

**CROSSROADS CARE SURREY – APPLICATION FOR FINANCIAL ASSISTANCE**

**Executive Summary**

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.

An application for financial assistance has been received from Crossroads Care Surrey to continue the provision of additional care hours for 90 clients in Woking from its waiting list. Last year the Group has supported 1,791 cared for people, 2,003 carers and 100 young carer with over 114,000 hours of respite, assessments and reviews. There were 70 referrals from the Woking area, and 86 Woking residents received their services in 2019-20, 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 self-referrals.

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 £20 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 500 hours of support to Woking families during the current financial year.

During Covid, the application provided over 3,100 wellbeing calls, 1,071 support trips, including 786 shopping trips, 273 prescription collections and 14 other forms of support, including dog walking and posting letters and parcels. Overall, they managed to reach over 1,500 families to provide much needed regular support and would continue to develop this in demand service moving forward.

The grant would enable the Charity to provide a further 500 hours of respite breaks to the unpaid carers of Woking. This equates to circa 143 sessions each consisting of an average of a three and a half hour respite break. It is recommended that the Council continues its support and awards a grant of £10,000 for the coming year.

**Recommendations**

The Executive is requested to:	<b>RESOLVE That</b> , subject to the outcome of the Council's budgetary process, a grant of £10,000 be awarded from the Community Grants Budget towards the costs of the provision of additional care hours for clients in Woking.
Reason for Decision	To achieve the provision of 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
Confirmation of funding	This award is provisionally made on the expectation that the Council's budgets for revenue and capital projects remain at the same level allocated for the current financial year. The Council's overall budget,

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	<p>including the sums allocated for community grants, will be determined by Council at its meeting on 11 February 2021. In the event the grant budgets are set at the anticipated levels, confirmation of the Council's support will be sent to successful applicants. Groups should not plan for the 2021/22 funding until this confirmation has been received.</p> <p>Should the budgets be reduced as part of the Council's efforts to achieve savings to offset the impact of Covid on the Council's financial position, a special meeting of the Executive will be held to review the provisional awards and allocate the funds available on a priority basis.</p>
<p>Conditions</p>	<p><b>Accounts.</b> The Organisation must submit 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><b>Monitoring Information.</b> 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><b>Publicity.</b> Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on websites and literature / leaflets produced.</p> <p><b>Payments.</b> Unless exceptional circumstances exist all invoices must be received quarterly with monitoring information for the previous quarter.</p> <p><b>Payment Period.</b> Final quarter claims must be made by the second week in April. 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><b>Joint Working.</b> 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><b>Homelessness Reduction Act 2017.</b> Following the introduction of new legislation from April 2018, the Council expects 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 are 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>Performance Indicators</p>	<p><b>Users.</b> The Organisation to provide a breakdown of the users.</p> <p><b>Activities.</b> The Organisation to provide details of activities and events held.</p> <p><b>Publicity.</b> The Organisation to advise how the Council's support has been publicised.</p> <p><b>Statement of Use.</b> The Organisation to provide a statement stating the use to which the grant money has been put.</p>
<p>Future Support</p>	<p>Due to the impact of Covid-19, the financial pressure on the Council's</p>

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budgets is higher than ever and is expected to continue in the coming years. Accordingly the overall level of support available in future years may be reduced. The applicant is therefore to be advised that the award of funding for 2021/22 does not imply that a similar application in 2022/23 would be supported. In particular, it is emphasised that the Council is extremely unlikely to be in a position to award any sums above the 2021/22 levels.

In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2022/23 have been drawn up in the event that the Council is unable to continue its support beyond April 2022. 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:**

2021/22 Application Form.

### **Reporting Person:**

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### **Date Published:**

2 December 2020

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<b>1.0 Summary of Application</b>	
1.1 Status and Aims	<p>Crossroads Care Surrey is a specialist voluntary organisation that provides respite breaks to unpaid carers in their own home. Crossroads Care Surrey has been supporting unpaid carers for over 35 years across Surrey.</p> <p>A carer is someone who looks after a family member, a relative or a friend, who are frail due to old age or with a long term health condition or disability. This ranges from a child with autism or an adult with cancer to an elderly person with dementia.</p> <p>Crossroads Care Surrey is committed to providing practical support to enable carers to have a break from their caring responsibilities, and the person for whom they care to enjoy meaningful activities where possible. By relieving the distress and anxiety experienced by carers, they have peace of mind knowing their loved one is being looked after by a highly trained, professional Carer Support Worker. This improves their mental and physical health and wellbeing.</p> <p>Crossroads Care Surrey’s main services include:</p> <ul style="list-style-type: none"> <li>○ Adult Social Clubs</li> <li>○ Assisted holiday breaks</li> <li>○ Children’s Saturday Club for children with complex health needs and disabilities</li> <li>○ End of Life service</li> <li>○ Flexible care packages</li> <li>○ Home based respite breaks</li> </ul>
1.2 Employees	<p>162, including the Chief Executive Officer (35 hours per week), the Head of Care (35 hours per week), the Care Operations Manager (35 hours per week), the Head of Finance (35 hours per week), the Head of Human Resources (35 hours per week), the Head of Marketing and Fundraising (35 hours per week), the Trust and Grants Officer (30 hours per week), the Adults and Children’s Club Co-ordinator (35 hours per week), Finance Administrators (2 x 25 hours per week), the Human Resources Administrator (35 hours per week), the Referrals Co-ordinator (35 hours per week) and 16 further Administrator, Care Co-ordinator, Care Assessor and Care Reviewer posts. There are 126 Carer Support Workers (varied hours) and 8 Play Workers (6 hours per week).</p> <p>The Carer Support Workers are highly trained professionals who are required to complete up to 13 mandatory training sessions in subjects such as Safeguarding and Protection of Children and Adults, First Aid, Medication, Manual Handling, Food Hygiene and Safety, Positive Behaviours and Lone Working.</p>
1.3 Volunteers	<p>21. Crossroads Care Surrey volunteers work at the Charity’s Adult Social Clubs and assist with activities, refreshments and lunch and help to create a welcoming and friendly atmosphere. At the moment the Charity has clubs in Reigate, Farleigh, New Haw, Worplesdon and Effingham.</p>

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<p>1.4 Clients/Users</p>	<p>938 users (and 938+ carers), comprising:</p> <ul style="list-style-type: none"> <li>492 male</li> <li>408 female</li> <li>169 disabled</li> <li>216 ethnic minority</li> <li>198 resident in Woking</li> <li>5 aged 0-5</li> <li>42 aged 6-10</li> <li>64 aged 11-18</li> <li>144 aged 19-65</li> <li>630 aged 65+</li> </ul> <p>Crossroads Care Surrey are funded to deliver a limited number of respite hours, which are funded through Home Based Breaks contract from Surrey County Council and other sources. For these hours, there is no charge to the user.</p> <p>However, demand for the services far outweighs the funding received and therefore the Charity can also provide self-funded care for £22 per hour. The Group also requests an affordable contribution towards its Adult Social Clubs and Children's Saturday Club, ranging from £20 to £25.</p>
<p>1.5 Members</p>	<p>54, comprising:</p> <ul style="list-style-type: none"> <li>19 male</li> <li>35 female</li> <li>6 resident in Woking</li> </ul> <p>There is a £20 annual membership fee.</p>
<p>1.6 Sum Requested</p>	<p>£10,000 (Revenue)</p>
<p>1.7 Project</p>	<p>This funding will enable Crossroads Care Surrey to support more unpaid Carers in Surrey by providing respite breaks within the home or in the local community. In the past year the Charity received 86 referrals from the Woking area and currently has 35 adults and children on the waiting list, which extends for a period of four to five months.</p> <p>The core service is to provide Carers with a funded average 3.5 hour weekly respite break, by providing a highly trained Carer Support Worker who can step into the shoes of the carer so that they can have some well deserved 'me time'. Care packages are tailored to the needs of each client, based on a thorough assessment and care plan delivered in partnership with the carer. Continuity of care is achieved by providing the same Carer Support Worker each week, wherever possible.</p>
<p>1.8 Cost breakdown:</p>	<p>A grant of £10,000 from Woking Borough Council would enable the Charity to provide 500 hours of respite care to the unpaid carers of Woking Borough. This equates to 170 sessions each consisting of an average 3.5 hour break, enabling a minimum of three carers and three</p>

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	<p>cared for persons to receive a weekly session for up to 48 weeks of the year.</p> <p>To recover the full cost of one hour of care costs the Charity would need £20.00 per hour.</p> <p>An income of £10,000 is broken down as follows:</p> <p>Direct staff costs – salaries, NI, pension, training and mileage: £8,500</p> <p>Premises, IT, office overheads, depreciation, sundry: £1,500</p>
<p>1.9 Community Benefit</p>	<p>This funding would enable Crossroads Care Surrey to support three Carers and three cared for persons a month. For each individual cared for, it is hoped that a network of individuals is supported. This could be spouses, siblings, children and grandchildren.</p> <p>This time to themselves gives Carers the opportunity to rest, socialise, look after their own health and “recharge their batteries”. This benefits their own health and that of the person they are looking after. It also gives them the opportunity to remain independent in their own home for longer.</p>
<p>1.10 Covid-19 Impact</p>	<p>In response to Covid-19, the organisation introduced new carer support projects and offered outreach support with shopping and prescription collections for those who were shielding or self-isolating. Now they are working on developing the project further, with the recruitment of new volunteers, to provide e-befriending and digital support that will enable older people to access technology and the internet to reach online services, information and support.</p> <p>In this period over 3,100 wellbeing calls were made and by end of May 2020, 1,071 support trips had been facilitated, including 786 shopping trips, 273 prescription collections and 14 other forms of support, including dog walking and posting letters and parcels. Overall, they managed to reach over 1,500 families to provide much needed regular support.</p> <p>The impact of Covid-19 has resulted in lower membership numbers as the group were not actively sending out renewal letters also, partly due to Crossroads Care Surrey’s plans to review, consult and revive membership offers later in 2020.</p>

### 2.0 Financial Background

<p>2.1 Budget</p>	<p>At the time of the application, the Group held £986,770 in the bank. The sum of £400,000 is reserved for payroll expenses committed for a period of two months.</p> <p>The Group has submitted a budget for 2021/22 which shows an anticipated income of £2,855,282 against an anticipated expenditure of £2,833,848, resulting in an anticipated surplus of £21,434.</p> <p>Anticipated income includes service income (£2,554,822), memberships (£7,500), referrals (£15,000) and fundraising (£209,948). Items of expenditure include staff costs (£94,472), marketing costs (£50,000), office overheads (£19,652), premises (£45,808), direct costs (£2,488,837), professional fees (£31,821) and</p>
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	depreciation (£32,615).
2.2 Accounts	The Group has submitted accounts for 2019/20 which show an income of £2,770,000 (£2,858,000 in 2018/19) against expenditure of £ 2,723,000 (£2,920,000 in 2018/19), resulting in a surplus of £24,000 (a deficit of £64,000 in 2018/19). The sum of £1,098,000 was carried forward at the end of the 2019/20 year.
2.3 Support over the past five years	2020/21 – £10,000 towards additional carers support in Woking 2019/20 – £10,000 towards additional carers support in Woking 2018/19 – £10,000 towards additional carers support in Woking 2017/18 – £10,000 towards additional carers support in Woking 2016/17 – £10,000 towards additional carers support in Woking

<b>3.0 Assessment of Application</b>		
3.1 Key Information	<ul style="list-style-type: none"> <li>○ Constitution</li> <li>○ Registered Charity</li> <li>○ VAT Registered</li> <li>○ Equal Opportunities Policy</li> <li>○ Safeguarding Policy</li> <li>○ Reserves Policy</li> <li>○ Quality Mark</li> <li>○ Other funding sources pursued</li> <li>○ Other support by the Council</li> <li>○ Fundraising</li> <li>○ Two quotes</li> <li>○ Regular monitoring provided previously</li> </ul>	<ul style="list-style-type: none"> <li>Yes</li> <li>Yes</li> <li>No</li> <li>Yes</li> <li>Yes</li> <li>Yes</li> <li>Yes</li> <li>Yes</li> <li>No</li> <li>Yes</li> <li>N/A</li> <li>Yes</li> </ul>
3.2 Consultee Comments	<p><u>Diana Chan, Health and Wellbeing Manager</u></p> <p>Crossroads Care Surrey aim to ensure that carers can receive some respite to undertake hobbies, see friends or just chat knowing that the person they provide care for is appropriately being looked after. These individuals are providing care in an unpaid capacity to family members or friends who are frail due to old age, or who might be living with a long-term condition or disability. The provision of a highly trained and skilled Carer Support Worker gives practical support to the carer to have some respite from their caring responsibilities and gives them peace of mind whilst they are out undertaking certain activities.</p> <p>Currently, in Woking Borough support is being provided to 98 clients and 98 carers. Funding will support Crossroads Care Surrey to support more carers and older people living in Woking, Surrey, by providing outreach shopping, prescription collection support and also telephone or e-befriending through a digital skills project. The £10,000 funding will be used to support carers resident in Woking and who are already accessing their services and receiving regular respite, and to support others who are vulnerable, isolated or in need of support.</p>	

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	<p>Crossroads conducted their largest ever carers survey in 2020 and this identified the significant impact being a carer can have on someone's life in terms of their frustration, isolation, loneliness and in some cases; depression. 9 out of 10 carers provide care to their loved one on a full time basis, and a large percentage of carers are balancing caring priorities against working. Another important area identified in the survey was digital exclusion. 4 out of 10 carers did not feel confident in accessing technology, and 60% recognised the difference technology could make to them during a pandemic particularly. Crossroads aim to link up with the Surrey Coalition for Disabled People on their digital skills project, enabling carers to have improved access and feel more confident in the use of technology.</p> <p>Provision and support for carers is an important health and wellbeing priority and I am fully supportive of the £10,000 being awarded to Crossroads Care Surrey to further enhance their service offer to these individuals.</p>
3.3 Assessment	<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 £20 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 500 hours of support to Woking families during the current financial year.</p> <p>The Group offers Carers a minimum regular break of three hours (average 3.5 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>Last year the Group has supported 1,791 cared for people, 2,003 carers and 100 young carer with over 114,000 hours of respite, assessments and reviews. There were 70 referrals from the Woking area, and 86 Woking residents received their services in 2019-20, 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 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 being unable to 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 115,000 unpaid carers in Surrey and 3 in 5 people will undertake caring responsibilities at some point in their lifetime. Carers</p>

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are at high risk of becoming lonely and socially isolated, with research showing that lacking social connections is as damaging to health as smoking 15 cigarettes a day.

In the 2020 Annual Carers Survey, a total of 90% reporting that they have been extremely concerned about Covid-19 which results in 60% of carers experiencing an increase in responsibilities due to those being shielded. Between June and August 2020 there had been 522 shopping trips and 314 befriending and support calls. Feedback from their survey also highlighted that 10% would be interested in benefitting from the outreach and befriending work in the future and that 58% felt that CCS could improve by offering a wider range of respite support.

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 several years the Group has been chosen as the main provider of Home Based Breaks funded by Surrey County Council and NHS Surrey. The funding enables the Group to support its existing client base, but not those on its increasing waiting list.

Funding is received from a number of local district and borough councils, National Lottery Community Fund, Carers Trust and the Community Foundation for Surrey.

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

REPORT ENDS