CROSSROADS IN HERTFORDSHIRE (NORTH AND NORTH EAST) CARING FOR CARERS

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CROSSROADS IN HERTFORDSHIRE (NORTH AND NORTH EAST) CARING FOR CARERS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017

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 2017. 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 2015).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our Aim

Our aim is to provide reliable, personalised support services for each carer, the person they care for, their networks and communities.

Objectives and aims

- 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 in our area.
- Providing **highest quality services**.
- A **long term partner** in Hertfordshire and surrounding area.
- 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 charity 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.

STRATEGIC REPORT

Achievement and performance

Review of Activities and Achievements

Crossroads Hertfordshire North offers services to unpaid carers in the Hertfordshire & Bedfordshire region.

There are estimated 81,000 unpaid carers in our area. Our **"Helping You Care"** flexible break respite service supports carers to identify their needs and relevant services. The average length of time people have been caring coming into our service is **4.83** years which around the national average time it takes someone to identify as a carer.

We maintained our provision of more than 15000 hours of support to unpaid carers this year broadly similar to last year. This was despite an 11% reduction in state funded commissioned breaks for carers which cut carers breaks to around 200 families a week last year. All our donations and support have enabled us to maintain services for the most in need. We have also invested in improving our advice and referrals to make sure carers are getting the best out of all local resources. We made 27% more referrals to other services this year than previous.

Our **Caring for Life** team doubled in size this year as we decided to invest heavily in developing our ability to provide essential support to vulnerable and disabled people and carers 7 days a week.

We continue our commitment to **creating carer communities** with our Carers Peer support service in community venues or Cafes. We have brought these in to the management of the Area Teams so that new carers can link up directly with staff and volunteers and assist with problems as well as support. Many cafes have a vibrant programme of talks and have Parent Participation group members and other Carer groups taking part as an opportunity to connect with the many people who are now getting support throughout the county from our cafe programme which received over 2500 visits last year. Our volunteers who are also supporters, fundraisers and advocates for this programme are the lifeblood of these and other services and we were privileged to have the regular support last year of nearly 50 volunteers.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017

STRATEGIC REPORT

Achievement and performance

We have always sought to provide a variety of solutions - the **Day Service** for people with Dementia with a specialist session for people with Young Onset Dementia was expanded to a 5 day service this year with a maximum of 8 attenders a day we maintain a homely feel and a human scale to the service which is extremely popular and operates at capacity with 81% attendance. We are grateful to Stevenage Borough Council for their compassionate transport service and to the GSK Stevenage who redecorated the centre this year.

Our **Dementia Friendly Homes** project commissioned by East Herts District Council continues to help families take advantage of all the possible aids & adaptations in the home. The project has been a huge success and has been recommissioned for a further year as we continue to help 115 people a year with 227 adaptations supplied to reduce slips, falls and improve wellbeing.

We know that carers often struggle financially often facing reductions of £20,000 income a year when they start caring. We have made significant progress in measuring our impact on Carers lives, we now know that our services enable 11% of our clients to study or retrain. To enhance our service reach in this area, we have launched our Employment, Training & Volunteering mentoring Project as one of a 27 member partnership the **Building Better Opportunities programme** funded by the Big Lottery.

We were pleased to achieve the **Investors in People** award this year demonstrating our commitment to developing and supporting our staff and volunteers.

Please contact us for details on any of the projects or our work.

Plans for the Future

Next year we will review our cafe peer support service and extend volunteering opportunities for local people and carers. We will install state of the art equipment for our dementia centre and we will increase our service offer significantly to provide top quality care.

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 cafés and day centres and unfunded emergency responses.

The Board made a strategic decision to extend the support available to staff in the year and to create 12 new posts for increasing the responsiveness of the service using the surplus generated in the previous year. Although we have increased self-generated income in the period leading to an overall increase in turnover we have experienced 11% decrease in state income and are reporting a loss for the year. We continue to meet our reserves targets and enjoy a good debtor ratio. We have made several financial improvements in the year including: the appointment of a financial Manager, the upgrading of finance software & purchase of a payroll system. Our new finance team who have taken over direct management of our payroll have made significant steps in building our ability to thrive in this new mixed economy of care and support funding by improving the frequency and reliability of performance measurement tools.

Reserves Policy

The organisation's reserve policy is to create reserves equivalent to three months gross expenditure (3.1 for this financial year). The organisation has considered that this level of reserves will allow it to weather any financial downturns and provide sufficient capital to fund any future increase in activity.

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 or upon such investments, securities as may be thought fit subject nevertheless to such conditions (if any) as may for the time being be imposed or required by law.

Long term Financial Position

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

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Crossroads in Hertfordshire (North and Northeast) Caring for Carers (trading as Crossroads Care Hertfordshire North) is a company limited by guarantee governed by its Memorandum and Articles of Association. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can become a member of the charity. In the event of the company being wound up members are required to contribute an amount not exceeding £5.

In the year we voted in a revised, modernised constitution as recommended by Carers Trust. We remain an independent Charity and Company Ltd by guarantee. All members of the organisation were invited to vote and the voting membership of the organisation was reduced to the Directors and Trustees.

Induction and training of new trustees

When new Trustees are appointed they are inducted and embedded in the Charity, many come with personal experience of being a carer and relevant local knowledge and business skills. In the previous financial year 2015-16 we undertook an overhaul of the way the Board manages its affairs constituting and delegating to committees with oversight in crucial areas of quality, finance, human resources with further changes to come. In the year a Board rotation policy was introduced.

Related parties

The charity is a Network Partner of the national charity Carers Trust which provides policy, procedures and guidance to all former Crossroads Care schemes as well as a comprehensive package of insurances. We are members of the Regional Network Partner Group which includes all Centres and Schemes from the East of England where we can share good practice and contribute to national policy. We have formal partnerships with East Herts District Council, the Home First Team in Broxbourne funded through the CCG and Crossroads Hertfordshire South funded through Hertfordshire County Council.

Risk management

The Board considers the major risks to which the charity is exposed at Board meetings. The risk register is reviewed at least annually. Where appropriate, actions are identified to mitigate the risks the charity faces.

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 the national charity's insurance partner, Ecclesiastical, by comprehensive employers, public liability, trustee liability and office contents insurance.

In the financial year 2014-15 we were inspected by Hertfordshire County Council Quality Monitoring Team using ADASS East of England quality metrics and achieved a score of over 90%. We were also inspected by Carers Trust QA inspector and achieved Level 2 Centre of Excellence award. We also set up a working group to address the new Care Quality Commission Quality & Inspection framework to ensure we fully address compliance.

The Business Plan covering the Years 2016 - March 2018 was reviewed by the Board and found to be fit for purpose. This Plan minimises the risk of lack of direction. It covers our strategy and forward planning and is used to support our relationship going forward with stakeholders, funders, contract partners, partner civil society organisations and carers themselves.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06360309 (England and Wales)

Registered Charity number
1121629

REFERENCE AND ADMINISTRATIVE DETAILS

Registered office
Suite 5, Intech House
Wilbury Way
Hitchin
Herts
SG4 OTW

Trustees
Mel Chammings (Chair)
Bob Fee
Justin Jewitt
Simon Speller
John Daffern
Simon Sotomey - resigned 1.11.16
Jeanette Thomas
Vivien Kerr
Peter Duffy
Fraser Hill - appointed 1.5.16

Chief Executive Officer - Michael Farrell - appointed 1.4.16

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

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Crossroads In Hertfordshire (North and North East) Caring for Carers 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 ...11th Oct 2017..... and signed on the board's behalf by:

.....

Mel Chammings - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF CROSSROADS IN HERTFORDSHIRE (NORTH AND NORTH EAST) CARING FOR CARERS

We have audited the financial statements of Crossroads In Hertfordshire (North and North East) Caring for Carers for the year ended 31 March 2017 on pages eight to twenty two. 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'.

This report is made solely to the charitable company's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. 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.

Respective responsibilities of trustees and auditors
As explained more fully in the Statement of Trustees Responsibilities set out on page five, 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.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with regulations made under Section 154 of that Act.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements
An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Trustees to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements
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 2017 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 the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF CROSSROADS IN HERTFORDSHIRE (NORTH AND NORTH EAST) CARING FOR CARERS

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 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.

Bradshaw Johnson

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: 28-11-17

CROSSROADS IN HERTFORDSHIRE (NORTH AND NORTH EAST) CARING FOR CARERS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2017

	Notes	Unrestricted funds £	Restricted funds £	31.3.17 Total funds £	31.3.16 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	16,943	37,556	54,499	122,891
Charitable activities	6				
Carers support services		2,026,115	10,339	2,036,454	1,950,342
Day centre		64,569	-	64,569	47,652
HCC - YOD group		12,160	-	12,160	12,350
Other trading activities	4	3,343	200	3,543	4,452
Investment income	5	1,173	-	1,173	1,551
Total		2,124,303	48,095	2,172,398	2,139,238
EXPENDITURE ON					
Charitable activities	7				
Carers support services		2,115,709	78,307	2,194,016	1,925,126
Day centre		62,892	-	62,892	52,367
HCC - YOD group		14,798	-	14,798	12,167
Total		2,193,399	78,307	2,271,706	1,989,660
NET INCOME/(EXPENDITURE)		(69,096)	(30,212)	(99,308)	149,578
Transfers between funds	18	(3,222)	3,222	-	-
Net movement in funds		(72,318)	(26,990)	(99,308)	149,578
RECONCILIATION OF FUNDS					
Total funds brought forward		631,874	42,642	674,516	524,938
TOTAL FUNDS CARRIED FORWARD		559,556	15,652	575,208	674,516

CONTINUING OPERATIONS
All income and expenditure derive from continuing activities.

The notes form part of these financial statements

CROSSROADS IN HERTFORDSHIRE (NORTH AND NORTH EAST) CARING FOR CARERS (REGISTERED NUMBER: 06360309)

STATEMENT OF FINANCIAL POSITION AT 31 MARCH 2017

	Notes	Unrestricted funds £	Restricted funds £	31.3.17 Total funds £	31.3.16 Total funds £
FIXED ASSETS					
Tangible assets	14	4,858	1,165	6,023	6,123
CURRENT ASSETS					
Debtors	15	241,593	-	241,593	242,027
Cash at bank and in hand		468,387	14,487	482,874	585,259
		709,980	14,487	724,467	827,286
CREDITORS					
Amounts falling due within one year	16	(155,282)	-	(155,282)	(158,893)
NET CURRENT ASSETS		554,698	14,487	569,185	668,393
TOTAL ASSETS LESS CURRENT LIABILITIES		559,556	15,652	575,208	674,516
NET ASSETS		559,556	15,652	575,208	674,516
FUNDS	18				
Unrestricted funds				559,556	631,874
Restricted funds				15,652	42,642
TOTAL FUNDS				575,208	674,516

The notes form part of these financial statements

continued...

STATEMENT OF FINANCIAL POSITION - CONTINUED AT 31 MARCH 2017

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2017.

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 144 of the Charities Act 2011.

The financial statements were approved by the Board of Trustees on 11th Oct 2017 and were signed on its behalf by:

RWFee

Bob Fee -Trustee

The notes form part of these financial statements

CROSSROADS IN HERTFORDSHIRE (NORTH AND NORTH EAST) CARING FOR CARERS

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2017

	Notes	31.3.17 £	31.3.16 £
Cash flows from operating activities:			
Cash generated from operations	1	(97,699)	153,848
Interest paid		(1,420)	(1,340)
Net cash provided by (used in) operating activities		(99,119)	152,508
Cash flows from investing activities:			
Purchase of tangible fixed assets		(4,439)	(839)
Interest received		1,173	1,551
Net cash provided by (used in) investing activities		(3,266)	712
Change in cash and cash equivalents in the reporting period		(102,385)	153,220
Cash and cash equivalents at the beginning of the reporting period		585,259	432,039
Cash and cash equivalents at the end of the reporting period		482,874	585,259

The notes form part of these financial statements

CROSSROADS IN HERTFORDSHIRE (NORTH AND NORTH EAST) CARING FOR CARERS

NOTES TO THE STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2017

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

	31.3.17 £	31.3.16 £
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	(99,308)	149,578
Adjustments for:		
Depreciation charges	4,539	4,012
Interest received	(1,173)	(1,551)
Interest paid	1,420	1,340
Decrease/(increase) in debtors	434	(24,732)
(Decrease)/increase in creditors	(3,611)	25,201
Net cash provided by (used in) operating activities	(97,699)	153,848

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

1. STATEMENT OF COMPLIANCE

Crossroads in Hertfordshire (North and North East) Caring for Carers is a charitable company incorporated in England. The registered office is: Suite 5, Intech House, Wilbury Way, Hitchin, Hertfordshire, SG4 0TW.

The charitable company transitioned to Charities SORP (FRS 102) from Charities SORP (FRSSE) as at 1 April 2016. The impact from the transition is in note 20.

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 2015)', 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.

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.

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.

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 reducing balance
Computer equipment	- 33% on cost

Minor additions of less than £250 are not capitalised.

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

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

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

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

2. ACCOUNTING POLICIES - continued

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

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.

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.

3. DONATIONS AND LEGACIES

	31.3.17	31.3.16
	£	£
Donations and grants	54,499	122,891

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 (2016 - £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:

	31.3.17	31.3.16
	£	£
Other	7,198	10,413
Stevenage Borough Council	-	265
Getting Carers Connected	-	500
MBDA	1,000	500
Hitchin Cafe	-	1,534
Hoddesdon Cafe	-	200
Stevenage Borough Council - rent in kind	3,700	3,700
Harpenden Cafe	-	440
LGCHF Carers Cafe	-	643
ENHCCG	8,533	-
WGC Cafe	50	100
Waltham Cross Cafe	-	185
Panshanger Golf Club Ladies Section	-	200
In memoriam	3,012	3,199
Lottery fund	-	9,865
Dementia Friendly Homes	17,440	45,000
EHC DFF	-	29,000
HCS Dementia	-	6,280
MBDA Telephony	-	2,000
Stevenage PH Campaign	-	5,000
Cuffley Lodge of Instruction	-	250
IET Staff fundraising	333	417
Estate of Phillis Rosemary Weaver	-	2,000
Mr John & Mrs Joy Smith	-	600
Mr W Hoyes & Mrs A Hoyes	-	450
Christine Collis	-	150
Dementia Training	3,200	-
Building Better Opportunities	8,333	-
Donation - TSB	1,200	-
St Peter's Church, Benington	500	-
	54,499	122,891

4. OTHER TRADING ACTIVITIES

	31.3.17	31.3.16
	£	£
Fundraising	3,543	4,452

5. INVESTMENT INCOME

	31.3.17	31.3.16
	£	£
Deposit account interest	1,173	1,551

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.03.17	31.03.16
		£	£
HCS - Carers Breaks	Carers support services	413,417	413,455
Stevenage Borough Council	Carers support services	10,339	12,150
HCS - Spot contract	Carers support services	913,888	1,029,715
Private clients	Carers support services	671,113	475,434
Lunches	Carers support services	5,336	3,528
Training	Carers support services	3,346	910
Carers in Herts	Carers support services	-	765
Central Beds Council	Carers support services	-	1,802
CMHT	Carers support services	-	13,408
Membership income	Carers support services	-	135
HCS - Other	Carers support services	19,015	5,723
		2,036,454	1,957,025
HCS - Day Centre	Day Centre	64,569	40,970
HCC - YOD group	HCC - YOD Group	12,160	12,350

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

	31.3.17	31.3.16
	£	£
HCS - Carers Breaks	413,417	413,455
HCS - Day Centre	64,569	40,970
Stevenage Borough Council	10,339	12,150
HCS - Other	19,015	5,723
	507,340	472,298

7. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 8)	Totals
	£	£	£
Carers support services	1,898,072	295,944	2,194,016
Day centre	54,815	8,077	62,892
HCC - YOD group	12,779	2,019	14,798
	1,965,666	306,040	2,271,706

8. SUPPORT COSTS

	Other	Governance costs	Totals
	£	£	£
Carers support services	291,172	4,772	295,944
Day centre	8,077	-	8,077
HCC - YOD group	2,019	-	2,019
	301,268	4,772	306,040

9. NET INCOME/(EXPENDITURE)

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

	31.3.17	31.3.16
	£	£
Auditors' remuneration	4,742	4,800
Depreciation - owned assets	4,539	4,011
Hire of plant and machinery	30	336

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2017 nor for the year ended 31 March 2016.

Trustees' expenses

Travel expenses amounting to £171 were reimbursed to 1 trustee in the year (2016 - £nil).

11. STAFF COSTS

	31.3.17	31.3.16
	£	£
Wages and salaries	1,819,403	1,609,776
Social security costs	92,747	67,459
Other pension costs	9,984	4,020
	1,922,134	1,681,255

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

	31.3.17	31.3.16
Carer Support Staff	137	126
Administration Staff	12	12
Management	5	5
	154	143

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

12. 2016 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	21,879	101,012	122,891
Charitable activities			
Carers support services	1,938,192	12,150	1,950,342
Day centre	47,652	-	47,652
HCC - YOD group	12,350	-	12,350
Other trading activities	4,452	-	4,452
Investment income	1,551	-	1,551
Total	2,026,076	113,162	2,139,238
EXPENDITURE ON			
Charitable activities			
Carers support services	1,810,010	115,116	1,925,126
Day centre	52,367	-	52,367
HCC - YOD group	12,167	-	12,167
Total	1,874,544	115,116	1,989,660
NET INCOME/(EXPENDITURE)	151,532	(1,954)	149,578
Transfers between funds	(96)	96	-
Net movement in funds	151,436	(1,858)	149,578
RECONCILIATION OF FUNDS			
Total funds brought forward	480,438	44,500	524,938
TOTAL FUNDS CARRIED FORWARD	631,874	42,642	674,516

13. TAXATION

As a charity, Crossroads in Hertfordshire (North & North East) Caring for Carers 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 2016	8,238	39,003	47,241
Additions	-	4,439	4,439
At 31 March 2017	8,238	43,442	51,680
DEPRECIATION			
At 1 April 2016	6,716	34,402	41,118
Charge for year	381	4,158	4,539
At 31 March 2017	7,097	38,560	45,657
NET BOOK VALUE			
At 31 March 2017	1,141	4,882	6,023
At 31 March 2016	1,522	4,601	6,123

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.17 £	31.3.16 £
Trade debtors	75,771	92,729
Prepayments and accrued income	165,822	149,298
	241,593	242,027

Included within other debtors is accrued income of:

	31.3.17 £	31.3.16 £
HCS - Spot Purchase	78,293	83,239
Private clients	64,622	58,822
Other	8,193	3,704

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.17 £	31.3.16 £
Trade creditors	7,726	7,339
Social security and other taxes	-	20,834
Other creditors	7,308	27
Accrued expenses	140,248	130,693
	155,282	158,893

17. LEASING AGREEMENTS

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

	31.3.17	31.3.16
	£	£
Within one year	431	-
Between one and five years	-	1,724
	431	1,724

18. MOVEMENT IN FUNDS

	At 1.4.16	Net movement in funds	Transfers between funds	At 31.3.17
	£	£	£	£
Unrestricted funds				
General fund	631,874	(69,096)	(3,222)	559,556
Restricted funds				
IT Equipment	3,272	(2,542)	-	730
Getting Carers Connected	154	(154)	-	-
Hitchin Carers Cafe	609	(609)	-	-
Hoddesdon Carers Cafe	65	(65)	-	-
Stevenage Community Trust	627	(192)	-	435
HTDC	281	(281)	-	-
Letchworth Cafe	308	(308)	-	-
ENHCCG	878	(878)	-	-
WGC Cafe	1,411	(454)	-	957
SCT Fund	1,880	(619)	-	1,261
Dementia Friendly Homes	4,191	4,312	-	8,503
Lottery Fund	6,419	(6,419)	308	308
EHC DFF	22,547	(22,547)	-	-
Dementia Training	-	3,188	-	3,188
Building Better Opportunities	-	(2,644)	2,914	270
	42,642	(30,212)	3,222	15,652
TOTAL FUNDS	674,516	(99,308)	-	575,208

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,124,303	(2,193,399)	(69,096)
Restricted funds			
Stevenage Borough Council	10,339	(10,339)	-
Getting Carers Connected	-	(154)	(154)
Hitchin Carers Cafe	200	(809)	(609)
Hoddesdon Carers Cafe	-	(65)	(65)
Letchworth Cafe	-	(308)	(308)
ENHCCG	8,533	(9,411)	(878)
WGC Cafe	50	(504)	(454)
Dementia Friendly Homes	17,440	(13,128)	4,312
Lottery Fund	-	(6,419)	(6,419)
EHC DFF	-	(22,547)	(22,547)
Dementia Training	3,200	(12)	3,188
Building Better Opportunities	8,333	(10,977)	(2,644)
IT Equipment	-	(2,542)	(2,542)
Stevenage Community Trust	-	(192)	(192)
HTDC	-	(281)	(281)
SCT Fund	-	(619)	(619)
	48,095	(78,307)	(30,212)
TOTAL FUNDS	2,172,398	(2,271,706)	(99,308)

18. MOVEMENT IN FUNDS - continued

IT Equipment - previous grant funding for IT equipment (asset depreciation).

Getting Carers Connected - previous project funded to assist carers to get online (asset depreciation).

Hitchin Carers Café - funds raised for refreshments, room hire and travel.

Hoddesdon Carers Café - funds raised for refreshments, room hire and travel.

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

HTDC - grant to provide dementia training for carers.

Letchworth Carers Café - grant received from Letchworth Garden City Heritage Foundation to support the café for 2 years.

ENHCCG - project funding to support a Carers Project Coordinator and associated costs in Lower Lea Valley.

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

SCT - activities for carers and day centre clients.

Dementia Friendly Homes - funding for East Herts Dementia Project.

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

EHC DFF - District Council funding for East Herts Dementia Project

Dementia Training - A fund for providing dementia awareness training to unpaid carers in the Broxbourne area.

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

19. RELATED PARTY DISCLOSURES

The key management personnel of the charity comprises only of the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £48,538 (2016: £37,816).

20. FIRST YEAR ADOPTION

On transition to Charities SORP (FRS 102), no adjustments were required to the Charitable Company's funds determined in accordance with its previous financial reporting framework to its funds determined in accordance with Charities SORP (FRS 102) for the date of transition to Charities SORP (FRS 102), which is 1 April 2016, and the end of the latest period in the Charitable Company's most recent annual financial statements which is 31 March 2016.

There is no difference in surplus for the year ended 31 March 2016 as reported in its previously published financial statements to that measured under Charities SORP (FRS 102) for the same period.