



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

**ANNUAL REPORT**  
**2019/2020**

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

---

**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, Mrs Katie Macleod, Mr A  
Fraser, Mr C N MacLeod, Mrs P MacKay,  
Mrs Kathleen Macleod, 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 Heather Kemp, Scalpay; Mrs Mary Ann MacKinnon, Urgha; Mrs Chrissie MacLeod, Tarbert; (retired August 2019); 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; Mrs Maggie G MacLeod, Northton Miss Chrissie M MacLeod, Northton; Mrs Mary Ann Macleod, Northton; Mrs Susan MacLennan, Northton, Mrs Mary Ann MacSween, Scarista; Mrs Katie Ann Morrison, Seilebost;

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 2020**

The Management Committee have pleasure in submitting their report for the year ended 31 March 2020

#### **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).

#### **Management Committee**

The Members at 31 March 2020 are listed on page 1.

.....

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 £86,400 (restricted - £7,903, unrestricted - £74,016) 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

It is now 35 years since Crossroads Harris was set up and I am pleased to say the service remains as a robust organisation to bring much needed respite to many carers in Harris. Undoubtedly 2020 has emerged as one of the most challenging years to date. The outbreak of Covid 19 and all the disruption and unprecedented consequences of it has impacted the service and posed many challenges. We are very thankful to date for the safe keeping of our service users and carers, and indeed the protection of our wider community.

A sub group of the committee was set up to review and monitor the service under the direction of Lisa our Service Manager, to do the best that could be done to support and prioritise our very vulnerable service users. We are aware that the need for the service has not diminished and indeed the request for care increases as is demonstrated in the Managers report.

As always, we are incredibly grateful to all our funding bodies who enable the service to continue and especially so this year as our own fundraising events have been on hold due to Covid restrictions.

We want to sincerely thank the following:

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

We again acknowledge the kindness and generosity of many in the community who continue to support Crossroads by private donations, funeral collections and various other donations. We sincerely want to thank you all.

For the 11<sup>th</sup> year in a row Crossroads Harris has achieved the highest possible grades from the care inspectorate. This is a tremendous achievement especially given that this was Lisa's first year in her post. On behalf of the committee we want to congratulate and thank her for her commitment and dedication to the service.

We are also very grateful to Morag for her continued support and guidance. She continues to fulfil a wide remit as secretary. She has worked tirelessly wading through many documents to enable us to become a SCIO.

At last year's AGM it was decided that the Scheme's constitution should be changed to a Scottish Charitable Incorporated Organisation (SCIO). Charitable status for the new constitution was awarded in June and an application for registration with the Care Inspectorate has been made and is being processed by them.

We are delighted to congratulate 3 of our care attendants on achieving their SVQ Qualifications: Sandra Macleod, Mary A Macsween, Cathie A Macintyre – very well done indeed!

Three care attendants have retired this year Chrissie Macleod Tarbert, Katie A Morrison Seilebost, Maggie MacLeod Northton. We want to thank them all for their years of dedicated service and hope to have an informal gathering to mark their retirement at a later date once Covid restrictions are lifted.

Our dedicated treasurer Ronnie Morrison, who has steered our finances impeccably since the organisation's beginnings has indicated his desire to retire. We are extremely grateful to Ronnie for all his hard work in a voluntary capacity over the years. We are delighted he will remain on the committee and continue to give support and advice. To mark our gratitude to Ronnie we hope to have a gathering at a later date to show our appreciation for all the work he has done. We are thankful that Kathleen Macleod is taking over the reigns as treasurer and we value her experience and expertise and look forward to supporting her as a committee in her new role.

As always, we want to thank our dedicated and skilled team of care attendants for all the valued service, they continue to give our carers and service users in the community enabling them to have much appreciated respite time.

Unfortunately, each year we are faced with committee members and carers experiencing loss and bereavements within their families. We wish to extend our deepest sympathies to Rosslyn MacSween on the sudden passing of her daughter Anne, Peggy MacKay on the passing of her Dad Roddy, Catherine Morrison on the loss of her sister Joan and Morag MacLeod on the loss of her brother Shonnie.

Finally, I wish to sincerely thank Lisa, Morag, Ronnie and Kathleen for the many hours they give of their time for the smooth and efficient running of the organisation. As with all organisations be it a charity or statutory body there is a huge volume of administration done behind the scenes and that is demonstrated by the fact that Crossroads Harris is able to look forward to continue a much useful and needed service to our community.

May you all be kept safe, well and blessed.

Dolly Maclean

Chairman.

## SERVICE MANAGER REPORT

I am delighted to be writing my first report since taking up the post of Service Manager in March 2019. I have been so fortunate to have been welcomed by the staff, committee & clients who have shown me so much support since taking over from Morag. It's been a challenge but very enjoyable, getting to meet new people and visiting parts of Harris & Scalpay I have never been to before. At the beginning of March, life changed as we knew it due to the global Covid-19 pandemic, this led to national lockdown. The island became a vastly different place for a few months. This meant we could not continue our 'normal' service. This was to protect our clients and care attendants who all fell within the 'vulnerable' category, to ensure they stayed safe. Although our care attendants adapted and kept in touch with clients via the telephone to maintain contact. We did have some care attendants continue to work and support those most in need in these difficult and strange times. We are fortunate that the infection numbers in the Western Isle remained low in comparison to the rest of the UK. We continue to adapt to a new way of working to ensure our clients receive the best possible care.

Crossroads Care (Harris) has been serving the elderly, the ill and people with special needs and their carers in Harris for 35 years. There is still a demand for this service and the support we receive from the community continues, this is demonstrated by the generosity of donations and help and support at our fundraising events. With the population getting older on the island, and more people are being looked after in their own homes, this can mean clients will require a higher level of care. Many people now live alone as the number of family carers decrease, and there has been an increase in the number of clients with dementia. We also support the home care service, when they are unable to provide care we can assist until they are able to.

Crossroads exists to care for carers. We provide a care attendant to go into the home and take over the carers 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 seamless service, which is flexible, person centred and geared to the needs of carers. The usual allocation per week to each client is up to 7 hours dependent on need. We also provide care & support for the elderly, ill and people with disabilities living on their own. The hours can be in a block or divided throughout the week. These visits range from a few times a week to occasional.

2998 hours of care were provided over the year, this is 228 hours less than last year. Lockdown has an effect on these hours, also staffing shortages in August/September. Of these hours 110 were for emergency night care. As well as our core service we also were able to take 2 young clients with special needs swimming and to 1 client to after school activities. We also provided transport to day care at Harris House to 3 clients, and transport to medical appointments/shopping for 5 clients.

We received 18 new referrals during the year, 10 were removed from the books, 6 passed away, 3 went into residential care, and one no longer needed the service. We commenced the year with 21 clients and ended the year with 27.

I would like to take the opportunity to thank Dolly & all of the committee for their kindness and support. The staff at HVS for their help, especially Judi who manages our payroll very efficiently. Finally, a big thank you to Morag for the patience, knowledge & support she has shown me over the last year. This has been invaluable, and deeply appreciated.

Lisa MacDonald, Service Manager



**DETAILS OF CARE PROVISION**

**1 APRIL 2019 – 31<sup>ST</sup> MARCH 2020**

<b>Month</b>	<b>No of clients on books at the end of the month</b>	<b>No of hours provided</b>
<b>April 2019</b>	<b>21</b>	<b>234</b>
<b>May 2019</b>	<b>22</b>	<b>256</b>
<b>June 2019</b>	<b>23</b>	<b>288</b>
<b>July 2019</b>	<b>25</b>	<b>277</b>
<b>August 2019</b>	<b>24</b>	<b>210</b>
<b>September 2019</b>	<b>24</b>	<b>250</b>
<b>October 2019</b>	<b>26</b>	<b>230</b>
<b>November 2019</b>	<b>27</b>	<b>242</b>
<b>December 2019</b>	<b>29</b>	<b>259</b>
<b>January 2020</b>	<b>30</b>	<b>324</b>
<b>February 2020</b>	<b>28</b>	<b>244</b>
<b>March 2020</b>	<b>27</b>	<b>184</b>
<b>TOTAL</b>		<b>2998 hours</b>

## CARE INSPECTION REPORT

The service was inspected by the Care Inspectorate on 28<sup>th</sup> January and 3<sup>rd</sup> February 2020. 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 the eleventh 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 extremely helpful in providing advice and guidance. Here is an extract from the Report:

### WHAT THE SERVICE DOES WELL

We assessed that people continued to experience excellent support from Crossroads Harris. Crossroads (Harris) remain committed to providing the best standard of consistent and reliable care, which we assessed that they had continued to achieve. We met and received feedback about a caring and respectful staff team, who got to know the people that they supported very well. It was evident that individual staff team members had the right skills, knowledge and experience gained from extensive involvement in caring and supporting people. Staff demonstrated compassion in their role, and it was clear that staff regularly went beyond what they were required to do, because of their empathy and the mutual relationships that were established with those they supported. People received support from a small number of staff which upheld continuity of care, and careful consideration was taken of staff skills, and interests when allocating support visits. People told us that their quality of life had improved as a result of using the service. Individuals described how they benefited from the stimulation and social opportunity that the support offered. Other people who were caring for relatives, told us that the opportunity for rest, to enjoy a break away from caring duties, made a significant contribution to their health and wellbeing. In some instances, the support from Crossroads enabled people to continue with work responsibilities, or to attend to other family or personal commitments confident that their loved one was being cared for. Some people, who lived in remote villages, and who experienced social isolation felt reassured by the expectation of visits from their support worker whom they had grown to rely on. People's care plans should be right for them because they set out how their needs will be met, as well as their wishes and choices. Care plans were current and regularly reviewed and contained information which would provide the necessary guidance to staff. We were confident that support was person centred and based on needs and wishes. People experiencing care, and their representatives, were obviously involved in the development of the plan, and also took part in regular reviews which offered regular opportunities to give feedback. Staff also contributed to the review process and supported on-going evaluation as to how the service was meeting individual needs. The support provided by Crossroads Harris is designed to be person centred and has a flexible and enabling approach providing this support in the way that will make the biggest difference to the people involved. Inspection report Inspection report for Crossroads (Harris) Care Attendant Scheme page 3 of 8 People should be sure that their health and care needs were being well supported. Staff supported people in a sensitive manner. The service regularly provided support to people receiving palliative care. We heard about care being provided to a high standard, and in a manner, which supported informal caregivers. It was evident that people felt confident and reassured by the professional approach of the staff, and by their ability to respond appropriately to apparent changes in health, or support stress and distress. Staff we spoke with were well informed and confident as to how they would access the right support

in the event of requiring assistance. Staff told us that they enjoyed their jobs and were well supported by management. They attended regular mandatory training and enjoyed sessions on various health and social care topics relevant to their role. Staff were involved in regular staff meetings and had a schedule of supervision and appraisal meetings with their manager which gave the opportunity for reflection on their role, and on their own learning and development. Attainment towards formal qualifications has been successfully embraced by those staff requiring to undertake these. As well as informal supervisory support when needed, regular observed practice visits were carried out as part of their internal quality assurance processes to support any areas requiring focus. Robust recruitment and induction systems were being used, and staff registration responsibilities were being actively supported and monitored. All of this meant that people should be confident that the staff who support them have the necessary skills, and that best practice guidance is followed when employing new staff to protect people from harm. This service continues to be well managed. It was apparent, that at a time of change in the management structure, that the excellent systems and processes already established, supported business and service continuity. The incoming manager experienced a supportive induction process, which enabled a smooth transition for people using the service, their relatives and for the staff group. In summary we found the service to be well organised in all regards, and to be fully focussed on people's experience. The service shows flexibility on 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 and committee who were committed to continuous improvement.

#### **WHAT THE SERVICE COULD DO BETTER**

We saw that staff were receiving regular mandatory training, and excellent progress had been achieved with staff qualifications. We concluded, however, that a review of the current training plan, with a view to assessing what would now be most relevant to the staff team and taking on board the needs of those they currently support, would be beneficial. We heard that as part of a group of providers (who had previously been formally affiliated to the Crossroads organisation) the service were re-evaluating their personal planning documentation feeling that some aspects did not add value to the processes. We look forward to looking at how this develops at future inspections. In our feedback we highlighted that some of the minutes of review meetings could be further developed to reflect the evaluation and outcome focus that we saw reflected in the actual support provided. We also highlighted some minor remediation necessary in individual person plans. While we were confident that these would be immediately actioned, it would seem appropriate for the service to use regular audits so as to continuously monitor all aspects of the personal planning process.

The full report can be accessed at [www.careinspectorate.com](http://www.careinspectorate.com)

#### **EMERGENCY NIGHT CARE**

Five clients have benefited from the service. The reasons varied, 2 individuals were alone at home and the care prevented a hospital admission. We also provided palliative care and respite for the carers with the other 3 clients.

## CARE ATTENDANTS

We welcomed Mary Ann MacLeod, Heather Kemp & Susan MacLennan to the team in 2019, these ladies bring a wealth of knowledge and experience with them. During the year some of our care attendants have experienced sad bereavements and overcome some challenging times. Rosslyn MacSween lost her daughter Ann and Morag MacLeod lost her brother John, we extend our heartfelt sympathies to them both. Sandra MacLeod's husband Kenny was seriously ill and spent a lot of time in hospital, we were so happy to hear he is better and recovering at home.

All of our care attendants are now registered with the Scottish Social Services Council, we met the deadline in September.

I cannot begin to tell you how much support and help I have received from all of the care attendants since taking over the role of Service Manager in March 2019. They have been so supportive as I was getting to know the clients and the role. The care and commitment each of them shows to their clients is second to none.

## TRAINING

Training this year was Medication Administration, First Aid & Moving & Handling. We also had a talk from Ellie Donnelly from Alzheimer's Scotland about Dementia and Distress. Our sincere thanks go to DNS Marion MacDonald did the First Aid training along with trainee DN Chris. Also, to Sarah Mitchell for running the Moving & Handling training sessions. We are also grateful to Harris House who let us use their meeting room and equipment for the training sessions.

## QUALIFICATIONS

We would like to congratulate Mary Ann MacSween, Sandra MacLeod & Cathy Ann MacIntyre for completing their SVQ Level 2. The dedication and commitment that these ladies have shown to their studies and role is admirable. A special mention to Cathy Ann, who has been with Crossroads for over 30 years. Cathy Ann sadly suffered a stroke in May, she has been in hospital making a recovery during an extremely difficult time. We are glad to hear she is home and making progress with her recovery. She is missed dearly by her colleagues and her clients.



## RETIREMENTS

Crossroads (Harris) bade farewell to another long service care attendant in August when Chrissie Macleod, Lynn Cottage, Tarbert retired after 16 years. Chrissie took up the post after she retired from her position as second Officer in Charge at Harris House. Morag Munro, former Co-ordinator paid tribute to Chrissie "Chrissie was a willing, caring and wise care attendant whose many qualities she used for the benefit of her clients. Her knowledge and experience as a trained nurse was of immense value to me and to the service and I had cause to be very grateful to her on many occasions."



Lisa MacDonald, Service Manager thanked Chrissie for all the support she had given her since she started. Lisa, on behalf of the Committee and her care attendant colleagues, presented her with a gift and flowers. We all wish her a long and happy retirement. She deserves it.

Katie Ann Morrison (Seilebost) & Maggie MacLeod (Northton) will be retiring this year too, we look forward to being able to have a presentation when restrictions are lifted.

## CARERS OUTING

The annual Carers' Outing was held on Tuesday 17 September. The weather was favourable and that helped the enjoyment of the occasion. 15 people plus long-suffering driver, Donnie Mackay headed to Cross Ness, travelling along the West Side of Lewis. We called at Comunn Eachdraidh Nis at Cross School, where we also had a lovely lunch.

We were most impressed with the facility there. The former School has been renovated and now has a spacious café, exhibition areas and



a shop. We were able to view some of the portraits by Margaret Henderson on sailors lost on the lolaire and other artefacts.

The next stop was Sporsnis where members played bowls very competitively! Donnie emerged as champion, but all enjoyed the exercise. From there the group headed to Stornoway and a delicious meal at Digby Chick to round off an enjoyable day. Many thanks to Donnie for his patience and consideration and to Scalpay Minibus Committee for providing the minibus free of charge.



### **CROSSROADS FOOTBALL TOURNAMENT**

Adam Johnson from Sir E Scott shared his account of the tournament.

The annual Crossroads Football Tournament took place in Sir E. Scott School on Wednesday the 19th of February with teams from Leverburgh and Sir E. Scott schools competing. This was a closely fought tournament which, once again, produced some thrilling games of football and fine displays of sportsmanship. The final between the Sharks and the Giants was an enthralling and closely fought game with Domhnall Macrae and Seoras Macdonald scoring several times for their teams. However, it was the Sharks who were victorious, winning 6 – 4 and claiming the title of Crossroads Champions 2020. The Sharks: Dylan Macleod, Hannah MacLennan, Katie Morag Barker, Donnie Macleod, Seoras Macdonald.



In the running for the 'Player of the Tournament' trophy there were a variety of players from all of the teams, with each displaying high levels of skill, goal scoring ability, fitness and team leadership. The following players were nominated: Domhnall Macrae, Seamus Mackay, Jonathan Maclean, Christopher Eadie, Alex Passmore, Christina Mackenzie, Bella Maclean, Searoas Macdonald, Fraser Laurie and Ryan Gillies. The tournament referees decided that Christopher Eadie's strong individual



performance as Goalkeeper, saving numerous shots and securing a place in the final for his team, was more than enough evidence to secure the honour of being this year's recipient of the award. Player of the Tournament - Christopher Eadie pictured above. Many thanks must once again go to Lisa Macdonald and the 'Crossroads Team' for kindly sponsoring the tournament, providing the refreshments, and presenting the tournament prizes. Also, a thank you to all of the parents, friends and staff who accompanied their children and gave such great vocal support. Furthermore, a special mention to James Maclean for assisting with the refereeing and the following SES

pupils – Connor Macdonald, Natalie Maclean and Luke Johnson who assisted with the organisation of the tournament. This important fixture in the school sporting calendar also serves to highlight and remind both pupils and parents the fantastic work that Crossroads carry out within our community. As a school and community, we are grateful for their continued commitment and efforts. Moran taing.



Crossroads are grateful to Sir E Scott School for hosting the tournament and would like to thank Mr Adam Johnson for organising it this year again and to the canteen staff for preparing the food.

## **DONATIONS & FUNDRAISING**

This year, at a Developing the Young Workforce visit to Essence of Harris, owner Jamie McGowan asked the pupils to work in groups and gave each group £10 to turn into a profitable enterprise. Two pupils, Neil Morrison and Alice Campbell used Shrove Tuesday for their fundraiser. Between them they made 200 pancakes which sold out during morning interval, while managing to raise £180 for Crossroads Harris. Neil said they wanted to raise money for a local charity. It's so encouraging to have the support from the young people in Harris. Well done Neil and Alice!



We carried out our usual fund raisers throughout the year, we are always well supported locally. The annual sale of work held in May raised £2818, the Coffee Morning held in August raised £1265. We had an excellent team of volunteers who offered their time to help with bag packing in the Co-op in November and Tesco in December and raised £2115 in total. We also received £11,248 in local donations which is amazing.





Muaitheabhal Community Wind Farm Trust (MCWFT) are pleased to announce a three year funding package for Crossroads Care Harris. The funding of £15,000 over the next three years will give this vital and important community service stability and allow the volunteer committee to plan for the future. Muaitheabhal Trust Chairperson, Iain M Maciver, making the award to the group said, "The Trust fully appreciate the valuable contribution Crossroads Care Harris continues to offer people in need of their caring support. We are pleased to commit this funding to contribute towards the groups operational costs over the next three years. Without the selfless sacrifice of the volunteers involved such provision would not be available and this contribution from Muaitheabhal very much recognises that fact. Crossroads Care Harris was set up in 1985 initially to provide respite care for carers. Over the years the organisation has evolved providing a wide range of services to people in their own homes. The service reduces admission to hospital, allows carers a break to pursue other interests and supports young people with disabilities. Presently there are ten carers supporting 34 service users. Accepting the award on behalf of Crossroads Care Harris, Chairperson Mrs Dolly Maclean, commented "We are extremely grateful to Muaitheabhal Community Wind farm Trust for this generous donation. Costs of delivering a respite and support service for elderly and vulnerable people and their carers within the local community increase year on year. This donation at a time when the service is experiencing increasing demand gives us a measure of security and peace of mind for the future."

## MORAG MUNROS RETIRAL PRESENTATION



On Friday 21st June there was a large gathering in the Tarbert Community Centre to mark the retiral of Morag Munro as co-ordinator of Crossroads (Harris). This was a role Morag did, unpaid, for 34 years following a year of hard graft to set the scheme up. Such is the high regard people have for Morag, folk travelled from Lewis and all corners of Harris to attend this special occasion.

Dolly Maclean, Chairperson of Crossroads (Harris), was the MC for the evening, which opened with Prayer by Rev Coghill of Scalpay Free Church. Tributes were paid to Morag by Catherine Morrison (former Chairperson) who has been involved with Crossroads since its inception, Donald Martin, Lord Lieutenant of the Western Isles and John Murdo Morrison, Tarbert. A message received from Iain Macaulay, former Director of Social Work was read out by the MC.





Hamish Taylor presented a poem he had written for Morag to mark the occasion before presenting her with a framed copy.

Presentations were made to Morag by Ronnie Morrison, Treasurer – A monetary gift from the Community and some gifts from Crossroads (Harris) – an 8-seater picnic table, engraved crystal vase and a gift voucher for Harris Tweed Shop. Ann Macleod, Meavaig presented her with flowers. Catherine Morrison gave John Munro a gift in recognition of his patience over the years whilst Morag took the car and spent many an evening attending meetings.

Morag expressed her gratitude before herself and John cut a specially made cake. Dolly Maclean gave a vote of thanks and then called upon Rev Coghill to say Grace, before everyone enjoyed a sumptuous buffet, provided by the ladies of Bays Café. Guests mingled amongst each other before the evening drew to a close with the singing of a Gaelic Psalm, presented by Hamish Taylor and a Prayer by Rev Donald John Morrison. The community of Harris are indebted to Morag for all her hard work over the years, building up a service which has for the past 10 years scored the highest possible grades in all categories with the Care Inspectorate. We wish her every Blessing for a very happy and well-deserved retirement and extend our best wishes to Lisa Macdonald, Leverburgh, in her new role as Service Manager.



## TREASURER'S REPORT

The bank balance, as a 31.03.20, of £86,400 is an increase of £3,149 on the balance at 31.03.19.

This surplus has been achieved even though 2019/20 was the first year of a paid Service Manager, a position that has cost £16,263 in wages, expenses and training.

The Committee have been very successful in sourcing grants to cover this outlay - £13,000 directly for the position and £4,000 for general scheme running costs - £12,000 had originally been sourced in 2018/19 with an additional £5,000 in 2019/20 – as detailed in the accounts.

Total income was up by £8,000 to £74,016 and I and the Committee are very grateful to the local community for their continuing support for the scheme, the total raised locally through donations and fund raising was £15,946 with an additional £1,500 coming from abroad as the result of an auction for a Life Membership donated by Harris Golf Club. A detailed list of donations is given in Note 2 to the accounts and whilst every single contribution is greatly valued, I wish to thank in particular, the churches and the Harris Charity Shop for their regular annual support.

Total expenditure is obviously higher due to the appointment of the Service Manager but only by £9,100 as there has been a reduction of £4,000 in Care Attendants' wages and travel, £1,000 in establishment and office expenses and £2,500 in Care Attendants' training costs.

As I write this report in early April, the annual accounts have not been materially affected by the Coronavirus Pandemic, though there was a reduction in the services provided in the second half of March.

The forward financial position is not easy to evaluate at this time. If the present "lockdown" continues for a long period, the scheme may not be able to function as normal and our financial supporters, the grant providers and the CNES Joint Board, may alter their contributions accordingly.

The substantial bank balance of £86,400 would however enable the scheme to continue a "scale- back" service for a reasonable period.

My sincere thanks, as Treasurer, to Judi at HVS for all her work on the computerized 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 2020 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, BORVIE*

Date:

*14TH JULY 2020*

## Crossroads (Harris) Care Attendant Scheme

### RECEIPTS & PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 MARCH 2020

	Notes	31-Mar-2020		Total	Total
				31-Mar-2020	31-Mar-2019
		£	£	£	
		Unrestricted	Restricted		
<b>Income</b>					
Donations	2	11,248	0	11,248	9,645
Legacies		0	0	0	0
Grants received	4	37,163	13,000	50,163	45,163
Gross Income from Fundraising Activities	6	6,198		6,198	5,353
Income from investments		0		0	0
Dr. Robertson's Books		0		0	18
Miscellaneous income	7	6,407		6,407	5,913
<b>Total income of continuing operations</b>		<b>61,016</b>	<b>13,000</b>	<b>74,016</b>	<b>66,092</b>
<b>Expenditure</b>					
Staff Costs including travelling	8	45,587	14,071	59,658	49,599
Establishment and office expenses	9	6,758		6,758	7,687
Public relations and fundraising	10	1,913		1,913	749
Training Costs	11	210	2192	2,402	2,750
Independent Examination		0		0	0
Co-ordinator's Expenses (M Munro)					947
Sundries		136		136	0
<b>Total expenditure of continuing operations</b>		<b>54,604</b>	<b>16,263</b>	<b>70,867</b>	<b>61,732</b>
Gain on sale of investments		0	0	0	0
<b>Surplus/(Deficit) for the year</b>		<b>6,412</b>	<b>(3,263)</b>	<b>3,149</b>	<b>4,360</b>
<b>Statement of total recognised gains and losses</b>					
Net surplus / (Deficit) for the year		6,412	(3,263)	3,149	4,360
Unrealised gain on investments		0		0	0
<b>Total recognised gains / (losses) for the year</b>		<b>6,412</b>	<b>(3,263)</b>	<b>3,149</b>	<b>4,360</b>

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 2020**

	<u>Unrestricted</u>	<u>Restricted</u>	<u>2020</u>	<u>2019</u>
	<u>Funds</u>	<u>Funds</u>	<u>Total</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Current Account	78,497	7,903	86,400	83,251
Guaranteed Reserve Fund	0	0	0	0
<b>Totals</b>	<u>78,497</u>	<u>7,903</u>	<u>86,400</u>	<u>83,251</u>
Net Increase (Deficit)			<u>3,149</u>	<u>4,360</u>

The net increase 3,149 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:-

 ..... Chair

 ..... Treasurer

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



**Notes to the Accounts  
For the Year Ended 31 March 2020**

**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 who, for the first time in the scheme’s history, is a paid employee.

The Committee meet regularly, (5 – 6 times a year) with the Service Manager in attendance. 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.

**Crossroads (Harris) Care Attendant Scheme**

**NOTES TO THE ACCOUNTS (CONT'D)  
FOR THE YEAR ENDED 31 MARCH 2020**

	Unrestricted 2020	Restricted 2020	2020 Total	2019 Total
<b>2) Donations</b>				
Harris Charity Shop	2,250	0	2,250	1,650
FP Church Finsbay	150	0	150	150
Anonymus	1,090	0	1,090	866
Dr C D E Smidt	1,500	0	1,500	0
Funeral Collections	1,735	0	1,735	1,553
Collecting Jars	87	0	87	206
HHP	500	0	500	0
D Morrison (Scarr-Hall)	750	0	750	0
North Harris Free Church	1,172	0	1,172	614
South Harris Churches joint Thanksgiving	360	0	360	0
South Harris Free Church	150	0	150	0
CoS, Tarbert	450	0	450	500
Talla Na Mara Bookcase	224	0	224	0
Scalpay FC	250	0	250	0
Women for Mission	160	0	160	0
Murray/Stephen CDs	420	0	420	0
2019 'one off' donations	0	0	0	4106
	<u>11,248</u>	<u>0</u>	<u>11,248</u>	<u>9,645</u>
<b>3) Legacies</b>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>4) Grants</b>				
Muaitheabhal Wind Farm	0	5000	5000	0
Robertson Trust	0	8,000	8,000	8,000
Councillors Ward Fund	2,000		2,000	2,000
Catherine Macleod Trust	2,000		2,000	2,000
CHaSCP Funding	33,163		33,163	33,163
	<u>37,563</u>	<u>13,000</u>	<u>50,163</u>	<u>45,163</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	2,818	0	2818	3441
Coffee Morning	1,265	0	1265	1912
Bag Packing Sty	2,115	0	2115	0
	<u>6,198</u>	<u>0</u>	<u>6,198</u>	<u>5,353</u>
<b>7) Miscellaneous income</b>				
Miscellaneous	44	0	44	33
Spot Purchase from Social Work	6,363	0	6,363	5,880
	<u>6,407</u>	<u>0</u>	<u>6,407</u>	<u>5,913</u>
<b>8) Staff Costs</b>				
Care Attendants' Wages	31,297	0	31297	34013
Care Attendants' Travel	9,064	0	9064	10520
Inland Revenue	5,121	1,160	6,281	5,006
Employer's Pensions	105	356	461	60
Service Manager's Expenses	0	1,485	1,485	0
Service Manager's Wages	0	11,070	11,070	0
	<u>45,587</u>	<u>14,071</u>	<u>59,658</u>	<u>49,599</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

18

**Crossroads (Harris) Care Attendant Scheme**

---

**NOTES TO THE ACCOUNTS (CONT'D)  
FOR THE YEAR ENDED 31 MARCH 2020**

<b>9) Establishment and office expenses</b>	<b>Unrestricted 2020</b>	<b>Restricted 2020</b>	<b>2020 Total</b>	<b>2019 Total</b>
Gifts/Flowers	382	0	382	570
Insurance	599	0	599	550
Crossroads Scotland Service Agreement	350	0	350	350
HVS Management Fee	3,500	0	3,500	3,500
Information Commission	35	0	35	35
Postage & Stationery	0	0	0	0
Sundries	0	0	0	244
SCSWIS	676	0	676	676
Disclosures	577	0	577	136
WICCF/Annual Mem's	75	0	75	75
New Equipment	564	0	564	834
Website Host	0	0	0	87
	<u>6,758</u>	<u>0</u>	<u>6,758</u>	<u>7,687</u>
<b>10) Public Relations and fundraising</b>				
Hire of Hall, SOW, Coffee AM	157	0	157	154
Junior Football Tournament	146	0	146	120
M Munro Presentation Costs	1020	0	1020	0
Carers' Outing	580	0	580	372
HVS Annual Subscription	10	0	10	10
Sundries	0	0	0	93
	<u>1,913</u>	<u>0</u>	<u>1,913</u>	<u>749</u>
<b>11) Training costs</b>	<u>210</u>	<u>2,192</u>	<u>2,402</u>	<u>2,750</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 2020**

**12) Fixed Assets**

<i>Office furniture and equipment</i>	<b>£</b>
<b>Cost</b>	
Balance at 1 April 2019	0
Additions	<u>0</u>
Balance at 31 March 2020	<u>0</u>
<b>Depreciation</b>	
Balance at 1 April 2019	0
Charge for year	<u>0</u>
Balance at 31 March 2020	<u>0</u>
 <b>Net book value at 31 March 2019</b>	 <u>0</u>
<b>Net book value at 31 March 2020</b>	<b><u>0</u></b>

**13) Investments**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
<b>Investments:</b>		
Market value at 1 April 2019	0	0
Purchases during year	0	0
Sales during year	0	0
Revaluations	<u>0</u>	<u>0</u>
Market Value at 31 March 2020	<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**

---

**NOTES TO THE ACCOUNTS (CONT'D)  
FOR THE YEAR ENDED 31 MARCH 2020**

**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 2020 the Scheme had no capital commitments

**15) Deferred Income**

The Scheme had no deferred income as at 31st March 2019 or 31st March 2020

## Crossroads (Harris) Care Attendant Scheme

### NOTES TO THE ACCOUNTS (CONT'D) FOR THE YEAR ENDED 31 MARCH 2020

16)	Unrestricted Funds	Designated Funds			2020	2019
		Liabilities	Development		General	Total
		Fund	Fund		Fund	Fund
		£	£	£	£	£
	<b>Total incoming resources</b>	0	0	0	61,016	54,092
	Direct charitable expenditure	0	0	0		60,898
	Other expenditure	0	0	0		0
	Transfer from restricted	0	0	0		0
	<b>Total resources expended</b>	0	0	0	54,604	60,898
	<b>Net incoming/(Outgoing)</b>					
	<b>Resources</b>	0	0	0	6,412	(6,806)
	<b>Transfers</b>	0	0	0		0
	<b>Gain on investments</b>	0	0	0		0
	Unrealised	0	0	0		0
	<b>Net movements in funds</b>	0	0	0	6,412	(6,806)
	Balances brought forward	0	0	0	72,085	78,891
	<b>Balances carried forward</b>	0	0	0	78,497	72,085
17)	<b>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>2019</b>	<b>Resources</b>		<b>Gain (Loss)</b>	<b>2020</b>
		11,166	13,000	16,263	(3,263)	7,903
18)	<b>Analysis of net assets between funds</b>		<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>	
			<b>Funds</b>		<b>Funds</b>	
			£			
	Tangible fixed assets		0	0	0	
	Investments		0	0	0	
	Net Current Assets		78,497	7,903	86,400	
			78,497	7,903	86,400	