

**CROSSROADS**  
**Caring**  
*for* **Carers**  
**HARRIS**

**ANNUAL REPORT**  
**2018/2019**

## Crossroads (Harris) Care Attendant Scheme

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### **Management Committee:**

Chairman – Mrs D Maclean  
Vice-Chair – Mrs C I Morrison  
Secretary – Mrs M Munro  
Treasurer – Mr R C Morrison  
Medical Adviser – Dr Naylor

### **Members:**

Mrs C Morrison, Miss M Macaulay  
Miss M Morrison (deceased June 18)  
Miss E MacLennan (deceased July 18)  
Mrs Kathleen MacLeod, Mr A Fraser  
Mrs M L Cattanach (retired May 18))  
Mr C N MacLeod, Mrs Katie MacLeod,  
Mrs P MacKay, Mr N MacKay,  
Mr P Finnegan, Mrs A Broadbent  
Mrs E McNally, Mrs L Struthers

**Secretary:** Mrs Morag Munro

**Registered Office:** Room 15, Old Primary School, Tarbert, Isle of Harris. HS3 3BG

**Bankers:** Bank of Scotland

**Independent Examiner:** Mr Donald MacLeman, Old Mission House, Borve, Isle of Harris.

**Staff:** Mrs Sandra MacLeod, Scalpay; Mrs Rosslyn MacSween, Scalpay;  
Mrs Mary Ann MacKinnon, Urgha; Mrs Chrissie MacLeod, Tarbert;  
Mrs Kate MacSween, Tarbert, Mrs Morag Macleod, Meavaig North, Mrs Margo  
MacLeod, Scadabay; Mrs Cathy MacIntyre, Finsbay; Mrs Margaret Rose MacKenzie,  
Leverburgh;. Mrs Marlyne MacKinnon, Leverburgh; Mrs Maggie G MacLeod, Northton  
Miss Chrissie M MacLeod, Northton; Mrs Mary Ann MacSween, Scarista; Mrs Katie  
Ann Morrison, Seilebost; Mrs Angela Forrest, Ardvourlie (resigned July 18)), Mrs  
Elizabeth Gillies, Tarbert.

Crossroads (Harris) Care Attendant Scheme is a recognised Scottish Charity  
Number SC003872

## **Crossroads (Harris) Care Attendant Scheme**

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### **Management Committee's Report For the Year Ended 31 March 2019**

The Management Committee have pleasure in submitting their report for the year ended 31 March 2018

#### **Principal Activity**

1. To relieve stress on the persons or families caring for the elderly or people with physical, mental or sensory impairment; and
2. To care in appropriate circumstances for the elderly or people with physical, mental or sensory impairment who are living alone.

Funding to provide these services is given by the Local Authority and Health Board and by other organizations, charities and individuals. In the year under review their generosity enabled the Scheme to supply all the help requested. This Report includes a full review of the past year's activities, a full Financial Report and a statement on Reserves Policy and Risk Management.

#### **Organisation**

Crossroads (Harris) is a Scottish Charity. A management committee of up to 18 members, who meet quarterly, administers the charity. A Co-ordinator is appointed by the management committee to manage the day-to-day operations of the charity. No wages, fees or expenses are paid to any committee member. An annual fee is paid to Harris Voluntary Service for the work of their staff for Crossroads (Harris).

#### **Management Committee**

The Members at 31 March 2019 are listed on page 1.

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The company is affiliated to Crossroads Caring Scotland..

#### **Investment Powers**

Under the constitution, the charity has the power to make any investment, which the members see fit.

### **Statement of Management Committee's Responsibilities**

Company law requires the management committee to prepare accounts for each financial year which give a true and fair view of the scheme's state of affairs at the end of the year and of results for that period. In preparing those accounts the management committee are required to:-

- Select suitable accounting policies and then apply them consistently;
- 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 accounts;
- Prepare the accounts on the ongoing concern basis unless it is inappropriate to assume that the scheme will continue in business.

The management committee are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time, the financial position of the company and to enable them to ensure that the accounts comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the scheme and hence for taking reasonable steps for the prevention and detection of fraud or other irregularity or error.

### **Independent Examiners**

The management committee reserves the right to appoint Independent Examiners annually at their Annual General Meeting.

**On behalf of the Scheme**



Secretary

Room 15, Old Primary School, Tarbert, Isle of Harris. HS3 3BG

## **Reserves Policies and Risk Management**

### **Reserves Policy**

As stated elsewhere in the report, all the funds of the Scheme are held in a Current account with the Bank of Scotland. The Scheme holds no separate reserve fund.

The Management Committee is satisfied that the balances held £83,251 (restricted - £11,166, unrestricted = £72,085) is sufficient to cover 12 months of ordinary operating expenditure which is very satisfactory. We have confirmation from Western Isles Integrated Joint Board that we are to receive circa £33,000, a similar amount as last year.

### **Risk Management**

Given the funds stated in the Reserves Policy plans and the agreed funding over the next 12 months, the Management Committee is satisfied that there is no immediate financial risk to the ongoing operations of the scheme. The ongoing situation, as described in the Treasurers written report, is monitored regularly at Management Committee meetings and the members are satisfied that the systems in place would identify any major risk at an early stage.

This page does not form part of the statutory Financial Statements.

## CHAIRMANS FOREWORD

As the chair appointed following our last AGM I would like at the outset to pay tribute to Catherine Morrison who has served Crossroads Harris as Chairman since the service was set up 34 years ago. The committee I am sure would join me in thanking Catherine for her leadership, support, commitment and dedication to the organisation. We are grateful that she remains on the committee and very much value her contribution.

We also welcome Lisa MacDonald who was appointed as our Service Manager from 1<sup>st</sup> March 2019. We are delighted that Lisa is settling well into this new role and look forward as a committee to support and encourage her.

We owe an enormous gratitude to Morag Munro for fulfilling this role for all the years Crossroads Harris has been in existence. She has given off her time over the years in a purely voluntary capacity and has managed the service in an exemplary manner. We are delighted that she remains on the committee as secretary. We look forward to having an evening with Morag as an organisation and as a community to mark our appreciation of all the immeasurable work she has done.

We are grateful that the service is able to continue and has the capacity to serve the Harris community and continue to offer respite to carers. The need and demand for the service remains as the shifting of balance of care from hospital to community increases. We are also often required to fill the "gaps" to enable clients to be discharged from hospital to meet the care package needs required.

We are extremely grateful to all our funding bodies who without their support the organisation could not be sustained. The Integrated Joint Board, Robertson Trust, Catherine M Macleod Trust, Councillors Ward Fund and Harris Charity Shop.

We are as always very grateful for the support of the community across all organisations who give so generously to Crossroads. The recent sale of work demonstrated the kindness and generosity of the community when the magnificent sum of £2,772 was raised.

The Primary Schools Tournament was again a great success this year and was evident that all the children enjoyed participating. We are grateful to teachers and parents for their support and help in organising the event. We are again grateful to Sir E Scott School pupils for their generous donation to Crossroads. It is gratifying to see the younger generation so willing to support such organisations within our community.

This year I believe for the tenth in a row we have achieved the highest grades possible from the care inspectorate. We are very grateful to Morag for this tremendous achievement and is again evidence of her efficiency for Crossroads.

Sadly again this year we have lost members of our committee, Morag Morrison who served as Vice Chair for many years and Effie MacLennan. We extend our sympathy to their respective relatives. Both ladies gave dedicated loyal service to Crossroads from its very beginnings.

Mrs Cattnach retired from the committee due to ill health. We are very grateful to her for the many years of unstinting service she gave to all her clients and the organisation.

We offer our sympathy to Katie Macleod on the tragic loss of her brother, also to Ethel McNally on the loss of her sister. We extend our sympathy also to care attendants Betty Gillies on the loss of her husband, Margo Macleod on the loss of her sister and Mary Ann Mackinnon on the loss of her brother and ten weeks later the loss of her mother and very recently the tragic loss of her son. We also think of former carer Angusina Macleod on the loss of her son.

We have been engaging with Crossroads Lewis this year following on from changes to our relationship with Crossroads Scotland. We look forward to continue engaging and more interaction into the future.

We especially want to thank our highly skilled, dedicated care attendants for their valued service to our clients and ensuring Crossroads Harris goes from strength to strength.

Finally I would like to thank all the committee members especially Morag and Ronnie our very efficient treasurer for their support and hard work over the past year.

Dolly Maclean

Chairman.

## CO-ORDINATOR'S REPORT

*This is my final report as Co-ordinator after 34 years. My successor as Service Manager is Lisa Macdonald, who has been in post since 1 March and is very quickly coming to grips with the work and gets on well with the clients and care attendants.*

*Crossroads (Harris) has been serving the elderly, ill and people with special needs and their carers in Harris for 34 years. There is still a demand for the service and the support from the community remains undiminished as was demonstrated by the generosity of donations and support with our fundraising events. Our population is getting older and more people are being looked after in their own homes, which means our clients tend to be more dependent and tend to require a higher level of care. There are more elderly people living alone as the number of resident family carers decreases and the number of clients with dementia increases. We are increasingly being asked to assist with clients where home care is not available.*

*Crossroads exists to care for carers. We provide a care attendant to go into the home and take over the carer's duties and responsibilities to give the carer a break. We co-operate with Social Work, Community Health Services, Hospital Discharge team and other voluntary organisations to provide a professional seamless service, which is flexible, person centred and geared to the needs of carers. The usual allocation per carer per week is seven hours, but the Co-ordinator has discretion to provide additional hours where necessary. We also provide support for elderly, ill and people with disabilities living on their own, many in isolated circumstances. The hours can be provided as a block or can be divided throughout the week. Visits during the year ranged from twice daily to occasional.*

*3,226 hours of care were provided over the year, this is an increase of 138 on last year. Of this 82 hours were for emergency night care. As well as providing our core service we provided a service which enabled one young adult with disabilities to access swimming sessions. We provided a service transporting three clients to Day Care in Harris House during the year and we provided transport to medical appointments/shopping/activities for six clients. We also provided a service to enable a young adult with disabilities to attend facilities in Stornoway for a period.*

*We received 11 new referrals during the year and 13 were removed from the books, three moved to residential accommodation, eight passed away and one no longer required a service. We commenced the year with 24 clients on our books and ended the year with 22. 35 individual clients were assisted or offered assistance during the year.*

*It has been a privilege and pleasure for me to have been Co-ordinator for Crossroads Harris over the years. I have been specially blessed in the people I have worked with. The commitment, co-operation and support of past and present members of committee, past and present care attendants and supportive members of the community made this job so much easier. I am sure that Lisa will receive the same support. I am grateful to Catherine Morrison who steered the Scheme from the start and to Ronnie Morrison who has been meticulously caring for our finances since October 1985. I would like to express my appreciation to our Chairman, Mrs Dolly Maclean and Vice-Chair Mrs Cathy I Morrison for their support over the past year and to the staff of Harris Voluntary service for their help. Most of all, I am grateful to God for granting us the privilege of helping to improve the quality of life for the elderly, people with special support needs and their carers.*

*Morag Munro  
Secretary/Co-ordinator*



## DETAILS OF CARE PROVISION

1 April 2018 – 31 March 2019

Month	No. clients on books at end of month	No. of hours provided
April 2018	24	239
May 2018	24	311
June 2018	25	259
July 2018	26	299
August 2018	26	323
September 2018	25	241
October 2018	26	280
November 2018	26	290
December 2018	25	210
January 2019	25	312
February 2019	22	222
March 2019	22	240
Total		<b>3226</b>

## CARE INSPECTION REPORT

The service was inspected by the Care Inspectorate on 30 January and 1 February 2019. The service scored 6 – Excellent grades in Quality of Care and Quality of Management and Leadership. Quality of staffing was not inspected this year. This is the tenth consecutive inspection in which the Scheme has scored Excellent grades. The inspection is very valuable in identifying areas of improvement and providing re-assurance and the Inspector is very helpful in providing advice and guidance. Here is an extract from the Report:

### What the service does well

*This service continues to provide excellent care and support to the people who use it. We concluded that the service being provided, and the service management and leadership, was of an excellent standard. This service has an excellent grading history and it was clear that it remains a very well-regarded, and much valued support service, in the Isle of Harris.*

*This service provided a flexible core support service to people who live in some very remote and rural areas. This might involve regularly stepping into the role of the family carer for a few hours on a regular basis to enable some respite from caring responsibilities. Feedback from people told us that this was a much appreciated aspect of the service which made a big difference to the carers experience in sustaining their role.*

*The service also provided support to people living alone. This involved providing; companionship, practical supports, stimulation and opportunities to socialise such as the option to go shopping, or enjoy a lunch or coffee in a local café. Support was also offered to enable people to access other local facilities, for example day care, or to attend hospital appointments, where assistance and additional needs made this assistance necessary. We heard that this flexibility genuinely supported people to continue living in their own home for as long as was, for them, possible.*

*Additionally, and working in conjunction with local health colleagues, the service can provide a night care service in a crisis situation, when short-term support would prevent hospital or care home admission. The service also work, when their own staffing resources allow, in conjunction, and on behalf of, the local authority to deliver home care which the local authority cannot provide, but which is deemed urgent. We observed that there was a responsive approach to responding to requests for support quickly and with compassion.*

*This service is staffed by a very experienced and stable team. On-going learning needs were seen to be met through a planned programme of on going training, with regular updates on core topics to refresh skills and knowledge. Robust induction, which was reflective of individual skills and experience, was routinely provided for new staff.*

*Staff spoken with were clearly enthusiastic about their role. It was very clear that individual staff were committed to providing a service which was consistent, reliable, and provided support according to individual needs. Staff described the support they provided in a manner which was underpinned by core values such as upholding preferences, enabling people to maintain skills and respecting dignity and privacy.*

Support was generally provided to individuals by the same staff members, which facilitated continuity of care, and the opportunity for professional and friendly relationships to develop. There was a thoughtful approach towards allocating staff to supported people taking into account of a range of factors in addition to practical considerations. The service had a positive culture of supporting colleagues through supervision, informally, and within scheduled staff meetings. Easy access to management support for advice and guidance was highly valued by the team.

Up-to-date care plans were found to contain information which would provide the necessary guidance to staff as to the support that they should provide. There was a well organised approach to ensuring that regular reviews took place so that people had on-going opportunities to give feedback as to whether the support being provided continued to meet their needs. It was also evident that the manager was current with any changes being experienced by people receiving their support, and was accessible and approachable to discuss any potential changes.

In summary; we found the service to be well organised in all regards, and to be fully focussed on people's experiences and their outcomes. The service show a real flexibility in offering a range of different supports to its community. We concluded that excellent levels of care and support were experienced by those using the service, and that this was coordinated by a management team who were committed to continuous improvement. This gave us confidence that the high standard of service provision would continue to be maintained.

### **What the service could do better**

This service was evaluated as being excellent. While continuing to deliver responsive care and support, the service should also continue to review their service development plans, with a view to ensuring on-going service progression. There has been a change as to how the service is affiliated to the national Crossroads organisation which means that they will no longer be subject to their organisational audits. The service provider should continue to check whether their remaining quality assurance processes are sufficient to maintaining their current excellent standards and monitoring of their provision.

The full report can be accessed on the Care Inspectorate website [www.careinspectorate.com](http://www.careinspectorate.com).

## **EMERGENCY NIGHT CARE**

Two clients benefited from this service – one was assisted due to the hospitalisation of the carer and the other was assisted to end his days at home. 11 nights of care were provided. This service can be called on by the GPs or community nurses to avoid unnecessary hospital admission.

## **CARE ATTENDANTS**

Angela Forrest who joined the Scheme as Care Attendant in September 2017, moved away from Harris in July 2018. We recruited another care attendant in January 2019, but she subsequently obtained a full-time post which meant she could not commit to the mandatory training required for the service and for SSSC requirements. During the year three of our care attendants experienced sad bereavements. Betty Gillies lost her husband, Margo Macleod lost her sister and Mary Ann Mackinnon lost her brother and mother within ten weeks of each other and more recently her son. We send them our heartfelt sympathies.

We are continuing to register care attendants with Scottish Social Services Council – nine are registered so far. All care attendants have to be registered by September 2020.

I owe the care attendants a debt of gratitude for their co-operation, willingness, care and commitment to their clients over the years. I would often have to ask for cover at short notice and if they possibly could, they would re-organise their personal business in order to co-operate. The excellent reports that we have had from the Care Inspectorate is a tribute to the quality of our staff.

## **TRAINING**

Training provided during the year included Adult Protection, First Aid, Continence, Moving and Handling and use of stairlift for relevant care attendants. Spaces on a Palliative Care course were also offered by DNS Marion Macdonald and two care attendants took advantage of these. We are grateful to Ed Lowe, CnES for doing the Adult Protection Training, to DNS Marion Macdonald for the First Aid and Continence Training and Sarah Mitchell for the Moving and Handling training. We are grateful to Harris House and Leverburgh Care Home for the use of their premises for the Moving and Handling sessions.

Four care attendants have been brave enough to sign up for SVQs. Having a relevant qualification is a condition of Scottish Social Services Council registration. Cathy Ann Macintyre, who has been with Crossroads since 1987, has already completed her SVQ level 2 and is awaiting verification. Sandra Macleod, Mary Ann MacSween are almost finished and Kate MacSween is progressing well. Well done to them.

## **CONSTITUTIONAL CHANGE**

Following recommendations from the Association of Charity Independent Examiners and some funders, the Committee have been exploring becoming a Scottish Charitable Incorporated Organisation. The organisation is presently an unincorporated charity. A draft SCIO Constitution will be discussed at the AGM

## TRIBUTES



Morag Morag Morrison was a founder member of Crossroads (Harris) and was a member of the Steering Committee which was set up in March 1985. She had been a carer herself for many years and knew first hand what it meant to be housebound because of being unable to leave a cared for person. Her experience and wisdom made her an invaluable member of the committee. She attended meetings and fundraising events faithfully until illness intervened. The last meeting she attended was in October 2017 when the Committee marked her forthcoming 90th Birthday. Although we knew that the years were advancing, her energy, especially at fundraising events, was

such that we forgot about it. She was very involved in her local community and in the Free Presbyterian Church of which she had been a member for 56 years. She was Grazings Clerk for many years and she so loved her animals! Her home in Liceasto was a haven for visitors from near and far. Anyone needing local information about the past were referred to Morag! In present day terms she would be called a “counsellor - listener”. Many a person had cause to be grateful for her Christian charity and wise counsel over the years. She suffered her share of afflictions over the years, including illness and house fire, but she showed gracious patience and resignation throughout it all. We miss her greatly, but we do not grudge her wish to be “with Christ which is far better.



Only weeks after losing founder member Morag Morrison, Crossroads Harris suffered another blow in the passing of Effie MacLennan, Harbour View, Scalpay. Effie was a loyal member of the Crossroads Committee since it was set up in 1985. She was a regular member at our meetings and at our fundraising events, always contributing generously. Effie trained to be a Nurse and was Matron of Harris House for many years. It is probably in this capacity that she is known best.

Her cheerful, generous manner made Harris House a home from home, not just for the residents, but for relatives and visitors. Her work was governed by her Christian values, which shone through in everything she did. She was a Director of Harris Voluntary Service for decades, right up until recently. She was Chair of Harris Disabled Group for many years also. She took a keen interest in everything that would benefit the community and especially those in need. She represented Harris Voluntary Service on the Bethesda Committee and there is a plaque in Bethesda Hospice (put there by Mr Donald Macdonald, MBE of Macdonald Hotels) recognising her contribution to the community.

When the new Harris House was officially opened, it was appropriate that she should be chosen to carry out the unveiling. Although in failing health for many years, she showed resilience, patience and an indomitable spirit. We believe she is now at peace, but we will miss her greatly.

## CROSSROADS (HARRIS) CARER OF THE YEAR



The retiring Chair of Crossroads, Mrs Catherine Morrison, presented Rebecca Jane Hutton of Northton with a Certificate and a voucher in recognition of her informal caring role.

Crossroads Harris had nominated Rebecca in the Crossroads Scotland Carer of the Year Awards. Although the nomination was not successful, they felt that her considerable devotion to her caring role and sacrifice deserved to be recognised and named her Crossroads (Harris)'s

Carer of the Year. Rebecca became the main carer for her brother who has complex support needs fifteen years ago when she was only 20, when their mother died suddenly. Rebecca was intending to enter teacher training college, but her own dreams and ambitions were put on hold to care for her brother.

## CATHERINE RETIRES AFTER 33 YEARS



Mrs Catherine Morrison retired in May from the Chairmanship of Crossroads (Harris) after serving as Chair since its inception in 1985. Catherine was Chair of Harris Voluntary Service when the late Dr Robertson brought the idea of a domiciliary respite care to the Committee. A Steering Committee was set up in March 1985 with Catherine as Chair. With help from Crossroads Scotland, Scheme was constituted in June 1985 and it took its first client in August 1985. Harris Disabled Group donated £800 to the service and the

Lewis and Harris Council on Disability donated £200. Comhairle nan Eilean agreed to fund one out of every three hours respite provided, up to a maximum of £500. The Committee took a step of faith then and the service has gone from strength to strength since. Setting up the Scheme from scratch involved a lot of work and Catherine, who worked as a physiotherapist with the NHS at the time, was an ideal choice of chair to steer the committee through the legal intricacies of setting up a care service. She also served the Scheme as a Moving and Handling trainer for some time.

The Committee held a lunch and presentation to recognise her huge contribution over the 33 years. Her successor in the Chair, Mrs Dolly Maclean, paid tribute to her work and presented her with a crystal bowl with the inscription "Presented to Catherine Morrison, Chair of Crossroads (Harris) 1985 – 2018." We wish her a well-deserved retirement and are pleased she has agreed to remain on the Committee.

## CARERS OUTING



The Annual Carers' Outing was held this year on 18 September 2018. Donnie Mackay driving the Scalpay Minibus picked up passengers in Tarbert and en route and headed north to Lewis. The first stop was the Calanais Centre for morning coffee and a look around the shop. The next venue was the Hebridean Soap Company in Breaschte we were given an insight into how the soap was made. Purses were slightly lighter coming out as the different perfumes of the soaps and candles were very attractive.

We then headed for Loch Croistean Tea Room, where we enjoyed a lovely lunch in a very friendly environment. From there we visited the Uig Museum at Timsgrary and the Uig Community Shop. Our last stop was at Harris Hotel for a very enjoyable meal. The only downside was that one of our regulars suffered a mishap and is recovering in Hospital. We send her our best wishes.

Again we are indebted to Scalpay Minibus for donating the Minibus and fuel free of charge, which is most generous of them. Our grateful thanks are also due to our driver Donnie Mackay for giving up his day and for being so patient and considerate.

## PRIMARY SCHOOLS FOOTBALL TOURNAMENT



We are grateful to Adam Johnson and his helpers for arranging the tournament and to SES canteen staff for providing the food.

After a closely fought competition this year's winners were "United" - Lucy Chaffer, Fiona Langley, Seoras Macdonald, Alasdair Morrison and Ryan Gillies. (above)

The Player of the Tournament was Christina Mackenzie. (left)

The Runners-up were

Christina Mackenzie, Lena Mackenzie, Nathan Macleod, Hannah Macleannan, Seamus Mackay. (below)





## DONATIONS



Crossroads (Harris) Committee would like to acknowledge with sincere thanks the generous donation from Sir E Scott pupils of £732.64, proceeds of their recent fundraising.

We would also like to thank the Sir E Scott Choirs and Coisir Bhan na Hearadh for donating £472.29 of the proceeds of their concert to Crossroads.

Our photo shows Committee member Kathleen Macleod accepting the cheque.



The Crossroads Committee would like to express their gratitude to North Harris Free Church for a further generous donation of £289 raised at their lunch in February. So far North Harris Free Church have contributed £744 to Crossroads from their Lunches.

The photo shows Mrs Mairi Macleod presenting the donation to Morag Munro.



When the Bays of Harris Association folded they donated their reserves to charities. Crossroads benefited from this by £1,771. We are very grateful to them for their generous donation.

The picture shows John Macdonald the former Chair presenting the cheque to Morag Munro.

## TREASURER'S REPORT

At first glance the accounts for the year to 31/3/19 appear very positive with the bank balance at that date, £83,251, some £4,360 higher than the 2018 figure of £78,891.

Our income, however, includes £12,000 of grants (details in the accounts) towards the salary of the new Manager with only £834 being spent on this new post within the 2018/19 financial year.

The financial reality is that the scheme had a deficit of £6,806 for the year for the "normal" operations of the scheme. This was not unexpected but was manageable because of the £78,891 bank balance at the beginning of the year.

This is the 5<sup>th</sup> year in a row that the scheme has had an annual deficit with the balance held at 31/3/14 of £104,844 reduced to £72,085 if the manager's income and expenditure total in paragraph 2 above are not included.

"Normal" income and expenditure for the year at £54,092 and £60,898 are similar to 2018 at £56,368 and £59,408 respectively though the deficit would have increased from £3,040 to £6,806.

The scheme continues to have strong support from the local community with £14,998 received from direct donations and fund-raising events and I wish to express my sincere thanks to all who support and continue to support us.

We expect the annual cost of the new Manager's position to be circa £16,000. The £8,000 grant from Robertson Trust is guaranteed for 3 years. Local Councillors have awarded £2,000 from Ward Priority Funds this year again and we hope that the £2,000 grant from a local Trust will also be renewed for another 2 years but this has not been formally confirmed.

The Integrated Joint Board has confirmed their £33,163 funding for 2019/20 the same as this year with no additional funds for the Manager. The committee is in contact with various possible sources of additional funding. With its present bank balance and assuming no material difference in normal income and expenditure, the scheme would appear to have funding for the next 3 years but the ongoing future of the scheme is dependent on further regular streams of financial support being developed and agreed.

My sincere thanks as Treasurer, to the staff at HVS and especially Christine and her replacement Judi, for their work on the computerised wages and tax systems imposed by HMRC.

R C Morrison  
Treasurer

**CROSSROADS (HARRIS) CARE ATTENDANT SCHEME**

**SC003872**

**Independent Examiner's Report to the Trustees of Crossroads (Harris) Care Attendant Scheme.**

I report on the accounts of the charity for the year ended 31<sup>st</sup> March 2019 which are set out on pages 2 to 8.

**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006.

The charity trustees consider that the audit requirement of Regulation 10(1)(d) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1)(c) of the Act and to state whether particular matters have come to my attention.

**Basis of Independent Examiner's statement**

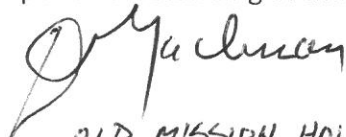
My examination is carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

**Independent Examiner's statement**

In the course of 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 the Section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and
  - to prepare accounts which accord with the accounting records and comply with the Regulation 9 of the 2006 Accounts Regulations 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.

Name:



Address:

OLD MISSION HOUSE, BOAVE, HARRIS

Date:

1<sup>ST</sup> MAY 2019

## Crossroads (Harris) Care Attendant Scheme

### RECEIPTS & PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 MARCH 2019

	Notes	31-Mar-2019		Total	Total
		31-Mar-2019		31-Mar-2019	31/03/2018
		£	£	£	£
		Unrestricted	Restricted		
<b>Income</b>					
Donations	2	9,645		9,645	11,582
Legacies		0		0	0
Grants received	4	33,163	12,000	45,163	33,163
Domestic Help Service		0		0	1,340
Gross Income from Fundraising Activities	6	5,353		5,353	4,770
Income from investments		0		0	0
Dr. Robertson's Books		18		18	130
Miscellaneous income	7	5,913		5,913	5,383
<b>Total income of continuing operations</b>		<b>54,092</b>	<b>12,000</b>	<b>66,092</b>	<b>56,368</b>
<b>Expenditure</b>					
Staff Costs including travelling	8	49,599		49,599	49,421
Establishment and office expenses	9	6,853	834	7,687	7,633
Public relations and fundraising	10	749		749	1,162
Training Costs	11	2,750		2,750	273
Independent Examination		0		0	0
Co-ordinator's Expenses		947		947	919
<b>Total expenditure of continuing operations</b>		<b>60,898</b>	<b>834</b>	<b>61,732</b>	<b>59,408</b>
Gain on sale of investments		0	0	0	0
<b>Surplus/(Deficit) for the year</b>		<b>(6,806)</b>	<b>11,166</b>	<b>4,360</b>	<b>(3,040)</b>
<b>Statement of total recognised gains and losses</b>					
Net surplus / (Deficit) for the year		(6,806)	11,166	4,360	(3,040)
Unrealised gain on investments		0			
<b>Total recognised gains / (losses) for the year</b>		<b>(6,806)</b>	<b>11,166</b>	<b>4,360</b>	<b>(3,040)</b>

The notes on pages 5 to 8 form part of these accounts.

STATEMENT OF BALANCES  
FOR THE YEAR ENDED 31 MARCH 2019

	<u>Unrestricted</u>	<u>Restricted</u>	<u>2019</u>	<u>2018</u>
	<u>Funds</u>	<u>Funds</u>	<u>Total</u>	<u>Total</u>
	£	£	£	£
Current Account	72,085	11,166	83,251	78,891
Guaranteed Reserve Fund	0	0	0	0
<b>Totals</b>	<u>72,085</u>	<u>11,166</u>	<u>83,251</u>	<u>78,891</u>
Net Increase (Deficit)			<u>4,360</u>	<u>(3,040)</u>

The net increase 4,360 above corresponds to the total for the year detailed on Page 2.

The Accounts on Pages 2 - 3 were approved on  
and signed on behalf of the Management Committee by:- 28<sup>th</sup> MAY 2019

*DW Maclean*..... Chair

*H. Munn*..... Treasurer

The Notes on Pages 5 - 8 form part of these accounts.

**Notes to the Accounts  
For the Year Ended 31 March 2019**

**1. Accounting Policies**

***Scope and Basis of the Accounts***

The financial statements have been prepared under the historical cost convention as modified by the revaluation of investment assets. They are in accordance with applicable accounting standards and comply with the requirements (or the Charities Accounts (Scotland) Regulations 1992) and the Statement of Recommended Practice (SORP) – “Accounting and Reporting by Charities” issued in October 2000.

***Funds of the Scheme***

Funds are held in a Current Account with the Bank of Scotland.

***Tangible fixed assets***

None

***Investments***

None

***Income and Grants***

Donations represent amounts received in the year. Grant and contract income is recognised as it accrues.

***Taxation***

The Scheme by virtue of its recognition by the Inland Revenue as a charity is not assessable to corporation tax.

***Legal status of the charity***

The Scheme is a recognised Scottish Charity, number SC003872.

***Management Committee***

Our unpaid Co-ordinator had previously advised that she was retiring on 31 March 2019.

A new, paid Manager was appointed on 1 March 2019 with her first monthly salary payment made on 5 April 2019 and therefore not included in the 2018/19 accounts.

Our previous Co-ordinator continued to be paid for telephone and mileage expenses.

No remuneration of wages or travel is paid to any other member of the Management Committee.

Harris Voluntary Service has continued to carry out work for Crossroads: - wages calculations, HMRC returns, photocopying and other office back-up activities, and we continue to pay them for their services.

**Crossroads (Harris) Care Attendant Scheme**

**NOTES TO THE ACCOUNTS (CONT'D)  
FOR THE YEAR ENDED 31 MARCH 2019**

	Unrestricted 2019	Restricted 2019	2019 Total	2018 Total
<b>2) Donations</b>				
Harris Charity Shop	1,650	0	1,650	1,500
FP Church Finsbay	150	0	150	352
Anonymus	866	0	866	2,052
Moira Logan	500	0	500	0
Funeral Collections	1,553	0	1,553	0
Collecting Jars	206	0	206	0
School Reunion	320	0	320	0
Sir E Scott School	1,205	0	1,205	0
North Harris FC	614	0	614	0
Lev FC (Cont)	60	0	60	0
Tarbert FP Church	205	0	205	0
CoS, Tarbert	500	0	500	0
West Harris Trust	45	0	45	0
Bays of Harris Association	1,771	0	1,771	0
2017 'one off' donations	0	0	0	7,678
	<u>9,645</u>	<u>0</u>	<u>9,645</u>	<u>11,582</u>
<b>3) Legacies</b>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>4) Grants</b>				
Robertson Trust	0	8,000	8,000	0
Councillors Ward Fund	0	2,000	2,000	0
Catherine Macleod Trust	0	2,000	2,000	0
CHaSCP Funding	33,163	0	33,163	33,163
	<u>33,163</u>	<u>12,000</u>	<u>45,163</u>	<u>33,163</u>
<b>5) Income from investments</b>				
Income from investments	0	0	0	0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>6) Gross Income from Fundraising Activities</b>				
Sale of Work	3,441	0	3441	1,939
Coffee Morning	1,912	0	1912	1,042
Craft Market Café	0	0	0	744
Bag Packing Sty	0	0	0	1,045
	<u>5,353</u>	<u>0</u>	<u>5,353</u>	<u>4,770</u>
<b>7) Miscellaneous income</b>				
Guaranteed Reserve Fund Interest	0	0	0	375
Miscellaneous	33	0	33	0
Spot Purchase from Social Work	5,880	0	5,880	5,008
	<u>5,913</u>	<u>0</u>	<u>5,913</u>	<u>5,383</u>
<b>8) Staff Costs</b>				
Care Attendants' Wages	34,013	0	34013	32,686
Care Attendants' Travel	10,520	0	10520	11,715
Inland Revenue	4,936	0	5,006	4,971
Employer's Pensions	60	0	60	49
	<u>49,529</u>	<u>0</u>	<u>49,599</u>	<u>49,421</u>

As at 31st March the Scheme has the outstanding liability of the wages and tax for the month of March, but as timesheets are not received until after the end of the month, this liability cannot be quantified as at 31st March. The liability is however, covered under the Scheme's Reserve Policy which states that up to six months of expenses are kept in reserve.

Average number of staff employed

16

NOTES TO THE ACCOUNTS (CONT'D)  
FOR THE YEAR ENDED 31 MARCH 2019

9) Establishment and office expenses	Unrestricted 2019	Restricted 2019	2019 Total	2018 Total
Meetings	0	0	0	27
Gifts/Flowers	570	0	570	871
Insurance	550	0	550	303
Crossroads (Scotland) Affiliation Fee	630	0	630	1,760
Crossroads Scotland Service Agreement	350	0	350	0
HVS Management Fee	3,500	0	3,500	3,500
Information Commission	35	0	35	35
Postage & Stationery	0	0	0	0
Sundries	244	0	244	101
SCSWIS	676	0	676	676
Disclosures	136	0	136	136
WICCF/Annual Mem's	75	0	75	75
New Equipment	0	834	834	0
SSS Council Fees	0	0	0	75
Website Host	87	0	87	74
	<u>6,853</u>	<u>834</u>	<u>7,687</u>	<u>7,633</u>
<b>10) Public Relations and fundraising</b>				
Hire of Hall, SOW, Coffee AM	154	0	154	157
Junior Football Tournament (2 Yrs in 2017)	120	0	120	340
AGM Costs	0	0	0	143
Carers' Outing	372	0	372	479
HVS Annual Subscription	10	0	10	0
Sundries	93	0	93	43
	<u>749</u>	<u>0</u>	<u>749</u>	<u>1,162</u>
<b>11) Training costs</b>	<u>2,750</u>	<u>0</u>	<u>2,750</u>	<u>273</u>

Wages and travel costs for Care Attendants attending internal training have been included with wages and travel under Note 8 Staff Costs.



NOTES TO THE ACCOUNTS (CONT'D)  
FOR THE YEAR ENDED 31 MARCH 2019

12) Fixed Assets

<i>Office furniture and equipment</i>	£
<b>Cost</b>	
Balance at 1 April 2018	0
Additions	0
Balance at 31 March 2018	<u>0</u>
<b>Depreciation</b>	
Balance at 1 April 2018	0
Charge for year	0
Balance at 31 March 2018	<u>0</u>
<b>Net book value at 31 March 2018</b>	<u>0</u>
<b>Net book value at 31 March 2019</b>	<u>0</u>

13) Investments

	2019 £	2018 £
<b>Investments:</b>		
Market value at 1 April 2018	0	0
Purchases during year	0	0
Sales during year	0	0
Revaluations	0	0
Market Value at 31 March 2019	<u>0</u>	<u>0</u>
Book costs of investments	<u>0</u>	<u>0</u>
Gain on sales based on historical cost	<u>0</u>	<u>0</u>

**Crossroads (Scotland) Care Attendant Scheme**

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**NOTES TO THE ACCOUNTS (CONT'D)  
FOR THE YEAR ENDED 31 MARCH 2019**

**Investments - continued**

<u>Share Holding</u>	<u>Value £</u>
	<u>Nil</u>

All above investments are listed on the International Stock Exchange, London.

**14) Commitments**

At 31st March 2019 the Scheme had no capital commitments

**15) Deferred Income**

The Scheme had no deferred income as at 31st March 2018 or 31st March 2019

**Crossroads (Harris) Care Attendant Scheme**

**NOTES TO THE ACCOUNTS (CONT'D)  
FOR THE YEAR ENDED 31 MARCH 2019**

16) Unrestricted Funds	Designated Funds			2019	2018
	Liabilities	Development		General	Total
	Fund	Fund		Fund	Fund
	£	£	£	£	£
<b>Total incoming resources</b>	<u>0</u>	<u>0</u>	<u>0</u>	<u>54,092</u>	<u>56,368</u>
Direct charitable expenditure	0	0	0	60,898	59,408
Other expenditure	0	0	0	0	0
Transfer from restricted	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total resources expended</b>	<u>0</u>	<u>0</u>	<u>0</u>	<u>60,898</u>	<u>59,408</u>
<b>Net incoming/(Outgoing)</b>					
<b>Resources</b>	0	0	0	(6,806)	(3,040)
<b>Transfers</b>	0	0	0	0	0
<b>Gain on investments</b>	0	0	0	0	0
Unrealised	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Net movements in funds</b>	0	0	0	(6,806)	(3,040)
Balances brought forward	<u>0</u>	<u>0</u>	<u>0</u>	<u>78,891</u>	<u>81,931</u>
<b>Balances carried forward</b>	<u>0</u>	<u>0</u>	<u>0</u>	<u>72,085</u>	<u>78,891</u>
<b>17) Restricted Funds</b>					
	<b>Balance</b>	<b>Movement in Funds:</b>			<b>Balance</b>
	<b>31-Mar</b>	<b>Incoming</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>31-Mar</b>
	<b>2018</b>	<b>Resources</b>	<b>(Gain) Losses</b>		<b>2019</b>
	<u>0</u>	<u>12,000</u>	<u>834</u>	<u>0</u>	<u>11,166</u>
<b>18) Analysis of net assets between funds</b>					
		<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>	
		<b>Funds</b>		<b>Funds</b>	
		<b>£</b>			
Tangible fixed assets		0	0	0	
Investments		0	0	0	
Net Current Assets		<u>72,085</u>	<u>11,166</u>	<u>83,251</u>	
		<u>72,085</u>	<u>11,166</u>	<u>83,251</u>	