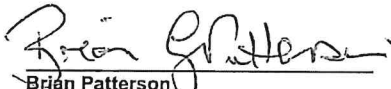
The charity engages pro-actively with legislation, standards and codes which are developed for the sector. Crossroads Care NI subscribes to and is compliant with the following:


- The Companies Act 2006
- The Charities SORP (FRS 102)

**The Auditors**

Daly Park & Company Limited, (Chartered Accountants), were appointed auditors by the trustees to fill the casual vacancy and they have expressed their willingness to continue in office in accordance with the provisions of Section 485 of the Companies Act 2006.

Approved by the Board of Trustees on 17 June 2024 and signed on its behalf by:

  
\_\_\_\_\_  
Brian Patterson  
Director

  
\_\_\_\_\_  
Esther Stewart  
Director

**Crossroads Care NI**  
**STATEMENT OF TRUSTEES' RESPONSIBILITIES**

for the financial year ended 31 March 2024

The trustees, who are also directors of Crossroads Care NI for the purposes of company law, are responsible for preparing the financial statements in accordance with applicable law and regulations.

Company law requires the trustees as the directors to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" Section 1A (Small Entities). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period.

In preparing these financial statements, the trustees are required to:


- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP
- make judgements and accounting estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

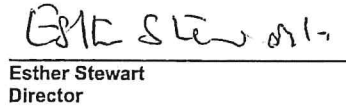
The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006 and. They are also responsible for safeguarding the assets of the charity 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 (information needed by the charity's auditor in connection with preparing the auditor's report) of which the charity's auditor is unaware, and
- the trustees have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Approved by the Board of Trustees on 17 June 2024 and signed on its behalf by:

  
Brian Patterson  
Director

  
Esther Stewart  
Director