



CROSSROADS
Caring
for **Carers**
HARRIS

ANNUAL REPORT
2020/21

Crossroads (Harris) Care Attendant Scheme

Management Committee:

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

Members:

Mrs C Morrison, Miss M Macaulay
Mrs Katie Macleod, Mr A Fraser, Mr C N
Macleod, Mrs P MacKay, Mrs E McNally,
Mrs A Broadbent, Mrs L Struthers
Ms C MacPhee

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 Heather Kemp, Scalpay; Mrs Mary Ann MacKinnon, Urgha; Mrs Kate MacSween, Tarbert; Mrs Elizabeth Gillies, Tarbert; Mrs Morag Macleod, Meavaig North; Mrs Margo MacLeod, Scadabay; Mrs Cathy MacIntyre, Finsbay; Mrs Margaret Rose MacKenzie, Leverburgh;. Mrs Marlyne MacKinnon, Leverburgh; Miss Chrissie M MacLeod, Northton; Mrs Mary Ann Macleod, Northton; Mrs Susan MacLennan, Northton; Mrs Mary Ann MacSween, Scarista.

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

Crossroads (Harris) Care Attendant Scheme

Management Committee's Report For the Year Ended 31 March 2021

The Management Committee have pleasure in submitting their report for the year ended 31 March 2021

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 Service Manager 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). During the year the Committee agreed to change from being an unincorporated charity to being a SCIO with the new name of Crossroads Care Harris Charity No SC050188.

Management Committee

The Members at 31 March 2021 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. On 31 March 2021 the assets of the charity were transferred to Crossroads Care Harris SCIO in line with the Constitution.

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

Mary Kline
31 May 2021

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 balance of £97,026 (restricted - £7,730, unrestricted - £89,296) was transferred to Crossroads Care Harris SCIO. The Trustees of the SCIO are satisfied that these balances are 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. The SCIO has a Reserves Policy which states that a balance which would cover six months' operating costs should be retained. In addition, the SCIO employs a number of care attendants who have been with the Service between 20 and 30 years and who would be entitled to redundancies payments should the Scheme's funding expire.

Risk Management

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

CHAIRMANS FORWARD

It is a pleasure to present another annual report for this our 36th year. It has certainly been a year which has affected all of our lives in so many different ways due to the global pandemic.

We are very thankful for the safety and protection of our service users and staff.

Though initially the service was very much reduced due to restrictions following government advice and guidelines we are thankful that, having overcome many of the challenges it is now returning to a sense of normality. We are very grateful to Lisa for maintaining the service and organising the care workers to enable contact with our most vulnerable service users throughout this very challenging period.

Lisa has also been working hard and has been awarded with her SVQ level 4. It is a challenge to balance work, study and family and be able to achieve success in such a short period of time. We again thank her for her efficiency and commitment in maintaining a high quality robust service.

We congratulate Kate Macsween on achieving her SVQ level 2 – well done!

I would like to convey my sincere thanks to both Morag and Kathleen for their continued support and invaluable service they both give to Crossroads as secretary and treasurer in a voluntary capacity. Both are demanding roles and we as a committee are very indebted to you both.

We again are extremely grateful to our funding bodies:

Curam is slainte nan Eileann Siar: Robertson Trust: Catherine M Macleod Trust: Muaitheabhal Community Windfarm Trust: Councillors ward fund: Harris Charity shop.

Words cannot express the kindness and generosity of the community once again and we sincerely want to thank you all for the many private donations received and support throughout the past year.

Our funding bodies and the generosity of the community enables Crossroads to continue delivering a much needed appreciated service within our community.

We are always very grateful and thankful to our dedicated, reliable team of care attendants who continue to deliver a high standard of care to our service users who very much appreciate the care provided.

We send our best wishes to Cathy Macintyre and Betty Gillies, two of our care attendants who have had health issues over the past year.

Unfortunately, members of the committee have experienced loss and we extend our sympathy to CB Morrison on the passing of her sister, Mary Macaulay on the loss of two brothers.

We also mourn the passing of Norman Mackay Finsbay who was for some time on the committee and was very supportive of crossroads over the years.

Finally, I wish to thank all the committee members for their support and hope that in the coming year we can look forward and be able to resume our meetings face to face again.

Dolly Maclean

Chair

SERVICE MANAGERS REPORT

This last 12 months have been like no other, the Covid-19 pandemic has impacted on the Crossroads service. The staff and committee adapted quickly, and we were able to provide support to our most vulnerable service users. Fortunately care attendants were able to resume their work in late August last year being able to provide support carers and to vulnerable and elderly people on their own, a vital service when family were not able to come home due to restrictions. We have been fortunate in Harris where cases have remained low. The care attendants were offered the vaccine at the end of January and have twice weekly lateral flow tests and are trained in the proper use of PPE to ensure their own safety, and that of the service users. I must take this opportunity to commend the staff in their professional and flexible approach to the new way of working, they have shown commitment to service. and we are very fortunate to have them working for Crossroads.

Crossroads Care Harris has been serving the elderly, the ill and people with special needs and their carers in Harris for 36 years. We have been so fortunate this last year for the community support we have received when we have not been able to carry out our own fundraising activities. The demand for the service continues, and there has been an increase in number of requests to support service users with dementia. This year we have also provided support to the Home Care service, to ensure service users can remain their own homes.

This year we have provided 1361.50 hours of care to the service users, a significant difference to previous years, this has been due to the initial lockdown over the summer and staffing levels decreasing due to illness and shielding. There has been 10 nights of emergency overnight care provided, to avoid hospital admission, provide palliative care and to let family rest to be able to continue in the caring role. We received 6 new referrals during the year, 6 were removed from the books, 4 passed away, 2 went into residential care. We commenced the year with 25 clients and ended the year with 25.

At the AGM last year, it was officially decided to change from an unincorporated charity to a Scottish Charitable Incorporated Organisation (SCIO). This involved winding up the present scheme and transferring all the assets and staff to the new scheme Crossroads Care Harris. A lot of work went on behind the scenes to ensure this transition went smoothly, and I am pleased to report it took effect from the 1st of April 2021.

I would like to take this opportunity to thank the staff for all of their hard work over the past year, ensuring the most vulnerable in our community received the support and respite when they needed it most. I would like to thank the committee, especially the office bearers for their guidance throughout the pandemic. Judi Dolton at HVS for her adaptability as we changed to a SCIO and supported our carers through the implementation of the furlough scheme. The last word of gratitude as to go to Morag Munro whose experience has provided me with guidance and coaching throughout one of the most challenging periods in living memory.

Finally, it was a condition of my employment with Crossroads to complete a SVQ Level 4 in Health and Social Care, I am delighted to say that I have successfully gained this qualification and will be continuing the next stage of my professional development in September. I consider myself very fortunate to have the support of my family, the staff and the committee whilst working towards this qualification.

Lisa MacDonald

Service Manager

DETAILS OF CARE PROVISION
01 APRIL 2020 – 31 MARCH 2021

MONTH	No of clients on the books at the end of the month	No of Hours Provided
April	24	19
May	24	36
June	24	34
July	24	27.5
August	23	79.5
September	23	128.5
October	24	134
November	23	127.5
December	23	173.50
January	24	264
February	24	162
March	25	176
Total		1361.50

CARE INSPECTION

This care inspection has not taken place so far this year, this is due to the Care Inspectorate taking a risk-ased approach this year to their inspections. Crossroads received an excellent rating last year, so will not be in the high-risk category. I am in regular contact with Sandra MacLeod, the Care Inspector, to keep her informed about any issues or to seek guidance on anything relating to the service.

TRAINING

The last 18 months has definitely given more people an opportunity to develop their technology skills, especially the Crossroads staff. They have all successfully completed their annual training via the Careskills Academy, and online training platform designed for the social care sector. This has allowed us to keep our continuing professional development up to date when we were unable to meet face to face to carry out training. We hope to resume our face-to-face training in the coming months but will continue to complete some courses online.

RETIREMENTS

Earlier in 2020 Maggie MacLeod (Northton) and Katie Ann Morrison (Seilebost) 2 of our longest serving care attendants retired. We were fortunate to be able to meet to celebrate for an afternoon tea at the Harris Hotel in November to present them with flowers. Morag Munro paid tribute to their hard work and service to Crossroads over the years. We wish them a long and happy retirement.



DONATIONS AND FUNDRAISING

LOCKDOWN PRAISE CD

During lockdown last year, Anna MacLeod from Tarbert recorded various praise songs for church services and a few people asked if they could get them on CD. Anna recorded a CD in her kitchen with help from her family. Some supporting vocals also featured from Catherine Joan MacDonald, Jayne MacDonald, Josh Ellicott, Robert John MacInnes. The CD was then available in exchange for a donation to Crossroads. We cannot thank Anna enough for the time, hard work and commitment she has shown. The grand total of £2700 was raised.



RJ MACLEOD – TARBERT

In June 2020 Lisa met with John MacLeod Site Agent for RJ MacLeod who are constructing the new pier at Tarbert. John presented Crossroads with a donation for £300, on behalf of all workers on the project. Every 3 months that they are accident free on site, they donate £300 to a local charity. Crossroads Harris are very grateful for this kind gesture, it is very much appreciated during this time when we cannot carry out our normal fundraising activities



CARE ATTENDANTS

This year the care attendants have gone above and beyond to provide a support our service users. During the first lockdown, the telephone support they provided was invaluable to some of our more isolated service users. When service was able to resume, the ladies adapted to the new way of working and I have nothing but praise for them. They have worked tirelessly and when we have been short staffed, they have all provided extra cover. I want to thank each of them, for going that extra mile for their clients and always being willing to help.

RECRUITMENT

We have advertised a number of times throughout the year for new team members, unfortunately we have not been successful. We hope to recruit over the next few months, as our staffing numbers have reduced due to retirement and long-term illness.

QUALIFICATIONS

Kate MacSween was successful in completing her SVQ Level 2 in Health and Social Care, she worked very hard to complete this, especially during the last year. Congratulations Kate on this achievement!





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Crossroads Care Harris are delighted and thankful to receive an award of £750 in February 2021 from the CalMac Community Fund in support of our annual training project for the next 3 years which will enable the staff to complete training remotely and online where needed, this will allow them to continue the important work they carry out in our community.

Gordon McKillop, CalMac's Corporate Social Responsibility Manager, said: "The CalMac Community Fund is much more than corporate giving. The Community Fund was created to make a difference for our communities and customers, and we are beginning to see its impact and value. The last year has been turbulent for so many and the third sector has responded magnificently across our network. There are still many challenges to come as we progress through the COVID-19 pandemic, and I hope the awards we have made alleviate some of the social issues that arise consequently."

#CalMacCommunityFund

**Our project is supported by
the CalMac Community Fund**



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**CROSSROADS CARE HARRIS
CARER SURVEY 2020**

Carer Questionnaires

7 carer questionnaires were sent out on 10 November 2020. 5 carer questionnaires have been returned. Due to COVID-19 and lockdown some carers did not require a service. Therefore, questionnaires were sent only to those who were receiving a service during the year.

All respondents were very happy with the level of information. All agreed that it was available in a suitable language and format.

All 5 replied "yes" to the questions regarding the information received when the service started. 4 Respondents felt they were fully involved in preparing the plans and 1 felt a little involved.

All agreed with the positive statements about the skills, conduct and service provided by the care attendants.

Comments were:

*"Has good patience every time." "I am pleased with her; she is very capable to look after my husband".
"Very good at the job of caring." "Totally satisfied. I look forward to her coming and we both have a good natter."*

All agreed with the positive statements about the co-ordinator's manner, listening, involving them in the service.

Comments:

"The Co-ordinator has visited twice in the short time that I have used the service. Explained the system and has encouraged me to contact her with any problems." "Very attentive." "Very approachable, both in person and on the telephone." "End of the phone if I need her and listens to my views and easy to talk to."

All agreed that the service was provided at the times they wanted it and that it met their needs. 5 were very satisfied.

Comments:

*"It has helped our family a lot even in these tough times, always there for us." "The service suits me fine; I can get to my own home and shops." "It enables me to attend church and hospital appointments."
"Allowed me as spouse carer-free time which is very useful." "I feel at ease when I have extra support attending to my husband's shower needs. This was very difficult before I received help."*

In answer to the question in this year's survey asking if they wished to be involved in a service support or participation forum 5 answered No and one did not respond.

Comment:

"All running smoothly – no suggestions." "Carry on the good work. May need more hours in future." "As to the previous question, I don't feel I would be able to participate due to my age and home circumstances. I shall be very interested in the continued success of this service and if I can support it in any way I can."

**CROSSROADS CARE HARRIS
SERVICE USER SURVEY 2020**

Service User Questionnaires

12 User questionnaires were sent out on 10 November 2020. 8 User questionnaires have been returned. Due to COVID-19 curtailing the service, questionnaires were sent only to those who received a service.

All were very happy with the level of information provided,

All replied "yes" to the questions regarding the information received when the service started, and all felt they were fully involved in preparing the plans. All knew they could ask for a review at any time.

All agreed with the positive statements about the skills, conduct and service provided by the care attendants.

Comments were:

"She is very good, and my husband is very fond of her. I feel confident leaving him in her care."

"This is a wonderful service, and I cannot say how much it means to me." "The care attendants and I get on very well, listens to what I have to say and that's a lot." "I am very happy with the service I receive." "My care attendants are wonderful and help me so very much. The service is just amazing, and I would be lost without my visits. I value them even more at the moment as my family cannot come over to visit me."

All agreed with the positive statements about the co-ordinator's manner, listening, involving them in the service.

Comments:

"The management staff are fantastic – so kind and caring and so very helpful – thank you for listening to what all I need." "She's great." "Excellent – I feel I can contact her at any time to help me when I need care, so helpful to talk to."

All agreed that the service was provided at the times they wanted it. All said it met their needs. All were very satisfied.

Comments:

"I look forward to my Crossroads visits every day. It really gives me a boost to get company and kindness, especially in the winter and with all the COVID-19 restrictions- this service has been amazing." "I am able to meet other people out with my family, as I am sociable and love talking." "Having somebody coming in. I look forward to them coming and makes a big difference having company." "As my husband has dementia, I cannot leave him on his own. I am so grateful for the service provided. To be able to get to Church and other appointments." "Helps a lot, otherwise I would not see anyone apart from the postman, also brings me groceries and anything else I need. We sit and talk and have a cup of tea and I very much enjoy having them coming to see me." "The care attendant gives me a feeling of well-being. I do get lonely, but she is very good company, kind and considerate and gives my son a break."

In answer to the question asking if they wished to be involved in a Service Support or Participation Forum only one said yes.

Comments:

"think you are all wonderful – so do my friends and family. I feel very lucky to have your kindness and support – thank you." "Great service, keep it up." "It's perfect as it is."

TREASURER'S REPORT

The bank balance at 31 March 2021 was £97,025.67. This figure is an increase of £10,624.86 on the balance at 31 March 2020. We were required to open a new bank account due to a change in our charitable status, now being an incorporated body rather than an unincorporated one. The new account took effect from 1 April 2021 and all the funds were transferred giving the new account a healthy start. The application for opening the new account was rather challenging but things seem to be running smoothly now.

We are very fortunate to have such a large opening balance. Due to the pandemic the service was scaled down for a time which resulted in less expenses for care attendants. We received £6640 from the Government furlough scheme and this has greatly helped achieve this surplus.

We were not able to hold our usual fundholding events this year and events such as the football tournament and carers' outing did not take place. This helped to reduce expenditure. Training costs were also down. However we did produce a 2021 calendar (huge thanks to Morag) which earned a profit of £1072 and the calendars sold out very quickly.

Once again, we received a considerable amount of money in donations both locally and from people who do not live here but have Harris connections, the total was £8370, and we are very grateful for this. The charity shop and churches continued to support us despite not being open and this is very much appreciated. We received £2141 in funeral donations, funeral services could not take place as normal but we had some families who asked for donations for Crossroads. Again we are very grateful for this. We also had grants from our usual sources as well as funding of £750 from CalMac. This is much appreciated.

Thanks also are due to Judi, at HVS, who has been working from home – I know there were difficulties for her when the transfer of bank account was not going well. My thanks too to Morag for all these emails and templates and help in getting all the figures in the right columns! Also a big thank you to Ronnie who held the position of treasurer for many years and has now handed the reins to me, he will certainly be a hard act to follow. Thank you, Ronnie, for all your hard work and dedication.

Kathleen Macleod

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 31st March 2021 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:

D. G. G. G.

Address:

OLD MISSION HOUSE, BORVE HS3 3HT

Date:

7TH JUNE 2021

RECEIPTS & PAYMENTS ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

No	31-Mar-2021		Total	Total
	31-Mar-2021		31-Mar-2021	31-Mar-2020
	£	£	£	
	Unrestricted	Restricted		
Income				
Donations	8,370	0	8,370	11,248
Legacies	0	0	0	0
Grants received	36,013	13,000	49,013	50,163
Gross Income from Fundraising Activities	2,046	0	2,046	6,198
Income from investments	0	0	0	0
Miscellaneous income	8,351	0	8,351	6,407
Total income of continuing operations	54,780	13,000	67,780	74,016
Expenditure				
Staff Costs including travelling	35,795	13,173	48,968	59,658
Establishment and office expenses	6,919	0	6,919	6,758
Public relations and fundraising	968	0	968	1,913
Training Costs	299	0	299	2,402
Independent Examination	0	0	0	0
Sundries	0	0	0	136
Total expenditure of continuing operations	43,981	13,173	57,154	70,867
Transfer of balance to Crossroads Care Harris SCIO	89,296	7730	97,026	0
Total payments after transfer	133,277	20,903	154,180	0
Gain on sale of investments	0	0	0	0
Surplus/(Deficit) for the year	(78,497)	(7,903)	(86,400)	3,149
Statement of total recognised gains and losses				
Net surplus / (Deficit) for the year	(78,497)	(7,903)	(86,400)	3,149
Unrealised gain on investments	0		0	0
Total recognised gains / (losses) for the year	(78,497)	(7,903)	(86,400)	3,149

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

Crossroads (Harris) Care attendant Scheme

STATEMENT OF BALANCES FOR THE YEAR ENDED 31 MARCH 2021

	<u>Unrestricted</u> <u>Funds</u> £	<u>Restricted</u> <u>Funds</u> £	<u>2021</u> <u>Total</u> £	<u>2020</u> <u>Total</u> £
Current Account	0	0	0	86,400
Guaranteed Reserve Fund	0	0	0	0
Totals	<u>0</u>	<u>0</u>	<u>0</u>	<u>86,400</u>
Net Increase (Deficit)	-78,497	-7,903	<u>(86,400)</u>	<u>3,149</u>

The net deficit of (£86,400) corresponds to the total for the year detailed on Page 2 and includes the transfer of the balance to Crossroads Care Harris.

The Accounts on Pages 2 - 3 were approved on
and signed on behalf of the Management Committee by:-

Dolina M Macleod Chair

Kathleen Macleod Treasurer

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

Notes to the Accounts

For the Year Ended 31 March 2021

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

The organisation is run by the Management Committee where members, listed earlier in the annual report, are elected at the AGM.

The day to day running of the scheme is carried out by the Service Manager.

The Committee meet regularly with the Service Manager in attendance – meeting over the past year have been held over Zoom due to COVID 19. Decisions were delegated to the office-bearers at the previous AGM and they have met frequently to monitor the progression of the service during the pandemic with reports of meetings being disseminated to the rest of the management committee. Unexpected or emergency situations or requests can be dealt with by the office bearers with a report at the next management meeting.

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

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

NOTES TO THE ACCOUNTS (CONT'D)
FOR THE YEAR ENDED 31 MARCH 2021

	Unrestricted 2021	Restricted 2021	2021 Total	2020 Total
2) Donations				
Harris Charity Shop	1,000	0		2,250
FP Church Finsbay	150	0		150
Anonymus	1,750	0	1,750	1,090
Dr C D E Smidt	0	0	0	1,500
Funeral Collections	2,141	0	2,141	1,735
Collecting Jars	70	0	70	87
HHP	0	0	0	500
D Morrison (Scarr-Hall)	0	0	0	750
North Harris Free Church	0	0	0	1,172
South Harris Churches joint Thanksgiving	0	0	0	360
South Harris Free Church	360	0	360	150
CoS, Tarbert	500	0	500	450
Talla Na Mara Bookcase	0	0	0	224
Scalpay FC	0	0	0	250
Women for Mission	0	0	0	160
Murray/Stephen CDs/Anna Macleod	29	0	29	420
C of S, Scarista	210	0	210	
Harris Hotel	50	0	50	
R J McLeod	300	0	300	
Sir E Scott School	180	0	180	
HMA	140	0	140	
FP Church, Tarbert	200	0	200	
Volunteering Hebrides	50	0	50	
Macpherson family	750	0	750	
Harris golfers	440	0	440	
Bank of Scotland	50	0	50	
	<u>8,370</u>	<u>0</u>	<u>8,370</u>	<u>11,248</u>
3) Legacies	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
4) Grants				
Muaitheabhal Wind Farm		5,000	5,000	5,000
Robertson Trust		8,000	8,000	8,000
Councillors Ward Fund	2,100		2,100	2,000
Catherine Macleod Trust	0		0	2,000
CHaSCP Funding	33,163		33,163	33,163
CalMac	750		750	
	<u>36,013</u>	<u>13,000</u>	<u>49,013</u>	<u>50,163</u>
5) Income from investments				
Income from investments	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
6) Gross Income from Fundraising Activities				
Sale of Work	0	0		2818
Coffee Morning	0	0		1265
Bag Packing Sty	0	0		2115
Dr Robertson's books	26	0	26	
sale of calendars	2,020	0	2,020	
	<u>2,046</u>	<u>0</u>	<u>2,046</u>	<u>6,198</u>
7) Miscellaneous income				
Miscellaneous	0	0	0	44
Spot Purchase from Social Work	1,711	0	1,711	6,363
HMRC furlough	6,640	0	6,640	
	<u>8,351</u>	<u>0</u>	<u>8,351</u>	<u>6,407</u>
8) Staff Costs				
Care Attendants' Wages	27,863	0	27,863	31,297
Care Attendants' Travel	4,145	0	4,145	9,064
Inland Revenue	3,448	600	4,048	6,281
Employer's Pensions	263.74	856.93	1,121	461
Staff SSSC fees	75	0	75	
Service Manager's Expenses	0	255	255	1,485
Service Manager's Wages	0	11,461	11,461	11,070
	<u>35,795</u>	<u>13,173</u>	<u>48,968</u>	<u>59,658</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.

Crossroads Harris Care Attendant Scheme

NOTES TO THE ACCOUNTS (CONT'D)
FOR THE YEAR ENDED 31 MARCH 2021

Establishment and office expenses

	<u>Unrestricted 2021</u>	<u>Restricted 2021</u>	<u>2021 Total</u>	<u>2020 Total</u>
Gifts/Flowers	1,053	0	1,053	382
Insurance	668	0	668	599
Crossroads Scotland Service Agreement	0	0	0	350
HVS Management Fee	2,800	0	2,800	3,500
Information Commission	35	0	35	35
Postage & Stationery	264	0	264	0
Sundries	0	0	0	0
SCSWIS	1,937	0	1,937	676
Disclosures	0	0	0	577
WICCF/Annual Mem's	75	0	75	75
New Equipment	0	0	0	564
Website Host	87	0	87	0
	<u>6,919</u>	<u>0</u>	<u>6,919</u>	<u>6,758</u>

Public Relations and fundraising

Hire of Hall, SOW, Coffee AM	0	0	0	157
Junior Football Tournament	0	0	0	146
M Munro Presentation Costs	0	0	0	1020
Carers' Outing	0	0	0	580
HVS Annual Subscription	20	0	20	10
Printing of calendars	948	0	948	0
	<u>968</u>	<u>0</u>	<u>968</u>	<u>1,913</u>

11) Training costs	<u>299</u>	<u>0</u>	<u>299</u>	<u>2,402</u>
12) Transfer of balances to Crossroads Care Harris SCIO	89,296	7,730	97,026	

Crossroads (Scotland) Care Attendant Scheme

NOTES TO THE ACCOUNTS (CONT'D) FOR THE YEAR ENDED 31 MARCH 2021

12) Fixed Assets

Office furniture and equipment

Cost

Balance at 1 April 2020

Additions

Balance at 31 March 2021

Depreciation

Balance at 1 April 2020

Charge for year

Balance at 31 March 2021

£

0

0

0

0

0

0

Net book value at 31 March 2020

0

Net book value at 31 March 2021

0

13) Investments

2021

2020

£

£

Investments:

Market value at 1 April 2020

0

0

Purchases during year

0

0

Sales during year

0

0

Revaluations

0

0

Market Value at 31 March 2021

0

0

Book costs of investments

0

0

Gain on sales based on historical cost

0

0

Crossroads Care Harris

NOTES TO THE ACCOUNTS (CONT'D) FOR THE YEAR ENDED 31 MARCH 2021

16) Unrestricted Funds	Designated Funds			2021	2020
	Liabilities	Development		General	Total
	Fund	Fund		Fund	Fund
	£	£	£	£	£
Total incoming resources	<u>0</u>	<u>0</u>	<u>0</u>	<u>54,780</u>	<u>61,016</u>
Direct charitable expenditure	0	0	0	43,981	54,604
Other expenditure	0	0	0	0	0
Transfer to SCIO	<u>0</u>	<u>0</u>	<u>0</u>	<u>89,296</u>	<u>0</u>
Total resources expended	<u>0</u>	<u>0</u>	<u>0</u>	<u>133,277</u>	<u>54,604</u>
Net incoming/(Outgoing)					
Resources	0	0	0	(78,497)	6,412
Transfers	0	0	0	0	0
Gain on investments	0	0	0	0	
Unrealised	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	
Net movements in funds	0	0	0	78,497	6,412
Balances brought forward	<u>0</u>	<u>0</u>	<u>0</u>	<u>78,497</u>	<u>72,085</u>
Balances carried forward	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>78,497</u>
17) Restricted Funds	Balance	Movement in Funds:			Balance
	31-Mar	Incoming	Expenditure	Transfers	31-Mar
	2020	Resources		to SCIO	2021
	<u>7,903</u>	<u>13,000</u>	<u>13,173</u>	<u>7,730</u>	<u>0</u>
18) Analysis of net assets between funds		Unrestricted	Restricted	Total	
		Funds		Funds	
		£			
Tangible fixed assets					
Investments					
Net Current Assets		<u>0</u>	<u>0</u>	<u>0</u>	
		<u>0</u>	<u>0</u>	<u>0</u>	

Crossroads (Scotland) Care Attendant Scheme

**NOTES TO THE ACCOUNTS (CONT'D)
FOR THE YEAR ENDED 31 MARCH 2021**

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 2021 the Scheme had no capital commitments

15) Deferred Income

The Scheme had no deferred income as at 31st March 2020 or 31st March 2021