

## CROSSROADS CARE SURREY – APPLICATION FOR FINANCIAL ASSISTANCE

### Executive Summary

Crossroads Care Surrey provides a specialist service to recruit and train carer support workers who provide respite care breaks for carers of people who are sick, disabled, elderly or at End of Life stage. 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 carer respite service is provided free to families, but donations are encouraged and carers can also self-fund breaks if they are in a position of being able to.

Currently, 61 carers from Woking are receiving a service from Crossroads. It is recognised that there is a need for support as there are a further 65 people on the waiting list. A marked increase, of almost 100%, has been seen in the number of people looking for help since the emergence of the Coronavirus and so the Charity is seeking to expand its service provision in response.

This service has been funded by Woking Borough Council for many years towards enabling users from its waiting list to receive respite care breaks, and for next year the Organisation has applied for a lesser amount of £7,500 to support the development and facilitation of a new club strategy, which will support its core offering of respite breaks to unpaid carers.

The Charity is planning the provision of two days of club-based activities for 3.5 hours each day at the St Mary's Community Centre in Byfleet, through which it will offer opportunities for up to 42 cared-for people a week to be part of community based specialist and social club activities. The Charity is also scoping opportunities at the Vyne Centre where it hopes to deliver another 1-2 days of club activities for a similar number of cared-for persons and carers.

Provision and support for carers is an important health and wellbeing priority and the grant will further enable Crossroads Care Surrey to enhance their service offer to these individuals based at St Mary's Community Centre.

Crossroads Care Surrey aims 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.

Funding will also support Crossroads Care Surrey to support more carers and older people living in Woking, by providing outreach shopping, prescription collection support and also telephone or e-befriending through a digital skills project. The funding will be used to support carers resident in Woking and those who are already accessing their services and receiving regular respite, and to support others who are vulnerable, isolated or in need of support which is another health and wellbeing priority.

The request for funding is 25% less than in previous years in spite of the additional cost of rental at St Mary's Community Centre. It is recommended that a grant of £7,500 should be awarded for 2022/23, noting the 25% reduction requested by the Group in comparison with last year.

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| <b>Recommendations</b>         |   |
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| The Executive is requested to: | <b>RESOLVE That</b> , subject to the outcome of the Council's budgetary process, a grant of £7,500 be awarded from the Community Grants Budget towards the development and facilitation of a new club strategy, which will support its core offering of respite breaks to unpaid carers.  |
| Reason for Decision            | To enable families in the Woking area to receive the support of the service at St. Mary's Community Centre.   |
| 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, including the sums allocated for community grants, will be determined by Council at its meeting on 10 February 2022. 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 2022/23 funding until this confirmation has been received.  |
| Conditions                     | <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> |
| Performance Indicators         | <b>Users.</b> The Organisation to provide a breakdown of the users.   |

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|                | <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>  |
| 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 therefore to be advised that the award of funding for 2022/23 does not imply that a similar application in 2023/24 would be supported. In particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2022/23 levels.</p> <p>In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2023/24 have been drawn up in the event that the Council is unable to continue its support beyond April 2023. 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.</p> |

**The Executive has authority to determine the above recommendations.**

### Background Papers:

2022/23 Application Form.

### Reporting Person:

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### Date Published:

30 November 2021

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| <b>1.0 Summary of Application</b> |   |
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| 1.1 Status and Aims               | <p>Crossroads Care Surrey is a registered charity that provides respite care to unpaid Carers of children and adults who are sick, disabled, elderly, infirm or suffering from life limiting disease or illness. The Charity has operated in Surrey for nearly 50 years, facilitating services to carers across the eleven boroughs of 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 have a long-term health condition or disability. The Charity’s mission is to provide services that respond to the needs of carers and the people they support, offering them peace of mind and understanding.</p> <p>The Group aims to improve the quality of life of carers and those that they care for by addressing issues which can lead to them feeling vulnerable and isolated. Crossroads Care Surrey’s vision is to ensure that every carer is recognised, supported and offered a service to help them maintain their own health and well-being.</p> <p>The services include self-funded and statutory-funded respite breaks and carer support services, social clubs that give carers time away from caring responsibilities and outreach and befriending support from volunteers.</p> |
| 1.2 Employees                     | 116.  |
| 1.3 Volunteers                    | <p>58, who meet and support carers and their families to live their life well. The volunteers also support the charity behind the scenes, raising awareness, and supporting the Group to build new relationships in the in the community to raise fundraising awareness.</p> <p>Roles of a volunteer will include:</p> <ul style="list-style-type: none"> <li>• Befriending by phone</li> <li>• Companionship in the home</li> <li>• Community Support Volunteer e.g., Collecting shopping</li> <li>• Community Ambassador / Fundraiser (visiting schools and community groups)</li> </ul> <p>The Charity has seven Trustees.</p>   |
| 1.4 Clients/Users                 | <p>1,791 Cared-for and 1,737 carers, comprising:<br/>133 families in Woking (approx. 266 individuals)</p> <p>The Charity is funded through a Home-Based Breaks contract from Surrey County Council and NHS Surrey to deliver a number of respite hours for carers. The Charity also fundraises to support the delivery of additional core services. For these hours, there is no charge to the user.</p> <p>Demand for the services outweighs the funding received and therefore the Charity also provides self-funded care to clients from £25 per hour, access to clubs at £8 per hour, and discounted packages for those looking for over-night / weekend or holiday assistance.</p> <p>Cared-for clients are registered as having health conditions and disabilities which lead them to have a need for care and support. The most common are adult dementia and long-term illnesses.</p>   |

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|                          | <p>Currently, 61 carers from Woking that are receiving a service from Crossroads. It is recognised that there is a need for support as there are a further 65 people on the waiting list. A marked increase, of almost 100%, has been seen in the number of people looking for help since the emergence of the Coronavirus and so the Charity is seeking to expand its service provision in response.</p>  |
| <p>1.5 Members</p>       | <p>14. Currently, there is a £20 annual membership fee for supporters and clients. Members are invited to attend and vote at the Annual General Meetings, held in October of each year.</p> <p>The number of members has reduced over the last two years, mainly as a consequence of Covid which led to membership not being prioritised for marketing and promotion. The Charity is making progress in relation to reviewing and improving its offer, and plans to bring additional benefits to members through membership.</p>   |
| <p>1.6 Sum Requested</p> | <p>£7,500 (Capital)</p>  |
| <p>1.7 Project</p>       | <p>Crossroads Care Surrey is applying for funding to support the development and facilitation of a new club strategy, which will support its core offering of respite breaks to unpaid carers.</p> <p>The Charity is planning the provision of two days of club-based activities at the St Mary’s Community Centre in Byfleet through which it will offer opportunities for up to 42 cared-for people a week to be part of community based specialist and social club activities. The Charity is also scoping opportunities at the Vyne Community Centre where it hopes to deliver another 1-2 days of club activities for a similar number of cared-for persons and carers.</p> <p>At St Mary’s Community Centre the Charity is arranging the hire of the large hall on Tuesday’s and Wednesday’s, offering two sessions of up to 3.5 hours a day with the option for families to take full day sessions and book and pay for a lunch provided at the centre.</p> <p>One day of Specialist Club sessions will be offered, catering for up to 12 clients who live with Alzheimer’s, Dementia, Parkinson’s or similar life-limiting illnesses, and the second day would be a Social Club for up to 30 more able cared-for clients who would benefit from supported social interaction in a club environment where their individual needs can be catered for. Each of the clubs will aim to offer a programme of activities which the clients can get involved in, such as reminiscence therapy, music or chair exercise sessions for those in the Specialist Club, and singing, music, arts and craft sessions, exercise, and social activities such as pool, men in shed projects, and digital and online tech sessions at the Social Club.</p> <p>In supporting the club, funding will be used to support the costs of providing staff with equipment and creative activity resources that can be used during the sessions. The Charity needs to fund the purchase of upright and comfortable chairs that would be suitable for older people attending the Specialist club. It will also seek to purchase at least one Wii console and a number of i-Pads and / or lap-tops that can be used to access digital resources by those joining either of the clubs.</p> <p>The funds will directly benefit carers that live in Woking by giving them access to well-equipped facilities that can offer respite and support</p> |

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|                              | <p>from the professionally qualified Carer Support Workers, while those being cared for will benefit from having social interaction with others and from opportunities to take part in creative and stimulating activities within a community setting.</p> <p>The facilities at St Mary's will offer Crossroads an opportunity to extend the Charity's programme of support to carers as it will be able to refer them to, or they will have the opportunity to seek out other offers that are available to them at St Mary's. Carers will be able to make use of other services such as podiatry and hairdressing, or take part in creative based lunch and / or exercise activities that are on offer.</p>  |
| <p>1.8 Cost breakdown:</p>   | <p>Equipment and IT costs (includes one year IT support costs) - £4,500<br/>(Purchase of up to 2 i-Pads and Laptop)</p> <p>Art and Craft Activity resources - £1,500</p> <p>Specialist sensory &amp; care equipment - £1,500 (e.g. communication, dexterity support)</p> <p>Total £7,500</p>  |
| <p>1.9 Community Benefit</p> | <p>The project as a whole is intended to benefit a minimum of 42 cared-for and / or older vulnerable people a year, and where applicable their respective carers. As a result total beneficiaries expected to be in the region of 80 per year.</p> <p>Cared-for people attending the clubs will benefit from:</p> <ul style="list-style-type: none"> <li>• Specialist care support from professionally qualified staff with experience and understanding of individual conditions.</li> <li>• Interaction and conversation with staff and other clients, carers and members of the public.</li> <li>• Stimulating social and creative activities.</li> <li>• A comfortable, friendly and supportive environment.</li> <li>• Access to services and facilities available at the centres.</li> </ul> <p>Additionally, carer will benefit from:</p> <ul style="list-style-type: none"> <li>• A respite break from caring while their cared-for person attends the Specialist or Social Club.</li> <li>• Opportunities to meet with other carers, to talk with Carer Support Workers, and to more readily access information that will support their caring role.</li> </ul> <p>As a result of these benefits, the Charity expects its activities to impact on beneficiaries by contributing to reduced feelings of social isolation and loneliness, increased confidence and resilience, improved access to the things they need (including resources, information and respite), and improved ability to manage a positive caring role and relationship.</p> |
| <p>1.10 Covid-19 Impact</p>  | <p>Covid-19 had a considerable impact on Crossroads Care Surrey, but more significantly on the carers supported.</p> <p>As an organisation, the Charity was impacted as the Government imposed lockdown led to the services being suspended for a period, with Head Office staff moving to work from home. Both its services and the work in raising funds to support carers in Surrey were impacted, which led to many strategic plans for working with local employers and developing the community and individual fundraising</p>  |

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|  | <p>campaigns slowing down or being put on hold.</p> <p>Recognising the bigger impact that Covid-19 was having on the caring families, the Charity adapted to work within the environment it was presented with and brought what support it could in the form of practical and emotional help, as well as by ensuring the home-based services continued with significant investment in infection control procedures.</p> <p>Carers were impacted hugely by the closure of services across their communities and the increased caring responsibilities they were responsible for as a result. Reduced contact with friends, families and others led to many people feeling isolated and lonely and the lack of access to, and skills in, digital technologies impacted on their ability to keep up with the changes that Covid brought to society, and to how many services are now being delivered. In this sense, Crossroads Care Surrey will continue to have a role to play in bringing both traditional community-led, and new digitally-led, services to carers and their families.</p> |
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| <b>2.0 Financial Background</b> |   |
| <b>2.1 Budget</b>               | <p>At the time of the application, the Group held £1,197,142 in the bank. Part of the sum is reserved for payroll expenses.</p> <p>The budget for 2022/23 setting out how grant funds from the Council will be used is set out in paragraph 1.8.</p> <p>The statutory contract with Surrey County Council and NHS Surrey is coming to a close in March 2022, however a new bid has been invited for the tender that will provide continued funding to carers for three years from April 2022. As part of the process, the Charity will review its provision and the costs of services.</p> <p>With a new Community Fundraiser in post, community fundraising is gradually building pace, and relationships are steadily being built with local groups. The Charity's strategy seeks to recruit a number of volunteer fundraisers in the coming year who will support the Community Fundraiser to make connections across their local areas, with groups and individuals who can support the Charity through local charity functions and fundraising.</p> <p>The Charity raises funds from Trusts and Foundations, as well as from the community and individual networks for financial support for Crossroads Care Surrey projects and activities. The Charity is currently working on a number of proposals for both the current and the next financial year.</p> |
| <b>2.2 Accounts</b>             | <p>The Group has submitted accounts for 2020/21 which show an income of £2,770,000 (£2,858,000 in 2019/20) against expenditure of £2,723,000 (£2,920,000 in 2019/20). After including gain / loss on investments, there was a surplus of £24,000 (a deficit of £64,000 in 2019/20). The sum of £1,098,000 was carried forward at the end of the 2020/21 year.</p>   |
| <b>2.3 Support over the</b>     | <p>2021/22 – £10,000<br/>2020/21 – £10,000</p>  |



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| past five years | 2019/20 – £10,000<br>2018/19 – £10,000<br>2017/18 – £10,000 |
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| <b>3.0 Assessment of Application</b> |   |  |
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| <b>3.1 Key Information</b>           | <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> |
| <b>3.2 Assessment</b>                | <p>Provision and support for carers is an important health and wellbeing priority and the grant will further enable Crossroads Care Surrey to enhance their service offer to these individuals based at St Mary's Community Centre.</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>Funding will also support Crossroads Care Surrey to support more carers and older people living in Woking, by providing outreach shopping, prescription collection support and also telephone or e-befriending through a digital skills project. The funding will be used to support carers resident in Woking and those who are already accessing their services and receiving regular respite, and to support others who are vulnerable, isolated or in need of support which is another health and wellbeing priority.</p> <p>The request for funding is 25% less than in previous years in spite of the additional cost of rental at St Mary's Community Centre. It is recommended that a grant of £7,500 should be awarded for 2022/23, noting the 25% reduction requested by the Group.</p> |  |