

**DUDLEY**

**CROSSROADS**

**ANNUAL REPORT**  
**2018 - 19**

## **SERVICE PROVISION**

**The hours of support we have provided to carers and elderly, isolated people has been funded by a variety of means.**

**We received an extension to our Service Level Agreement with Dudley CCG until the end of April 2019 and a contract to continue the carer support service until 2021. This is now the mainstay of our work but many people '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. This means that we continue our work 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 elderly, isolated people which has been funded this year by drawing on our charity reserves and successful bids to various Trusts and Foundations.**

**We are most grateful to the many and varied charity funding streams who have looked favourably on our applications over the year. These include The Eveson Trust, West Bromwich Building Society, Asda Merry Hill. Tipton & Coseley Building Society, Waitrose, Lower Gornal Townswomen's Guild, Cadbury's and Edgar Lawley. Gig Caritas, who chose us as their charity for their performance of Handel's Messiah in Stourbridge, provided the amazing amount of £ towards our funds. This year these bids and fundraising efforts have yielded £10450(PLUS gig)**

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

**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 as we do not have the funds available to pay staff to escort the clients.**

## **WHAT PEOPLE SAY**

### **A SELECTION OF COMMENTS FROM OUR ANNUAL SURVEY**

**'Crossroads is always there for me'**

**'My support worker is so caring and reliable'**

**'I don't know what I would do without Crossroads help'**

**' Always reliable..not like a lot of agencies I have had in the past'**

**'I always get the same carer which is great'**

**'I love the regular phone calls from Crossroads volunteer'**

**'My worker has become my right hand'**

**'Always ready to help'**

**'I really look forward to Crossroad's visits'**

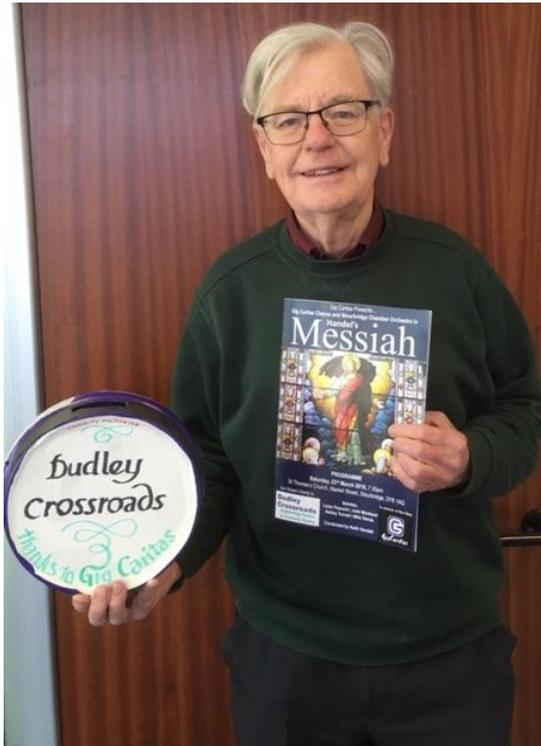
**'Without Crossroads I would be housebound and lonely'**



**A GENEROUS DONATION OF £1000 FROM  
TIPTON AND COSELEY BUILDING SOCIETY**



**ACCEPTING A CHEQUE FOR £1000  
FROM THE WEST BROMWICH BUILDING SOCIETY**



**OUR ACTING TREASURER MIKE CARPENTER COLLECTING ON OUR BEHALF AT THE GIG CARITAS CONCERT**



**MRS HOLT AND HER SON NEIL ENJOY THEIR CAKE WHICH WE DELIVERED TO EACH FAMILY CARER TO CELEBRATE CARER'S WEEK**

## **CHAIR'S REPORT**

**This past year had been very similar to the previous one. We continue to receive support from the Dudley CCG, but without Local Authority support. Most of our service users are able to meet part of the cost of the service themselves and we are able to subsidise it from our reserves. This means that our reserves are gradually diminishing . We continue to provide respite for the carers of seriously disabled people and to befriend some frail and elderly people and help them tackle their health issues. Our voluntary 'Time to Talk' telephone befriending service has continued, successfully.**

**We still believe that with more committed support and collaboration we could help to ease the pressure on the over-pressed statutory services.**

**Our Manager and the administrative staff have continued to manage the changed and reduced scale of service very well. The Board of Trustees has overseen the changes but will continue to have to closely monitor central costs to ensure our continued efficiency.**

**I must express my gratitude to our Manager, the staff and to our Trustees for seeing us through another testing year.**

**Hugh Norris  
Chairman**

## **TREASURER'S REPORT**

**While Dudley Crossroads' long provision of social care has been maintained, it is evident that Government grants to local authorities, like Dudley, will continue to prevent funding for social care going to people in need as it did in the years before 2016.**

**The long promised green paper on social care which could offer some hopes for the future still fails to appear, being delayed six times.**

**We are pleased that Dudley CCG still appreciate the value of our service and have continued to support us with funding for carer relief. To continue trading, however, we have had to diversify into providing self-funded elderly support.**

**Our care staff, now reduced, remain constant and deserve our thanks as do our management and office staff.**

**Mike Carpenter  
Hon Treasurer**

## **MANAGEMENT TEAM**

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

## **BOARD OF TRUSTEES**

<b>Chair</b>	<b>Dr Hugh Norris</b>
<b>Vice Chair</b>	<b>Mr Harry Friesner</b>
<b>Hon. Treasurer</b>	<b>Mr Mike Carpenter</b>
	<b>Mr A Miller</b>
	<b>Mrs J Head</b>
	<b>Mrs K Shaw</b>

**Our 2018 -2019 AGM will be held at 6 Watt House on 27<sup>th</sup> September  
2019 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  
THE PENNETT ESTATE  
KINGSWINFORD  
WEST MIDLANDS  
DY6 7YD**

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**Our Independent Examiner**

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