Who We Are And What We Do

Crossroads has been providing respite breaks supporting unpaid Carers of children, young people and adults in Surrey for over thirty years.

Surrey Crossroads was formed in 2009 by a merger of the six Crossroads schemes. In 2009 The Crossroads Care National Association decided to rebrand its name to Crossroads Care. At the same time the company’s Trustees decided to adopt the working name of Crossroads Care Surrey. The charity is governed by a Board of Trustees who is responsible for ensuring the charity is financially stable, well-run and delivering our objectives.

During 2015-2016 our chair of Trustees was Professor Jim Scudamore. In December 2016 Mr Alastair Paterson was appointed as Chair.

Christine Cleveland, the Chief Executive Officer, supported by the senior management team has overall responsibility for the operations of the charity. We are a regulated service and Jenni Pringle, Care Operations Manager, is the registered manager with the Care Quality Commission.

Our Services

Our highly trained Carer Support workers work with both adults and families with disabled children in the family home. This can include taking the ‘cared for’ client out to activities in the community such as visiting a cafe at a garden centre or a trip to the park. This allows the Carer precious free time in their family home and the client to enjoy a variety of engaging activities.

- Our services include:
  - Home-Based respite breaks
  - 10 hour + extended breaks
  - Weekend breaks
  - Adult social clubs
  - Saturday club for children with complex needs
  - End of life respite breaks

“Being a carer can be very hard, tiring and frustrating. My three hours weekly and for my husband to attend the Farleigh club is important to us both, giving me free time and my husband has some company and brain stimulation.”

How Can I Get Involved?

Become a member - We are a membership organisation. Our members receive an invite to our AGM, have voting rights and are most importantly supporting our crucial cause – supporting unpaid Carers. The annual membership costs £20 a year. As at 31 March 2017 we had 161 members.

Fundraise for us - We are always looking for individuals, groups and corporates to support our fundraising activities. This could include a sponsored walk, bake sale or “Christmas Jumper Day” in the office. The possibilities are endless!

Volunteer for us - Our volunteers are very valuable to us. Volunteering is a great way to learn new skills, meet new people and make a difference. Please get in touch if any of these opportunities interest you!

Network Partner Carers Trust

Crossroads Care Surrey is one of the network partners of Carers Trust, a national carer organisation which resulted from the merger of Crossroads Care National Association and Princess Royal Trust for Carers in April 2012. Although autonomous Surrey Crossroads subscribes to the Trust’s philosophies and membership of the Trust gives a policy framework to ensure compliance with Care Quality Commission legislation. The Trust exists a regular audit of its member schemes’ management, systems and procedures. The Trust also negotiates comprehensive insurance cover for its members and supports general legislative compliance, fund raising, personnel and business development issues. In addition the charity is subject to regular inspection by the Care Quality Commission.

Objectives for the Year

- To develop Crossroads Care Surrey into a thriving and dynamic organisation under its Chief Executive and management team, with effective governance from the Board.
- To secure sustainable funding that enables us to increase the level of respite support delivered to Carers.
- To develop new and flexible services to meet the needs of Carers and the people they care for and to contribute more to their quality of life.
- To deeply involve Carers in the development, organisation and monitoring of our services, without making demands on their precious time, so that we are truly ‘Carer-led’
- To provide a working environment in which our staff, volunteers and Trustees feel supported and valued.
- To develop strategic partnerships with our commissioners and other third sector organisations that enable us to increase our support for Carers.

In setting the objectives for the year, the Charity has referred to the guidance issued by the Charity Commission on public benefit.
Key Highlights

New Contracts
We are delighted to announce that following a competitive tender process we were awarded contracts in February 2017 by Surrey County Council and the NHS to continue to provide services to unpaid Carers through the Home Based Breaks and End of Life Care Support contracts.

Crossroads wins awards
We were very proud last September to be nominated as Eagle Radio’s local heroes Charity of the Year 2016. A number of our staff and Trustees attended the awards ceremony on 28th September at G Live in Guildford where a video about our services was shown to the audience. We were entertained by the Military Wives choir, and local band Fuzz Universe with Mel C as the headline act. A great time was had by all and we now have the engraved glass award proudly on show at our office in Leatherhead.

How Many Carers Have We Supported?
During the year we received 918 new referrals and provided a total of 144,443 care hours supporting a total of 1,776 Carers.

Crossroads wins Business Awards
During the year we received 144,443 care hours for 1,776 Carers.

Our Supporters
We would like to thank all our many supporters including:
- Guildford Borough Council
- Surrey County Council
- Tandridge Borough Council
- Woking Borough Council
- Spelthorne Borough Council
- Alchemy Foundation
- Allotts
- Bailey Thomas
- Barclays Bank
- BBC Children In Need
- East Surrey Fundraisers
- Elmbridge Road Runners
- Menzies
- Parkinson’s
- Peter Harrison Foundation
- Poyle
- Ranmore Charitable Trust
- Shanley Foundation
- St Peters Convent
- Walton Community Matters Scheme
- Walton Charity

Future Priorities
Our core purpose is to improve the quality of life of Carers and the people they care for. Our priorities for the future are to broaden sustainable income streams and attract and motivate a stable workforce. We hope to achieve this through a combination of innovation and continuing to operate successful fundraising activities. Considerable efforts have been made to increase our efficiency, reducing waste and continuing to apply cost saving principles to our activities. We have commissioned the 20:20 project to look at sources for growing a sustainable income for the future in order to reduce our dependence on statutory funding. New services that are being developed from this include Live in Care and Assisted Holiday Breaks.

1. Assisted Holiday Breaks. By offering Assisted Holiday Breaks we will be able to accompany our Carers and their loved ones on holiday in the UK. We will then undertake a lot of the caring responsibilities so that our Carers can relax and enjoy this special time. Our aim is to launch this service at the start of 2018.

2. Live In Care
Live In Care provides 24-hour support and care to a client in their own home. We hope to launch this service at the start of the next financial year (April 2018). This project has been created as a result of the Board of Trustee’s desire to be less reliant on government awarded contracts and ensure that we are sustainable on our own.

Financial Review
The year has been another successful one for the charity. We have reduced the hourly cost of delivering care and 91p out of every £1 goes to supporting our clients. The total income for the year was £2,927,000 (2016 - £3,012,000) of which 78% (70% in 2016) was from the statutory bodies through grants and successful bidding for contracts including Surrey County Council (SCC) Home Based Breaks Contract.

Results from the 2017 Survey
Each year we conduct an annual Carers Survey this is to assist us with identifying unmet need and also to help us improve our services. In 2017 Crossroads Care Surrey sent out 850 questionnaires to clients. We achieved a 43% response rate. We are proud of the results which are very similar to those from our 2016 survey.

• 97% would recommend Crossroads Care Surrey to any Carer
• 98% have peace of mind when Crossroads takes over
• 96% told us we arrive on time
• 97% are confident we carry out the Care Plan
• 97% feel that staff are very well trained
• 94% consider their quality of life is improved by Crossroads’ respite breaks
• 94% said Crossroads helps them to keep going
• 83% say Crossroads helps them stay in better health

Our Volunteers
We also appreciate the support we have received from our 21 volunteers throughout the year and would like to thank them for giving their valuable time. It should be remembered that all of our Trustees are volunteers who continue to offer guidance and support to the senior management team bringing with them a wealth of experience from a variety of sources.

Our Partners
Partnership working and signing up continues to be essential to support Carers. We work with a wide network of other voluntary sector and faith partners in Surrey who offer support to Carers. These include Action for Carers as well as many other partners. We have also developed close relationships with many local charitable trusts and local hospices. We have developed strong links with many of the district and borough councils and their local communities.

THANK YOU!!