

Annual Review 2010 - 2011



**CROSS
ROADS
CARE
FOR
CARERS
AND THE
PEOPLE
THEY
SUPPORT**



About Crossroads Care

Crossroads Care is Britain's leading provider of support for Carers and the people they care for. We work with individuals and their families, helping Carers to make a life of their own outside caring. We provide the special quality of care that gives them the peace of mind to let someone else step into their shoes.

We are a national network of local charities and **Crossroads Care South East Suffolk** is your local branch. We employ trained professionals providing flexible services to people of all ages and with a range of disabilities and health conditions. As a Charity, we care for people not for profit.

If you are a Carer and would like to find out more about how Crossroads Care can help, call us on

01473 730455

Or visit us at: www.sescrossroads.org.uk

or: www.crossroadscare/southeastsuffolk

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The Chairman's Report

The past year has been a very challenging one with the reduction in our Suffolk County Council grant and the move towards personal budgets as a way of Family Carers having more choice and control. We have continued to work closely with Suffolk County Council, providing the Emergency Replacement Care Service which is an excellent but expensive service, and we are grateful for their support.

In 2010, Cliff Hackett our Treasurer for the past twelve years retired. Finding a replacement for Cliff was not at all easy. However after a long search, we appointed Carol Bowly in February 2011 hoping that would be an end to our problems, but unfortunately she had to leave us at the beginning of May due to ill health. I realise this news takes us into the next financial year but feel it necessary to report that fortunately we have been rescued by Sheila Hyde, Chairperson of Crossroads Care Waveney who is also a chartered accountant. She has helped and guided us, and even produced our end of year Annual Accounts. On behalf of everybody at Crossroads Care, I would like to extend our grateful thanks for the time and hard work she has put into producing the accounts for our scheme.

At national level, Crossroads Care Association announced plans to reduce the number of local schemes and to merge them into larger, regional Area Service Delivery Organisations. This is so that we are better placed to withstand business and financial pressures whilst reaching out to more Family Carers and maintaining our high standards of care. Exploratory meetings have started between schemes in Suffolk, Norfolk, Essex, Hertfordshire and Cambridgeshire. Not all schemes will want to merge, some may prefer to go it alone and there will be much to discuss with the other schemes as well as decisions for the Board Of Trustees. If successful, it is hoped that effective mergers will take place from April 2012.

My thanks are due to the Managers and office staff who had another difficult year in cramped conditions. Bev Palmer. Our Finance Assistant has had a steep learning curve with the lack of a Treasurer but survived and is still smiling. Thanks also to all our Trustees, Roger Tyler rejoined the Board and with his knowledge of Crossroads Care management, is a great asset. Katherine Smith has worked hard at fundraising but in the continuing economic downturn is finding it an increasingly difficult task. The Board has been guided by our Managers, always in a cordial manner. Finally our grateful thanks must go to the Carer Support Workers for the continual and dedicated care given to our service users, everybody appreciates their efforts.

Next year is going to be just as challenging as this one, as we make key decisions to enable us to become a stronger Crossroads Care South East Suffolk.

John Hodgson Chairman



John Hodgson—Chairman

Service User's comments:

"I think the wonderful help I received from Crossroads Care is invaluable."

"Crossroads Care have always offered an excellent standard of care, and always tries to match the Carer Support Worker with the family. Thank you."

"Without Crossroads Care my life would not be worth living as the respite they provide is my lifeline and this allows me to spend time for my thoughts and errands."

Joint Managers Report

"I am very grateful indeed for the help and support my carer support worker gives to me and to my husband. To be able to go out for 3hrs once a week has made a big difference to me."

"My mother looks forward to our Carer Support Worker's visits. She is so patient and caring and I know my mother enjoys every minute."

"I would like to thank you for the care given to Dad whilst I was on holiday. You looked in on him for an hour a day for the days I asked you to. I was very grateful."

"I really rely on Crossroads Care, they have made my life so much more normal. I cannot thank them enough."

In the year 2010/2011 Crossroads Care South East Suffolk experienced a change in the way we have worked in previous years. We have been in a very fortunate position of receiving block grants from Suffolk County Council in order for us to provide free short break services Family Carers. Now in order to allow Family Carers and people with care needs more of a choice in services we experienced a 35% reduction in our grants to be put towards their personal budgets (ICARE budgets). However, even with the reduction in our grant, we have managed to continue to support Family Carers, who were already receiving it, with the free service.

In the past year, we have focused on our marketing and thinking of new and innovative ways to make the Crossroads brand a recognised brand of a high quality care provider.

We have been working very closely with Crossroads Care West Suffolk to develop more flexible and responsive services including, the Tailor Made Service which is a menu of services which we can tailor to the needs of Family Carers and people with care needs. This service is also extended to people who do not have a Family Carer living with them. Another innovation is the Homeshare service which is an alternative to day care where a Homesharer opens their home to people with care needs once a week.

A big thank you to all the people who have supported us over the years past and present including Suffolk County Council, Activities Unlimited and The Suffolk Foundation. To the people who have given donations and fundraised for our scheme, to the Board of Directors who give up their time on a voluntary basis, to the Carer Support Workers who tirelessly advocate for Family Carers and their needs by giving support and friendship and to all the staff in office who work extremely hard to keep our scheme running smoothly.

Renée Craven and Beverly Tricker



Finance Report

In managing the finance of the Charity, the Trustees are always mindful that they should aim for a level of surplus or deficit for the year such that the designated fund is maintained in accordance with the policy on reserves, at a level adequate to meet outgoings for a period of not less than 3 months.

The year to 31 March 2011 showed an overall surplus of £8,945 made up of an increase in unspent restricted funds of £17,115 offset by a reduction in unrestricted and designated funds of £8,170.

Whilst our total income saw a shortfall against the previous year of £3,818, our expenditure improved by £52,456 giving a net improvement year over year of £48,638. The input of our Joint Managers in achieving this much improvement in the results has to be appreciated.

It is with some concern that we viewed the prospects for 2011– 2012 onwards when we heard of the economic cutbacks and Suffolk County Council's grant restructuring programme. The next few years offer a considerable challenge, demanding economies, business development, diversification and change, if we are to continue to meet the challenge as we have in the past.

Income	£	%
Grants:		
Adults	251650	55.1
Children	40716	8.9
E.R.C.S	38172	8.4
Contracts	105243	23.0
Group Activities Admission	8823	1.9
Donation/Fund Raising	11883	2.6
Investment Interest	273	0.1
Total	456760	100.0
Expenditure	£	%
Adults		
1:1	202472	45.2
Group Activities	3736	0.8
Childrens		
1:1	6371	1.4
Group Activities	32585	7.3
E.R.C.S	33379	7.5
Contracts	88351	19.7
Angela & Florence Fund	1736	0.4
Constable Court	79185	17.7
Total	447815	100.0

Here are some of the ways in which our service users said that we have helped them:

“Having such a friendly carer coming into our home giving me peace of mind when I go out.”

“Gives us family time with our other children.”

“Enabled me to forward plan important appointments etc.”

“I feel a lot freer and spend time with my husband without worrying about Mum.”

“Enabled me to take my grandsons out.”

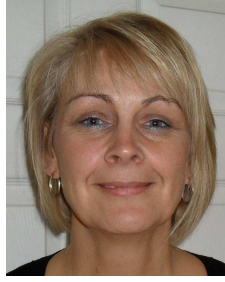
“Gives me a well needed break as my mother has Alzheimer's and I am constantly repeating myself – it is very tiring.”

“My mother needed regular visits to keep her mind active and also to assistance when needed.”

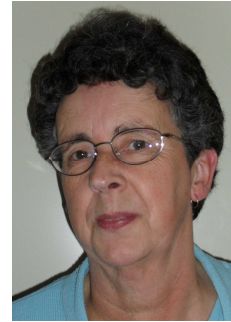
Office Staff



Renée Craven
Joint Scheme
Manager



Bev Tricker
Joint Scheme
Manager



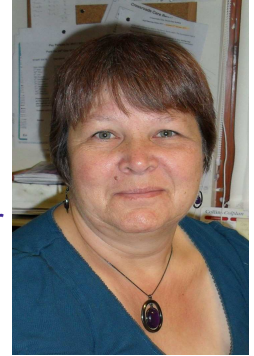
Linda Ashford
Payroll/Admin.
Clerk

Beverley Palmer
Finance
Assistant

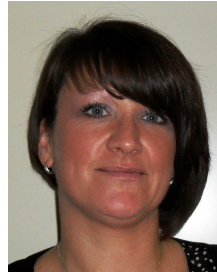


Tina Parry
Administrative
Assistant

Angela Steele
Care Co-ordinator
Assistant



Jane Bradburn
Marketing Coordinator



Adam Charles
ERCS Scheme Manager



Jan Brittain
Homeshare Coordinator



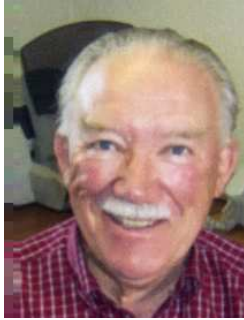
Carer Support Workers

Mia Amass
Madeline Baird
Kayleigh Betts
Angela Borley
Christopher Brisland
Kara Bysh
Adam Charles
April Cobbold
Lynne Crawford-White
Teresa De'ath
Gill Edwards
Simon Gibbs
Marisa Gillespie
Zena Gravener
Vivien Hall
Susan Hart
Julie Hollis
Carly Illingworth
Mandy Lavender
David Liffen

Christine Mann
Tanya Merenda
Freddie Mills
Anne Osborne
Christina Rama
Catherine Richardson
Tonia Sadler
Debbie Simpson
Janet Smith
Maggie Sparkes
Carol Stallard
Angela Steele
Sue Tomlinson
Tina Walker
Shirley Westacott
**Staff who have left during
2010-2011**
Sophie Bridges
Gillian Craggs
Kim Millership

Carl Wines
Michaela Wood
James Hoffacker
Paula Molan
Alex Osborn
Laura Sebborn
Miglena Gencheva
Mary Richards
Jenni-Lee Gobey
Sharon Riches
Paul Rose

Current Trustees



Chair, **John Hodgson**, is a retired Medical Scientist who was Head of Haematology at Ipswich Hospital. Gymnastics is one of many interests, not as a competitor but as Chair of the East Suffolk branch of the Gymnastics Association.



Company Secretary, **Keven Mulley** is retired from a management role in a local Law Practice and has an MBA in Legal Practice. Keven is also Manager of Suffolk Pro Help which helps charities with legal advice.



Roger Tyler managed the Suffolk Coastal Crossroads Scheme from 2001 and played a key role in the merger with the Ipswich District Scheme. He rejoined the Board of Trustees in early 2011.



Ron Dennis retired as an Insurance Technician after 22 years. He has been a carer for his wife Joan for 4 years. His interests include reading and watching TV when he has time. He has been a Trustee since 1998 .



Jeff Hammond worked for Willis, Faber and Dumas before joining as a Trustee. He has experience of risk assessment, client servicing and new business. Jeff has been helping with fundraising.



Fundraiser, **Katherine Smith** first became involved with Crossroads 20 years ago when her husband needed care. Katherine was a Trustee for Suffolk Coastal Crossroads and continued to be a Trustee after the merger.



Thanks to Former Trustees

Thanks to **Cliff Hackett** who resigned in November 2010. Cliff had served Crossroads for over 10 years as Treasurer. We would like to thank Cliff for his dedication and professional skills.

Carol Bowly was appointed as Trustee and Treasurer in January 2011 but unfortunately had to resign due to ill health. Since then we have been without a Treasurer but are most grateful to **Shelia Hyde**, Chair of Crossroads Care Waveney who has prepared this year's annual accounts for us.

Maggie Thompson , resigned as a Trustee in September 2010 due to family commitments.

Donations

Thank you to all the following who have made donations to Crossroads Care South East Suffolk. between 1st April 2010 and 31st March 2011.

Trevor Mason
Mrs C. Plant
Donations in memory of Kenneth Mower
The Friends of The Caretakers House
The Royal Hospital School Social Club
Mr G. Barber
Donations in memory of Mr Eric Thrower
Donations in memory of Mrs Ena Sims
East Bergholt Parish Council
Sutton Parish Council
E. W. Bennett
Cath Valentine
Mrs S. Smith
Hasketon Parochial Church Council
Link Magazine
In Memory of Mrs Gladys Haines
Mr & Mrs Pink
Stephanie Bradbrook
L. A. Ryder
Donations in memory of Mrs Doreen Fearne Hough

Donations in memory of Mr Dennis Cannons
Last
Mr R. Staines
Mr Seggar
Ms P. Bedwell
Mr G. Lancaster
Mrs M. Willett
Mrs C. West
Mrs Wadeson
M.R. Watkins
Mr & Mrs Proctor
Mrs Fiona Page
Helen Bishop charity
The Dove Trust
Mrs I. Jones
Mr & Mrs Mutimer
Donations in memory of Mrs Audrey Jones
Miss Tuck
Mr C. Plant

Fundraising

This year Katherine Smith raised an impressive £2288.42 through her fundraising activities:

- Saxmundham Rotary Club Walk in May raised £107
- The Grundisburgh Hidden Gardens June raised £446
- A street collection in Woodbridge for Carers Week raised £200 and collection in Budgens raised 277.40
- A sale of jewellery and collection boxes at Budgens in Woodbridge raised £53.62 in July
- The Grundisburgh Village Show in July raised £130.40 in spite of the weather!
- The Pyjama Game produced by the Appeal Theatre at the Wolsey Theatre in July raised a total of £1,000
- A Charity Fair in November raised £75
- Folk dancers in Grundisburgh raised £25

Carer Support Workers who did the Orwell Walk collected sponsorship of £763.

We also benefited by £70 from voluntary payments made by Beach Hut users.

Fundraising activities raised a grand total of

£3121.42

Thanks to all who took part!



Contact

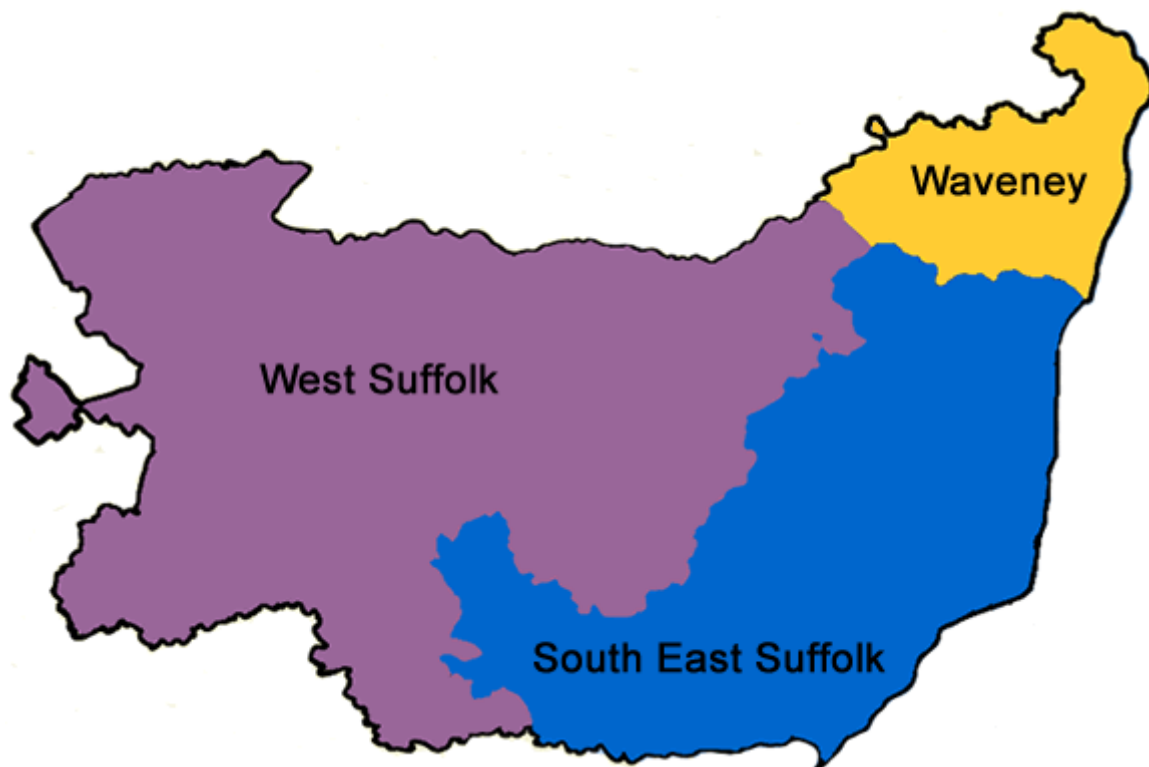
Crossroads Care South East Suffolk
4 Constable Court, The Street, Belstead,
Ipswich, Suffolk, IP8 3LY

Tel No: 01473 730455

Email: info@sescrossroads.org.uk

Fax No: 01473 730950

Website: www.sescrossroads.org.uk



If you liked our Service please

Pass it On

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We at Crossroads Care would like to give more people the opportunity to benefit from our services. We are asking you to pass this postcard to someone you know who may need our support.

Thank you

PASS IT ON CAMPAIGN

Earlier this year we launched the “Pass It On Campaign” where all of our service users were sent post cards (see above) for them to give to a friend or a family member who they feel would benefit from our services, we are starting to receive some of these back and are hoping that the “Pass It On Campaign” will be a great success in reaching more Family Carers in the future.

Crossroads Care South East Suffolk,
4 Constable Court,
The Street,
Belstead,
Ipswich,
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IP8 3LY

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