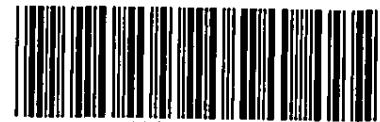


REGISTERED COMPANY NUMBER: 06349415 (England and Wales)
REGISTERED CHARITY NUMBER: 1121635

Report of the Trustees and
Unaudited Financial Statements For The Year Ended 31 March 2011
for
South West Crossroads Caring for Carers

THURSDAY



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A01

08/12/2011

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COMPANIES HOUSE

King Watkins Ltd
The Island House
Midsomer Norton
Radstock
Somerset
BA3 2DZ

South West Crossroads Caring for Carers

Contents of the Financial Statements
for the Year Ended 31 March 2011

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South West Crossroads Caring for Carers

Report of the Trustees **for the Year Ended 31 March 2011**

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 2011. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06349415 (England and Wales)

Registered Charity number
1121635

Registered office
1 Graham Road
Weston Super Mare
BS23 1YA

Trustees

D Parsons
K Trivett

Chairman
Company
Secretary
Vice Chairman

J Oldham
R Andrews
A Begley
S Pearce
P FitzGerald

- resigned 7 7 11
- resigned 19 1 11
- appointed 21 4 10
- resigned 9 3 11

Company Secretary
K Trivett

Independent Examiner

King Watkins Ltd
The Island House
Midsomer Norton
Radstock
Somerset
BA3 2DZ

Bankers

Lloyds TSB
Kingswood Branch, Sort Code 30-94-80

South West Crossroads Caring for Carers

Report of the Trustees **for the Year Ended 31 March 2011**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

South West Crossroads Caring for Carers, a company limited by guarantee, is a registered charity governed by its Memorandum and Articles of Association dated 27 August 2007

Recruitment and Appointment of Trustees

The directors of the Company are also charity trustees for the purposes of charity law and, under the Company's Articles of Association, are known collectively as the Board of Trustees. They are elected by and from the membership at the Annual General Meeting. In accordance with the Articles of Association, the Board has agreed that the number of trustees shall be nine (up to six elected and up to three co-opted). The Articles of Association set out the conditions under which trustees are appointed and prescribe the election process. These include

- * Elections allow every member of the Company to stand for election and to vote
- * All trustees serve until the end of the Annual General Meeting following their election or co-option
- * Retiring trustees are eligible for re-election or co-option
- * The Board of Trustees appoints honorary officers from amongst its membership

Organisation

The Board of Trustees administers the Charity. The Board meets as required, during the year there have been

- working groups to deal with specific issues such as Risk Management
- a Project Team to deal with the Development Project
- a Local Advisory Group to deal with local issues relating to the Enabling Service in Torbay

In addition, the Board has adopted Administrative Procedures and Standing Financial Instructions, which include a formal Scheme of Delegation.

There were four paid staff employed during the year. The office of Chief Executive was provided under contract with North Somerset Crossroads.

Related Parties

South West Crossroads Caring for Carers is affiliated to the Crossroads Association as an umbrella organisation.

South West Crossroads Caring for Carers also works closely with other Crossroads schemes in the South West Region and this is recognised in a Heads of Agreement signed by all member schemes.

South West Crossroads Caring for Carers

Report of the Trustees **for the Year Ended 31 March 2011**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk Management

The trustees have conducted a review of the major risks to which the Charity is exposed and systems have been established to mitigate those risks

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all aspects of the Charity. These procedures are periodically reviewed to ensure that they meet the needs of the Charity.

OBJECTIVES AND ACTIVITIES

Principal Object

South West Crossroads Caring for Carers' principal object is to relieve the stresses experienced by carers and beneficiaries within its area of benefit. The Area of Benefit is

The counties of Cornwall, Devon, Dorset, Gloucestershire, Somerset and Wiltshire, the non-metropolitan districts of Bath & North East Somerset, Bournemouth, Bristol, North Somerset, Plymouth, Poole, South Gloucestershire, Swindon and Torbay and the Isles of Scilly.

Significant Activities

Significant activities during the year have been

The provision of an Enabling Service in Torbay

The pursuit of funding for the provision of a breaks plus service for carers in Torbay

Participation in a Department of Health Demonstrator Site for Carers Breaks Plus, with the Torbay Care Trust

The securing of funding for a two-year development project to support the introduction of the Enabling Service model into other areas of the South West

The appointment of a Development Director and the start of work on the Development Project

Working with other Crossroads Care schemes to develop sustainable services for the future

South West Crossroads Caring for Carers

Report of the Trustees **for the Year Ended 31 March 2011**

OBJECTIVES AND ACTIVITIES **PUBLIC BENEFIT**

South West Crossroads plans to provide a wide range of services to support carers of all ages by providing advice and information to enable them to make choices in the provision of services and have control over them. It will provide some care support services individually in the home. Equal access to our services is important to us, this is limited only by the geographical area of benefit and the availability of funding.

Charges may be made for some services, or as a contribution, other services will be free at the point of use and will be funded by statutory funding, charitable grants and trusts and donations from the public. Some self-funding will be from personalised budgets and direct payments from statutory sources in line with developing national government policy.

Each year, the trustees review the achievements of the Charity and these are contained in the Annual Report. The trustees have developed a three-year Strategic Plan, which they will review each year as operational services develop. In reviewing past performance, and developing future plans, the trustees have referred to guidance contained in the Charity Commission's general guidance on public benefit. In particular, the trustees consider how planned activities will contribute to the objects of the Charity.

South West Crossroads Caring for Carers

Report of the Trustees **for the Year Ended 31 March 2011**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The following are the main achievements in 2010/2011

Torbay Enabling Service

In September 2009, South West Crossroads secured a two-year contract from the Torbay Care Trust to run an Enabling Service in Torbay. Two staff were appointed to run this service and, by the end of this report year, by adjusting working hours, three staff had supported or were supporting 152 families. Crossroads links up with carers in an informal way and, by being proactive in the local community, putting on open days etc has identified "hidden" carers. By working with carers and the Care Trust, a new, very visual, self-assessment tool has been developed.

In November 2009, the Olive Carers Centre was opened in Torquay. Owned by the Torbay Care Trust, the Olive Carers Centre provides a base for South West Crossroads and a facility for use by carers. In June 2010, the Care Trust opened the Carers Centre in Brixham, South West Crossroads assists in the staffing of this and sees carers there.

Torbay was a Department of Health Demonstrator Site for the Carers Strategy. South West Crossroads was a key part of this Project. The Project finished at the end of March 2011 and is being independently evaluated.

'I am writing this testimony for Crossroads Care, because I have found it difficult to accurately complete the surveys I have been given. It is not easy for me to quantify this support by means of a statistical questionnaire. I believe trellis work on a rose should be there in the background, almost unnoticed, supporting the plant to achieve what it does naturally and best, this is the empowering role Crossroads Care performs for me.' Extract from a note from Jonathan who is the sole carer for his father

An objective in Torbay is to secure funding to enable the development of a "breaks plus" service. This is designed to provide practical help in the home and enable carers to take a break and do something they choose to do. It is based on personal budgets and requires working capital to start the service and assist with cashflow. Applications to Futurebuilders for funding have been unsuccessful and new innovative ways of developing this service are being pursued and other funding applications have been made.

The potential for greater use of volunteers is being explored.

South West Crossroads Caring for Carers

Report of the Trustees **for the Year Ended 31 March 2011**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Development Project

In order to pursue the replication of the Enabling Service in other areas, a Development Project was specified and funding sought from various sources. Funding was secured for the two-year project from the James Tudor Foundation and the Henry Smith Charity, together with smaller contributions from some Crossroads Care schemes.

A Development Director was appointed in November 2010.

The Local Area Research Report has been updated and the Development Director has made contact with commissioners throughout the Region.

Work is being done on marketing, using case studies from Torbay and from North Somerset Crossroads.

The Development Director has attended regional network meetings of The Princess Royal Trust for Carers centres in the South West.

Generally

Review of the Strategic Plan

Participation, with other Crossroads Care schemes, in a network wide project to develop sustainable services for the 21st Century.

South West Crossroads Caring for Carers

Report of the Trustees **for the Year Ended 31 March 2011**

ACHIEVEMENT AND PERFORMANCE **PLANS FOR THE FUTURE**

South West Crossroads has a Strategic Plan. This Plan is drawn up against a background of significant change in the social care sector, Government Policy placing emphasis on self-directed care and a stringent financial climate. The Plan is reviewed on a regular basis.

The Plan is based on the needs of carers and families and draws on direct input from them following feedback (including carer involvement in the Torbay Local Advisory Group).

Specifically, we plan to

- Develop and implement plans for the replication of the Enabling Service, working with commissioners, Crossroads Care schemes and other appropriate partners
- Develop marketing plans
- Continue the Enabling Service in Torbay and plan for its future (the Torbay Care Trust has extended the current contract until 31 March 2012)
- Explore novel options for the provision of a breaks plus service in Torbay
- Secure initial funding for a breaks plus service and introduce it
- Work with the Torbay Care Trust to provide more carers centres
- Secure funding and establish a volunteer scheme in Torbay to develop volunteering for the benefit of carers generally
- Explore opportunities for providing services in other parts of the Region
- Contribute to the developing strategy for the whole of the Crossroads Care network

Meeting the needs of carers and their families in a holistic way, and with dignity, will be central to all activities.

FINANCIAL REVIEW

Reserves Policy

The Company has adopted a policy of working towards holding reserves representing six months operating costs.

South West Crossroads Caring for Carers

Report of the Trustees
for the Year Ended 31 March 2011

FINANCIAL REVIEW

Investment Policy and Objectives

The trustees have considered the most appropriate policy for future investment of funds and have found that the safety and accessibility of the Bank account meets the current requirements of the Company

ON BEHALF OF THE BOARD



D Parsons - Trustee

Date 11 November 2011

Independent Examiner's Report to the Trustees of
South West Crossroads Caring for Carers

I report on the accounts for the year ended 31 March 2011 set out on pages eleven to seventeen

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 43(2) of the Charities Act 1993 (the 1993 Act)) and that an independent examination is required

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to

- examine the accounts under Section 43 of the 1993 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 43(7)(b) of the 1993 Act), and
- to state whether particular matters have come to my attention

Basis of the independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statements below

Independent examiner's statement

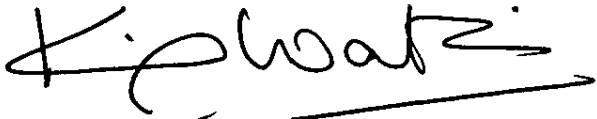
In connection with my examination, no matter has come to my attention

- (1) which gives me reasonable cause to believe that, in any material respect, the requirements
 - to keep accounting records in accordance with Section 386 and 387 of the Companies Act 2006, and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice Accounting and Reporting by Charities

have not been met, or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Independent Examiner's Report to the Trustees of
South West Crossroads Caring for Carers



King Watkins Ltd
The Island House
Midsomer Norton
Radstock
Somerset
BA3 2DZ

Date 15.11.2011

South West Crossroads Caring for Carers

Statement of Financial Activities
for the Year Ended 31 March 2011

	Notes	31 3 11 Unrestricted funds £	31 3 10 Total funds £
INCOMING RESOURCES			
Incoming resources from generated funds			
Voluntary income		2,828	3,158
Investment income	2	163	-
Incoming resources from charitable activities			
Development Project		19,605	391
Torbay Enabling Service		60,382	39,302
Total incoming resources		82,978	42,851
 RESOURCES EXPENDED			
Charitable activities			
Crossroads Care		77,135	34,040
Governance costs		2,695	3,605
Other resources expended		1,708	1,821
Total resources expended		81,538	39,466
 NET INCOMING RESOURCES		1,440	3,385
 RECONCILIATION OF FUNDS			
Total funds brought forward		3,782	397
 TOTAL FUNDS CARRIED FORWARD		 5,222	 3,782

The notes form part of these financial statements

South West Crossroads Caring for Carers

Balance Sheet
At 31 March 2011

	Notes	31 3 11 Unrestricted funds £	31 3 10 Total funds £
FIXED ASSETS			
Tangible assets	6	562	-
CURRENT ASSETS			
Debtors amounts falling due within one year	7	336	506
Cash at bank and in hand		65,261	25,253
		<u>65,597</u>	<u>25,759</u>
CREDITORS			
Amounts falling due within one year	8	(60,588)	(21,342)
NET CURRENT ASSETS		<u>5,009</u>	<u>4,417</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		5,571	4,417
CREDITORS			
Amounts falling due after more than one year	9	(349)	(635)
NET ASSETS		<u>5,222</u>	<u>3,782</u>
FUNDS	10		
Unrestricted funds		5,222	3,782
TOTAL FUNDS		<u>5,222</u>	<u>3,782</u>

The notes form part of these financial statements

South West Crossroads Caring for Carers

Balance Sheet - continued
At 31 March 2011

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2011

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2011 in accordance with Section 476 of the Companies Act 2006

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 prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008)

The financial statements were approved by the Board of Trustees on 21 September 2011 and were signed on its behalf by



D Parsons -Trustee

The notes form part of these financial statements

South West Crossroads Caring for Carers

Notes to the Financial Statements **for the Year Ended 31 March 2011**

1. ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy

Resources expended

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

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	- 33% on cost
-----------------------	---------------

Taxation

The charity is exempt from corporation tax on its charitable activities

Fund accounting

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

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

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

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

South West Crossroads Caring for Carers

Notes to the Financial Statements - continued
for the Year Ended 31 March 2011

2. INVESTMENT INCOME

	31 3 11	31 3 10
	£	£
Interest receivable - trading	163	-
	<u>163</u>	<u>-</u>

3. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting)

	31 3 11	31 3 10
	£	£
Depreciation - owned assets	281	-
	<u>281</u>	<u>-</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2011 nor for the year ended 31 March 2010

Trustees' Expenses

	31 3 11	31 3 10
	£	£
Trustees' expenses	1,159	2,319
	<u>1,159</u>	<u>2,319</u>

Expenses totalling £1,769 have been donated back to the charity by the Trustees in the year and are included with Donations

5. STAFF COSTS

	31 3 11	31 3 10
	£	£
Wages and salaries	52,929	22,860
Social security costs	4,830	2,086
Other pension costs	2,840	552
	<u>60,599</u>	<u>25,498</u>

South West Crossroads Caring for Carers

Notes to the Financial Statements - continued
for the Year Ended 31 March 2011

6. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
Additions	843
	<hr/>
DEPRECIATION	
Charge for year	281
	<hr/>
NET BOOK VALUE	
At 31 March 2011	562
	<hr/> <hr/>
At 31 March 2010	-
	<hr/> <hr/>

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31 3 11 £	31 3 10 £
Accrued income	336	506
	<hr/> <hr/>	<hr/> <hr/>

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31 3 11 £	31 3 10 £
Creditors	15,312	2,994
Accrued expenses	881	880
Deferred grant income	44,395	17,468
	<hr/> <hr/>	<hr/> <hr/>
	60,588	21,342

9. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	31 3 11 £	31 3 10 £
Trustees & subscribers loan	200	200
Deferred income	149	435
	<hr/> <hr/>	<hr/> <hr/>
	349	635

South West Crossroads Caring for Carers

Notes to the Financial Statements - continued
for the Year Ended 31 March 2011

10. MOVEMENT IN FUNDS

	At 1 4 10 £	Net movement in funds £	At 31 3 11 £
Unrestricted funds			
General fund	3,782	1,440	5,222
TOTAL FUNDS	<u>3,782</u>	<u>1,440</u>	<u>5,222</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	82,978	(81,538)	1,440
TOTAL FUNDS	<u>82,978</u>	<u>(81,538)</u>	<u>1,440</u>

South West Crossroads Caring for Carers

Detailed Statement of Financial Activities
for the Year Ended 31 March 2011

	31 3 11 £	31 3 10 £
INCOMING RESOURCES		
Voluntary income		
Donations	1,782	2,047
Gift aid	336	741
Membership subscriptions	710	370
	<hr/> 2,828	<hr/> 3,158
Investment income		
Interest receivable - trading	163	-
Incoming resources from charitable activities		
Grants, Crossroads Assoc	-	391
Torbay Care Trust	60,382	39,302
Grants Development Project	19,605	-
	<hr/> 79,987	<hr/> 39,693
Total incoming resources	<hr/> 82,978	<hr/> 42,851
RESOURCES EXPENDED		
Charitable activities		
Wages	52,929	22,860
Social security	4,830	2,086
Pensions	2,840	552
Staff travel expenses	5,088	1,579
Insurance	-	682
Telephone and internet	1,106	747
Promotional materials	-	355
Postage and stationery	2,018	1,445
Sundries	996	463
Recruitment and training	1,593	1,128
Payroll processing costs	350	140
Equipment & maintenance	546	2,041
Carried forward	72,296	34,078

This page does not form part of the statutory financial statements

South West Crossroads Caring for Carers

Detailed Statement of Financial Activities
for the Year Ended 31 March 2011

	31 3 11 £	31 3 10 £
Charitable activities		
Brought forward	72,296	34,078
Personal budgets	1,230	-
	<hr/> 73,526	<hr/> 34,078
Governance costs		
Trustees' expenses	1,159	2,319
Accountancy	881	880
Regional Development meetings	-	391
Annual Conference	640	-
Other governance costs	15	15
	<hr/> 2,695	<hr/> 3,605
Support costs		
Management		
Insurance	3,200	1,697
Subscriptions	708	-
Bank charges	128	86
Steering group	1,000	-
	<hr/> 5,036	<hr/> 1,783
Other		
Fixtures and fittings	281	-
	<hr/> 81,538	<hr/> 39,466
Total resources expended		
	<hr/>	<hr/>
Net income	<hr/> 1,440	<hr/> 3,385

This page does not form part of the statutory financial statements