

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

<b>Executive Summary</b>	
<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 29 referrals from the Woking area and currently has 20 adults and 16 children 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 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>	

<b>Recommendations</b>	
The Executive is requested to:	<b>RESOLVE That</b> a grant of up to £10,000 be awarded towards the provision of additional care hours for families in the Woking area.
Reason 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
Conditions	<p><b>Accounts.</b> 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><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 all</p>

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	<p>literature and leaflets produced.</p> <p><b>Payments.</b> Unless exceptional circumstances exist all invoices must be received quarterly with details of the costs incurred and monitoring information for the previous quarter.</p> <p><b>Payment Period.</b> 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><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> – 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><b>Venue Hire.</b> 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"><li>• Basic details should be recorded to include speakers address, mobile phone number &amp; organisation details.</li><li>• Has the identity of the speaker been confirmed &amp; is their organisation bona fide? Are they known to you?</li><li>• Is the speaker from the area? Are they UK citizens or from overseas &amp; will they travel specifically for this event?</li><li>• Consider checks on the internet to confirm the status of speaker to include website, YouTube or social media sites.</li><li>• How many people are likely to attend (check previous or similar events either locally or online).</li></ul>
Performance Indicators	<p><b>Users.</b> The Organisation to provide a breakdown of the users in the past quarter.</p> <p><b>Activities.</b> The Organisation to provide details of activities and events held during the last quarter.</p> <p><b>Publicity.</b> The Organisation to advise how the Council's support has been publicised over the last quarter.</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>

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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 2019/20 does not imply that a similar application in 2020/21 would be supported. In particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2019/20 levels.</p> <p>In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2020/21 have been drawn up in the event that the Council is unable to continue its support beyond April 2020. 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>
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**The Executive has authority to determine the above recommendations.**

### Background Papers:

2019/20 Application Form.

### Reporting Person:

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### Date Published:

4 December 2018

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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>177, including the Chief Executive Officer (31.5 hours per week), the Care Operations Manager (35 hours per week), the Deputy Care Operations Manager (35 hours per week), the Finance Manager (35 hours per week), the HR Manager (35 hours per week), the Communications Fundraising and Projects Graduate (35 hours per week) and the Adults and Children’s Club Co-ordinator (35 hours per week). There are 145 Carer Support Workers (varied hours) and 12 Play Workers (7 hours per week).</p> <p>The Carer Support Workers are highly trained professionals who receive 35 hours of initial compulsory training. There is also 3 weeks of shadowing following their training programme. Moreover, there are 9 hours of additional training over the first year of service including topics such as End of Life and Epilepsy.</p>
1.3 Volunteers	<p>13. 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>
1.4 Clients/Users	<p>828, comprising:</p> <p>458 male</p> <p>368 female</p>

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	<p>828 disabled          61 ethnic minority          85 resident in Woking          8 aged 0-5          58 aged 5-10          85 aged 11-18          116 aged 19-65          560 aged 65+</p> <p>Crossroads Care Surrey are funded to deliver a limited number of respite hours, which are funded by 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>
1.5 Members	<p>178, comprising:          68 male          110 female          14 resident in Woking</p> <p>There is a £20 annual membership fee.</p>
1.6 Sum Requested	£10,000 (Revenue)
1.7 Project	<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 29 referrals from the Woking area and currently has 20 adults and 16 children on the waiting list.</p> <p>The core service is to provide Carers with a funded minimum three 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>In the 2017 Annual Carers Survey, Carers reported that Crossroads enabled them to:</p> <ul style="list-style-type: none"> <li>○ Look after my own health needs (dentist, opticians, doctor) - 60%</li> <li>○ Exercise or take part in sport 26%</li> <li>○ Continue to work - 6%</li> <li>○ Return to work - 3%</li> <li>○ Do voluntary work - 3%</li> <li>○ Spend time with my (other) children - 20%</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Spend quality time with my partner / spouse - 14%</li> <li>○ Go shopping 66%</li> <li>○ Go to the hairdressers 26%</li> <li>○ Visit friends or family 46%</li> </ul>
1.8 Cost breakdown:	<p>A grant of £10,000 from Woking Borough Council would enable the Charity to provide 512 hours of respite care to the unpaid Carers of Woking Borough. This equates to 170 sessions each consisting of a minimum 3 hour break.</p> <p>To recover the full cost of one hour of care costs the Charity would need £19.50 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: £9,100</p> <p>Premises, IT, office overheads, depreciation, sundry: £900</p>
1.9 Community Benefit	<p>This funding would enable Crossroads Care Surrey to support 4 Carers 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>

<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £574,405 in the bank. Elements of the balance are reserved for the payroll and for the Group’s reserves, which are maintained at a level of at least three months’ running costs.</p> <p>The Group has submitted a Woking Borough Grant specific budget for 2019/20 which shows an anticipated breakeven result, with an income of £10,000 against an anticipated expenditure of £10,000.</p> <p>Items of expenditure include salaries, travelling and training (£8,700), secretarial and administration (£400), office rent and Council Tax (£150), 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 (£150).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2017/18 which show an income of £2,780,000 (£2,827,000 in 2016/17) against expenditure of £2,861,000 (£2,854,000 in 2016/17), resulting in a deficit of £86,000 (a deficit of £10,000 in 2016/17). The sum of £1,138,000 was carried forward at the end of the 2017/18 year.</p>
2.3 Support over the	<p>2018/19 – £10,000 towards additional carers support in Woking</p> <p>2017/18 – £10,000 towards additional carers support in Woking</p>

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past five years	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
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<b>3.0 Assessment of Application</b>		
<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 Consultee Comments</b>	<p><u>Sylvie Marshall, Community Development Manager</u></p> <p>The organisation provides respite breaks to Carers in their own homes. This comprises individuals who look after, in an unpaid capacity, a family member, relative or friend, who are frail due to old age or who are living with a long term health condition or disability. The aim of the organisation is to provide 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. The provision of a highly trained, professional Carer Support Worker enables the individual to have peace of mind while they are out.</p> <p>Currently regular support is provided to 85 Woking residents. A grant of £10,000 will enable the organisation to provide 512 hours of respite care to unpaid carers within Woking Borough, equating to 170 sessions each of 3 hours duration.</p> <p>The community benefit of this service supports the Council's Health and Well Being priorities and I would therefore recommend that a grant for the full amount of £10,000 be awarded.</p>	
<b>3.3 Assessment</b>	<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>	

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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.

In the past year 29 referrals have been received from the Woking area and at the time of application there were 20 adults and 16 children 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 self-referrals.

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.

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 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.

The difference made to Carers lives through the work of the Charity is highlighted in the results of the 2017 Annual Carers Survey:

- 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
- 97% said that they would recommend Crossroads Care Surrey to any Carer

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 received from a number of local district and borough councils - Guildford, Elmbridge, Tandridge, Spelthorne and Woking

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plus funding from the Peter Harrison Charitable Trust and BBC Children In Need for the Saturday Club for disabled children.

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

REPORT ENDS