

DUDLEY CROSSROADS

**ANNUAL REPORT
2017 - 18**



**Dudley Crossroads Celebrates 35 years of
support to Carers**

SERVICE PROVISION

The hours of support we have provided to carers and elderly, isolated people has been funded by a variety of means. We are grateful that Dudley CCG has continued to support our work with carers by a full grant for this year and support for next year promised.

We received a short extension to our Service Level Agreement with Dudley MBC until the end of June 2017 but then all funding from them ceased. This had been the mainstay of our work and we have now had to ask people to 'top-up' the 'free' hours we have been able to provide to them by paying towards extras hours on a not for profit hourly rate. Many have taken up this option which means that we continue to operate albeit at a smaller capacity than in previous years.

Assessment of the service we have provided shows positive outcomes for the well-being of both carers and those they care for.

We have been able to continue, a regular weekly support service to 16 elderly, isolated people. The service has been funded this year by drawing on our charity reserves. We have also introduced a self-funded 'home support' service for the elderly, again on a not-for-profit basis.

Our 'Time to Talk' telephone befriending service which is run by volunteers continues to be very popular.

The social activities we previously organised for service users have had to be much curtailed but they did enjoy a Christmas Party, afternoon tea coffee mornings and lunchtime meetings.

This year our fundraising efforts have yielded £1,000 from the Dunbreck Trust and £3,700 from the Co-operative Society.

We also appreciate the numerous and generous donations which we regularly receive from grateful clients.

WHAT PEOPLE SAY

A SELECTION OF COMMENTS FROM OUR ANNUAL SURVEY

“Crossroads is the best!”

“I recommend Crossroads to everyone”.

“You make my life so much better”.

“Really friendly and helpful staff”.

“I don’t know what I would do without my worker”.

“I look forward to Crossroads visit...it makes my life so much better”.

“ Gives me peace of mind”.

“We know that Crossroads is always there for us”.

“A reliable and friendly service”

“I have found no other care agency to match Crossroads ”.

“I get time to myself for a few precious hours each week”

“I have received so much help and advice from my support worker.”

CHAIR'S REPORT

We began the year having lost the bulk of our funding with the ending of Local Authority support and with a number of our care staff having taken voluntary redundancy. Fortunately, the Health Service funding from the CCG has remained secure and we have found that an increasing number of our service users are willing to meet part of the cost themselves. On this basis the scale of our service has stabilized and even started to re-develop. We are still providing respite for the carers of seriously disabled people as well as supporting some isolated and elderly people, befriending and helping them to tackle some of their health issues. Our telephone 'Time to Talk' befriending service is maintained by voluntary effort.

We believe that with more support and collaboration with other agencies, we could develop this work further and perhaps make a significant contribution towards reducing the need for hospitalisation and even curbing the calls on the overstretched A & E services, as has been reported in other areas.

I must express my appreciation for the wonderful efforts of our managerial and administrative staff, particularly our manager Carol Law, who have kept everything going in difficult circumstances, while cutting their own hours of work to reduce costs. Alongside this our little Board of Trustees has stuck at the task steering us through these difficulties and I am very grateful to them.

Hugh Norris
Chairman

TREASURER'S REPORT

A treasurer has three duties in making a report: firstly to show that the finances are on track, balancing expenditure against income, secondly to thank staff for their responsible management of resources, which I am pleased to do and thirdly to display confidence for the future.

This latter I cannot, with certainty, fulfil. Despite our knowledge of the need for social care funding which was previously available and at times even generous, this is now uncertain.

Government, national or local, despite bold assertions, no longer displays much interest in local, not-for-profit or charitable agencies providing services to support elderly and disabled people remain in their own homes. Social care is being left largely to 'the market' with those unable to afford to purchase care going without.

Dudley Crossroads which was designed to match original NHS standards – the provision of care where care is needed, has held fast to its belief that social care in one's own home is desirable.

This charity can no longer look forward to such a civilised standard. We must increasingly sell care, albeit on a not-for-profit basis and at a reasonable rate, to those whose budgets allow.

Mike Carpenter
Hon Treasurer

1982 – 2017
Proud to celebrate this wonderful achievement!



On Thursday 21st 2017 September Dudley Crossroads celebrated 35 years of providing support to carers in the Borough. This important occasion was celebrated with an afternoon tea for service users, Trustees and staff. Our grateful thanks to Wallheath Evangelical Church for assisting us to host the event.

MANAGEMENT TEAM

Manager	Mrs Carol Law
Care Manager	Mrs Susan Skipton
Finance Officer	Mrs Julie Weeks
Service Support Officer	Mrs Lorraine White
Admin Officer	Mrs Susan Hobbs

BOARD OF TRUSTEES

Chair	Dr Hugh Norris
Vice Chair	Mr Harry Friesner
Hon. Treasurer	Mr Mike Carpenter
	Mr A Miller

**Our 2017 -2018 AGM will be held at 6 Watt House on
Friday 12th October at 10.30am**

**Copies of Audited Accounts will be available at the AGM or after that time on
application to the office.**

**DUDLEY CROSSROADS
6,WATT HOUSE
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KINGSWINFORD
WEST MIDLANDS
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Our Independent Examiner

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