

CROSSROADS CARE SURREY – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary	
<p>Crossroads Care Surrey provides a specialist service to recruit and train care attendants for families with disabled relatives, in order to provide respite care breaks for the family and carer. By doing so, the Charity avoids additional burdens on hospitals and residential homes by reducing admissions as well as improving the health and wellbeing of the carers themselves. The care attendants' service is provided free to families, but donations are encouraged.</p> <p>An application for financial assistance has been received from Crossroads Care Surrey to continue the provision of additional care hours for at least nine of the families now on its waiting list. This year the Group has received 88 referrals from the Woking area and currently has 78 local families on its waiting list, an indication of the ongoing need for this service. Referrals have been received from organisations such as Adult Social Care, Public Health, Voluntary Sector and Woking Hospice, in addition to 36 self-referrals.</p> <p>This service has been funded by Woking Borough Council for many years, with a view to achieving as much support as possible for carers in the Borough. During each financial year the Group advises the Council of the number of hours it has supported carers in Woking, together with evidence, which is invoiced at the rate of £19.50 per hour. No funding is provided for any unused hours at the end of each year and the Group is on track to provide the 512 hours of support to Woking families during the current financial year.</p> <p>The grant would enable the Charity to provide a further 512 hours of respite breaks to the unpaid carers of Woking. This equates to 170 sessions each consisting of a three-hour respite break. It is recommended that the Council continues its support and awards a grant of £10,000 for the coming year.</p>	

Recommendations	
Reasons for Decision	To provide additional care hours for families in the Woking area to reduce the Service's waiting list.
Legal Authority	S19 (Misc. Provisions) Local Government Act 1976
The Executive is requested to:	RESOLVE That a grant of up to £10,000 be awarded towards the provision of additional care hours for families in the Woking area.
Conditions	<p>Accounts. The Organisation must submit audited accounts for the year in which the grant is awarded, including an income and expenditure account and balance sheet. Please note that accounts for other years may also be required.</p> <p>Monitoring Information. The Organisation must submit quarterly monitoring information as a measure of its achievements. Failure to provide details will jeopardise the award. E-mail requests will be sent to the applicant on a quarterly basis.</p> <p>Publicity. Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on all literature and leaflets produced.</p> <p>Payments. Unless exceptional circumstances exist all invoices must</p>

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	<p>be received quarterly with details of the costs incurred and monitoring information for the previous quarter.</p> <p>Payment Period. Final quarter claims must be made by the second week in March. Unclaimed awards will not be available at a later date unless exceptional circumstances can be demonstrated to the Council before the end of the award year.</p> <p>Joint Working. WBC expects the Organisation to engage positively on health and wellbeing multi-agency joint work affecting Woking. Groups which refuse may place their Council support at risk, e.g. grant, concessionary rent and other assistance.</p> <p>Homelessness Reduction Act 2017. With the introduction of new legislation from April 2018, the council will expect the support of partner agencies in identifying people at risk of homelessness as early as possible to maximise the opportunities to prevent such. Partner agencies / organisations will be expected to be engaged in joint working arrangements to assist in finding suitable housing and support solutions, and where appropriate to undertake and respond to the new 'duty to refer'. Groups which do not support this new legislation and way of working positively, may put their Council support at risk.</p> <p>Venue Hire. Woking Borough Council has a duty to ensure that publicly-owned venues and resources do not provide a platform for extremists and are not used to disseminate extremist views. This duty extends to organisations that work with the local authority so this includes recipients of any grants from Woking Borough Council. If you hire out your venue/s you should ensure you have good processes in place for record keeping and checking if they are an appropriate group to be making the hire arrangements. The following are some of what should be considered:</p> <ul style="list-style-type: none"> • Basic details should be recorded to include speakers address, mobile phone number & organisation details. • Has the identity of the speaker been confirmed & is their organisation bona fide? Are they known to you? • Is the speaker from the area? Are they UK citizens or from overseas & will they travel specifically for this event? • Consider checks on the internet to confirm the status of speaker to include website, YouTube or social media sites. • How many people are likely to attend (check previous or similar events either locally or online).
Performance Indicators	<p>Users. The Organisation to provide a breakdown of the users in the past quarter.</p> <p>Enquiries. The Organisation to provide a breakdown of the enquiries received during the last quarter.</p> <p>Publicity. The Organisation to advise how the Council's support has been publicised over the last quarter.</p> <p>Statement of Use. The Organisation to provide a statement stating the use to which the grant money has been put.</p>
Future Support	<p>The financial pressure on the Council's budgets is expected to continue in the coming years and accordingly the overall level of support available in future years may be reduced. The applicant is</p>

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therefore to be advised that the award of funding for 2018/19 does not imply that a similar application in 2019/20 would be supported. In particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2018/19 levels.

In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2019/20 have been drawn up in the event that the Council is unable to continue its support beyond April 2019. All applicants are strongly recommended to pursue alternative sources of funding and are encouraged to approach Woking Borough Council's Community Support Team for advice and support.

The Executive has authority to determine the above recommendations.

Background Papers:

2018/19 Application Form.

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1.0 Summary of Application	
1.1 Status and Aims	<p>Crossroads was established over 30 years ago. In 2009 various schemes across Surrey merged into 6 groups called Surrey Crossroads trading as Crossroads Care Surrey. In 2015 the remaining schemes merged into one which is now based in Leatherhead.</p> <p>Crossroads Care Surrey is a registered charity providing respite breaks to unpaid Carers in their own homes and also in the community. It offers services across the whole county including the Borough of Woking and provides highly trained Carer Support Workers who step into the shoes of the Carer, allowing them to have some precious free time to spend with their other family members or undertake an activity of their choice.</p> <p>Carers are often on call 24/7, 365 days a year and this constant pressure takes its toll on their physical health and wellbeing. Practical support is provided in either their homes or at one of its adult clubs to allow them to have some time to themselves which assists them to continue in their caring role.</p>
1.2 Employees	<ul style="list-style-type: none"> • Chief Executive Officer (35 hours per week) • Care Operations Manager (35 hours per week) • Deputy Care Operations Manager (35 hours per week) • Finance Manager (35 hours per week) • HR Manager (35 hours per week) • Adult and Children's Clubs Coordinator (35 hours per week) • Admin Assistant (35 hours per week) • Webroster Administrator (20 hours per week) • 2 x Finance Administrators (27 hours per week) • 6 x Care Coordinators (average 32 hours per week) • Assessment Coordinator (35 hours per week) • 3 x Care Assessors (35 hours per week) • 154 x Carer Support Workers (various hours per week) • 16 x Playworkers (average 6 hours per week) • 1 x Health & Social Care apprentice (35 hours per week) • 1 x Business Support Apprentice (35 hours per week) • 1 x Communications, Fundraising and Projects graduate
1.3 Volunteers	<p>30. The volunteers are highly valued and assist in a variety of roles. The Board of 9 Trustees are all volunteers. Together they bring a wide range of business skills to govern and lead the charity. These skills include accountancy, local government, nursing and general management skills. Many of them also have experience of being Carers.</p> <p>The volunteers also assist in the running of the six adult social clubs. They perform tasks such as food preparation, assistance with craft activities and setting up rooms. Their support means that the highly trained Carer Support Workers can focus more on meeting the needs of the individual Club attendees.</p> <p>Volunteers also regularly assist with fundraising activities both by taking part in events such as cycle or running events or by helping with exhibitions.</p>

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1.4 Clients/Users	<p>847, comprising:</p> <p>226 male</p> <p>621 female</p> <p>60 disabled</p> <p>221 ethnic minority</p> <p>93 resident in Woking</p> <p>370 aged 19-65</p> <p>454 aged 65+</p> <p>No charge is made to the users.</p>
1.5 Members	<p>161, comprising:</p> <p>63 male</p> <p>98 female</p> <p>16 resident to Woking</p> <p>There is an annual membership subscription of £20. Membership is open to anyone who would like to support the Charity. Members receive a bi annual newsletter and have voting rights at the AGM.</p>
1.6 Sum Requested	£10,000 (Revenue)
1.7 Project	<p>The grant funding being requested will enable Crossroads Care Surrey to continue to offer respite breaks within the home or community to more unpaid Carers in the Borough of Woking.</p> <p>Many of these Carers provide support to their family members 24/7 365 days a year. Caring 24 hours a day for either a young child, young person or an adult with a disability or long term health condition can really take its toll on the Carer. They may feel isolated, suffer from stress and anxiety which in turn impacts on their own mental and physical health.</p>
1.8 Cost breakdown:	<p>A grant of £10,000 would be broken down as follows:</p> <p>Direct staff costs- salaries, NI, Pension, training and mileage - £9,200</p> <p>Premises, IT, depreciation, sundry costs - £800.</p>
1.9 Community Benefit	<p>A grant of £10,000 from Woking Borough Council would enable the Group to provide 512 hours of respite care to unpaid Carers in Woking. This equates to 170 sessions, each consisting of a minimum 3 hour break. All services are user-led so these sessions would be allocated in accordance with the family's wishes. Some Carers may prefer a weekly break, others fortnightly and some less often than that.</p> <p>To recover the full cost of one hour of care costs the Group requires £19.50 per hour to reflect the increase in salary costs from the introduction of the national minimum living wage and pension costs.</p>

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2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £445,167 in the bank.</p> <p>The Group holds reserves of £1,224,000 (also including property and investments) which are committed to its major expansion programme. The holding of £879,000 of general funds is in line with Charity Commission recommendations of retaining a minimum level of 3 months' operating costs. The holding of around £270,000 is held in designated and restricted funds related to the delivery of the Home Based Breaks and End of Life Carer support services. The remaining £75,000 is a revaluation reserves relating to the investments held.</p> <p>The Group has submitted a breakeven budget for 2018/19 which shows an anticipated expenditure of £10,000.</p> <p>Items of expenditure include salaries, travelling and training (£8,800), secretarial and administration (£400), office rent and Council Tax (£100), membership fees and quality assessments (£200), equipment and fixed assets (£100), telephone, communications and stationery (£200), marketing and communication costs (£100) and computer maintenance and repairs (£100).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2016/17 which show an income of £2,827,000 (£3,012,000 in 2015/16) against expenditure of £2,854,000 (£3,023,000 in 2015/16), resulting in a deficit of £10,000 (a deficit of £19,000 in 2015/16). The sum of £1,224,000 was carried forward at the end of the 2016/17 year.</p>
2.3 Support over the past five years	<p>2017/18 - £10,000 towards additional carers support in Woking 2016/17 - £10,000 towards additional carers support in Woking 2015/16 – £10,000 towards additional carers support in Woking 2014/15 – £10,000 towards additional carers support in Woking 2013/14 – £10,000 towards additional carers support in Woking</p>

3.0 Assessment of Application		
3.1 Key Information	<ul style="list-style-type: none"> ○ Constitution ○ Registered Charity ○ VAT Registered ○ Equal Opportunities Policy ○ Safeguarding Policy ○ Reserves Policy ○ Quality Mark ○ Other funding sources pursued ○ Other support by the Council ○ Fundraising ○ Two quotes ○ Regular monitoring provided previously 	<ul style="list-style-type: none"> Yes Yes No Yes Yes Yes No Yes No Yes N/A Yes

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<p>3.2 Consultee Comments</p>	<p><u>Officer Comment</u></p> <p>I continue to be supportive of this organisation as I am conscious of the significant part that carers play in keeping individuals out of mainstream health and social care settings. It is clear that there is a significant unmet demand in Woking, a position which is only likely to continue to increase with time.</p> <p>Supporting this organisation would underpin the Council's commitment to Carers through its signing of a Memorandum Of Understanding earlier in the year and also would contribute to delivery of one of the key five priorities in Woking's Health and Wellbeing Plan regarding carers.</p>
<p>3.3 Assessment</p>	<p>The Borough Council has funded Crossroads Care Surrey for many years, providing an annual grant of £10,000 in recent years to assist the Charity in meeting its waiting list of carers. During each financial year the Group advises the Council of the number of hours it has supported carers in Woking, together with evidence, which is invoiced at the rate of £19.50 per hour. No funding is provided for any unused hours at the end of each year and the Group is on track to provide the 512 hours of support to Woking families during the current financial year.</p> <p>The Group offers Carers a minimum regular break of three hours, providing a highly trained Carer Support Worker who steps into their shoes and takes on all the caring responsibilities that they usually undertake. A comprehensive assessment process of the needs of both the Carer and the cared for person is undertaken and a detailed care plan produced. By offering these Carers a respite break they are given time for themselves which they can use to spend with other members of their family, attend medical appointments, or undertake a social activity of their choice. This in turn improves their health and wellbeing and allows them to remain in their caring role for longer periods.</p> <p>In the past year 88 number of referrals have been received from the Woking area and at the time of application there were 78 families on its waiting list which demonstrates the unmet need of Carers in Woking. Referrals have been received from organisations such as Adult Social Care, Public Health, Voluntary Sector and Woking Hospice, in addition to 36 self-referrals.</p> <p>To be eligible, a Carer would need to be looking after someone who cannot be left on their own, for example they could not keep themselves safe or prepare food and drink. The Carer does not actually need to live with the person but they must be providing daily support. Should this criteria be met the Group's Referral Coordinator would call the Carer and conduct an in depth telephone assessment to assess the level of urgency. A full face to face assessment is then carried out before the service would begin.</p> <p>There are over 108,000 known Carers in Surrey of which 8,000 are over 65 years of age. Every year a Carers survey is circulated to its clients. In the 2016 survey:</p> <ul style="list-style-type: none"> • 96% said their quality of life had been improved by respite breaks. • 98% of Carers said they had peace of mind when Crossroads

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took over.

84% of Carers said that Crossroads helps them stay in better health.

The Group is also subject to external evaluation as a regulated service by the Care Quality Commission (CQC), Ofsted and as a network partner of the Carers Trust by their own internal quality assurance processes.

Each year a robust fundraising plan is in place to enable more Carers to be supported in Surrey. For the last 5 years the Group has been chosen as the main provider of Home Based Breaks and End of Life Carer support services funded by Surrey County Council and the NHS. These contracts are worth £1.8 million a year. However the need for services exceeds these funded hours and there is an increasing waiting list. Funding is also received from a number of local district and borough councils - Guildford, Elmbridge, Tandridge, Spelthorne and Woking plus funding from the Peter Harrison Charitable Trust and BBC Children In need for the Saturday Club for disabled children.

Fundraising activities over the past year include:

- Completion of 2 tender applications to SCC and the NHS
- Applications to Waitrose Community Matters scheme. A number of stores across the county have offered support this year
- Inviting supporters to become members of the charity
- Applications to many charitable trusts made primarily to support the 6 adult and children's social clubs
- Direct fundraising
- Participation in local fundraising events e.g. the Nuts Challenge

Crossroads Grand Summer Raffle - with donated gifts from many corporate organisations (raised over £4,000)

It is recommended that the Council continues its support and awards a grant of £10,000 for the coming year.

REPORT ENDS