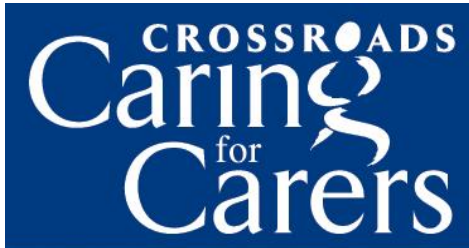


CHESTER CROSSROADS

CARING FOR CARERS



ANNUAL REPORT

2006/2007

Chester Crossroads Limited

Richmond Place

125 Boughton

Chester

CH3 5BH

MISSION STATEMENT

CROSSROADS 'Caring for Carers' promotes, offers, supports and delivers high quality services for Carers and people with care needs.

INFORMATION ABOUT CHESTER CROSSROADS

- Chester Crossroads provides practical help where it is most needed – in the home by way of our respite service
- Chester Crossroads runs three social and leisure groups per week:
 - Friday Club provides a break for carers of adults with learning difficulties
 - Connections group support for adults with physical disabilities
 - All Stars provides a break for carers of adults with learning difficulties
- Chester Crossroads supports a number of activity groups for young people, plus social skills groups for children, young people and adults with Aspergers Syndrome
- Chester Crossroads runs a CAMEO Club to support those affected by dementia, both clients and carers. Clients and carers are invited to meet each other for a chat/activities
- Chester Crossroads provides a Bathing Service to enable the person needing help to use their own existing bathroom facilities
- Chester Crossroads provides a Carer Support Service for carers who are caring for a terminally ill person at home.
- Chester Crossroads provides a respite service for carers. This service was made possible by a legacy kindly bequeathed by a local lady.
- Chester Crossroads provides extra breaks for carers of children with special needs. This service is funded by a grant from the Sobell Foundation
- Chester Crossroads provides support to carers of adults with learning difficulties who are in respite care. This service is funded and referred through Mencap.
- All families receiving our service receive an assessment visit to determine their needs – the care plan is agreed with all those involved.
- All Chester Crossroads Carer Support Workers are highly trained and senior staff provide a 24 hour 'on call' service to support care staff.
- Chester Crossroads works closely with the statutory authorities and a wide range of local organisations to develop and evolve services to carers.
- Chester Crossroads liaises with other Crossroads schemes to develop services for carers and is affiliated to the National Association of Crossroads Care Attendant Schemes.

CHESTER CROSSROADS LIMITED

ADMINISTRATIVE INFORMATION

Name of Charity: Chester Crossroads Limited

Charity Number: 1057379

Company Number: 3200810

Office Address: Richmond Place, 125 Boughton,
Chester CH3 5BH

Telephone: 01244 346699

e-mail Address: chester@crossroads.org.uk

Website: www.chestercrossroads.org

Area of Operation: Chester City and Rural Areas

Organisation: Chester Crossroads is an independent charity.
A company limited by guarantee.
Affiliated to the National Association of
Crossroads Care Attendant Schemes.

Auditor: Tollit and Stockton
24 Nicholas Street
Chester CH1 2AU

Solicitor: Walker Smith Way
26 Nicholas Street
Chester CH1 2NX

Bank: Barclays Bank plc
St Werbergh Street
Chester CH1 2DY

Insurance: Watson Laurie Sinclair Ltd
234 St Georges Road
Bolton BL1 2PH

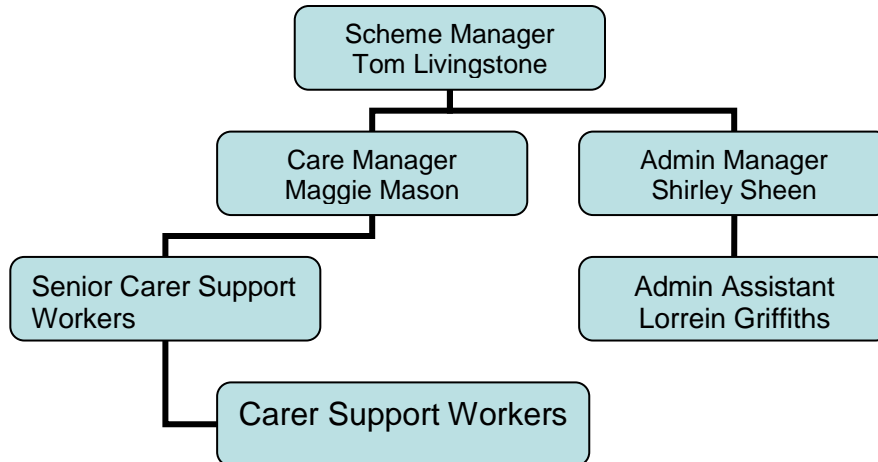
Chester Crossroads Management Structure

Board of Trustees

Chairman
Craig Cawthorn

Vice Chairman
Vacant

Treasurer
David Atkinson
Company Secretary
Louise Eccleston



Whistle Blowing Contact
David Atkinson

Governance Areas
Finance - David Atkinson
Governance – Louise Eccleston
Services – Marion Redfern
People – Irene Williamson
Quality – Maire Gibson

CHAIRMAN'S MESSAGE

Once again I take pleasure in endorsing the annual report for Chester Crossroads, Caring for Carers. This year marks the twentieth anniversary of Crossroads in this area and the report shows the extent to which the aspirations of the scheme have been met and describes the developments that have taken place in response to the needs of Carers, their families and friends.

Protecting the capacity of Chester Crossroads to support Carers into the future has been a main priority for us over the last year. The factors effecting our main partners notably the reorganisation of the Primary Care Trust, financial constraints and the uncertainty about the future of local authorities in Cheshire have inevitably had an impact on the help Crossroads is able to offer.

We continue to work closely with the other Crossroads schemes both nationally and locally to co-ordinate our activities. We are currently exploring the opportunities that closer working or merger would extend and improve services in Cheshire and in Wirral.

It has been possible through the offices of Christine Russell M.P. for Chester to meet with Ed Milliband in his capacity as Minister with responsibility for the 'Third Sector' and Ivan Lewis Secretary of State for Social Services and Mental Health about the Carers Grant and to represent Carers concerns.

During the year Chester Crossroads has been subject to internal review and external scrutiny. The outcome of the application for the Investors in People award and the unannounced CSSI inspection both resulted in very positive reports. Individual members of the Board of Trustees used the Crossroads Association risk assessment tool to examine risk factors in the areas of governance, finance, services, people, and quality which confirmed good practice and identified remedial action where necessary.

Thanks are also due to the Board of Trustees for their commitment and support over the last year. It is reassuring to know that the Board includes membership with a wide range of interests and skills in the fields of, finance, health, marketing, fundraising, human relations, social services and experience of caring tasks.

On behalf of the Trustees I would like to express gratitude to the Scheme Manager, Tom Livingstone and all the staff for yet another year of sterling work in support of Carers in Chester.

The Board is well aware of the challenges faced by voluntary organisations into the future as changes in the social care market and the shift to greater individual responsibility for personal care takes place. There is no doubt that Chester Crossroads is in a good state to continue to offer a flexible range of support services to Carers.

Craig Cawthorn

Scheme Manager's Report

The main priorities for 2006/7 remained around securing funding for certain services and staff training including funding for NVQ's, maintaining quality standards and working towards Investors in People Award, achieving affiliation to MENCAP and developing partnerships with other social care organisations and closer working relationships with the other Cheshire schemes including ongoing discussions about possible mergers, following statements made by the National Association around Foundations for the Future and viability of smaller schemes such as ours.

There remains some uncertainty around the future of some funding sources, the Government has yet to announce the future of the Carers Grant which was introduced several years ago and amounts to some £2,000,000 in Cheshire. Should this grant end or be substantially reduced there will be significant implications for Chester Crossroads since we have a number of services funded through this route. Some other sources of funding are also coming to an end and work is underway to develop a longer term funding strategy to ensure some consistency in the services we currently provide.

The County Council decided to review our core grant in 2006 which has been in place since 1987 and this led to some protracted negotiations. The result was that the grant was maintained until March 2010 but with additional conditions and increased control over which recipients would receive services from this grant.

A major exercise took place throughout the year to undertake a full risk assessment of all our activities. A risk register was completed and looked in detail at the areas of Finance, Governance, People, Quality and Services. Measures are being put in place to mitigate against those risks identified and to ensure that high and medium risks are reduced.

An unannounced inspection by the Commission for Social Care Inspection (CSCI) took place over two days during February 2007. The Inspector interviewed staff and inspected records, systems and processes. She also spent time visiting a number of carers and people with care needs. A pre inspection questionnaire had been completed some months before the inspection took place and questionnaires had been sent to a number of people using our services and health and social care professionals. The Inspector concluded that within CSCI's judgement our service provides an excellent outcome for the people who use it. A full copy of the report can be seen at www.csci.org.uk

Palliative care services are being reviewed by the Primary Care Trust in 2007 and since our lottery funding has come to an end we are reliant on a continuing negotiation and partnership with the PCT to ensure that carers of people with a terminal illness receive the support and respite that they deserve.

A particularly exciting and innovative development in 2004/5 was the introduction of a social skills group for children under 13 with Aspergers Syndrome. Parent/carers benefit from a break during the hours their children spend at the group and the children themselves increase their social and communication skills and practice them in a safe

and therapeutic environment. Throughout 2005/6 we were able to fund a further group for children over 13 years of age. Originally this was a parent/carer led initiative due to

the dearth of services available for their children and demonstrates our willingness to seek out gaps in services and work with partners to develop appropriate ways of meeting those needs. This innovative partnership with the National Autistic Society has gone from strength to strength and we have now added two adult groups over the last couple of years. This has enabled some young people to progress through the groups as their needs dictate. There is also the opportunity for one to one support outside the groups for those who need to put into practice the issues they face in the group through discussion and role play. The next stage will be to create a social and leisure group to enable those adults who wish to the opportunity to socialise in ordinary community surroundings.

The work we are doing with young people and adults with Asperger Syndrome has become well recognised in the region and we are regularly invited to speak at events to encourage development of this approach in other areas. At a recent conference one of our members from the adult group in Chester spoke about her experience of having the condition and described the support and help she had received from the group. We were told by the conference organiser that our talk had been the most inspiring of the day, and she hoped that other areas would duplicate our efforts.

Our services for people with a learning disability continue to develop and are achieving recognition for their quality and value. Throughout 2006 we developed a new service for adults who are at home from college with little or no stimulation throughout the summer. The project was funded by Awards for All and was so successful and popular that we are planning to repeat the programme throughout 2007/8. MENCAP have congratulated us on the quality of the work we do in this area and are considering a Cheshire wide event to showcase our work as good examples to follow.

We constantly review our systems and IT equipment and recently upgraded our server and networking arrangements. The website continues to be improved and can be found at www.chestercrossroads.org In addition we have a micro site on the National Association site with links to our own site.

Tom Livingstone
Scheme Manager

Throughout the past year, Chester Crossroads has continued to provide flexible support to our carers and those with care needs. Referral figures show an increase of 80.7% with the larger proportion of referrals coming from Social Services and or self, 157 and 148 respectively. The health authority and district nurses teams account for a further 69 referrals, with an additional four referrals received direct from doctors. The remaining referrals came from a variety of sources such as other voluntary organisations.

The staff team continued to be committed and responsive to supporting new and existing clients and have welcomed the introduction and the expansion of group support we have achieved throughout the year. This expansion led to a 54% increase in the number of carers supported through group services over the previous year.

Two of these group services, open to people with learning difficulties-are dealt with in separate reports by the seniors involved.

Through Connections club at Caldby Valley we also provided support for those with physical needs. In addition, Chester Crossroads have taken over the running of a Sports Club, for young adults with people with learning difficulties, held at Queens Park High School on Saturday afternoons and Wednesday evenings. Previously staffed by volunteers Chester Crossroads staff now work alongside and support the existing team.

As a further result of our work at Queens Park High School we developed a comprehensive procedural and induction guide for supporting volunteers which has been such a success that Mencap have requested we share our expertise by allowing them to use the guide as a model.

The success of all of these clubs is reflected in the figures with a high proportion of young adults between ages of 19-39yrs receiving a service.

Whilst our financial partnership with the Alzheimer's Society has ended we still work closely with them and maintain a service to all of the existing clients and continue to accept new referrals from the organisation. Some of these clients are now attending the drop in support group, for dementia sufferers established at the Quaker Meeting House on Thursday afternoons. The group is open to both clients, and carers enabling them to socialise and exchange support on an informal basis.

Despite the expansion in group services our other clients are not forgotten, with Chester Crossroads providing care to a higher proportion of older people than neighbouring schemes. Palliative care continues to be a priority, as does dementias other than Alzheimer's. Many elderly frail clients too receive our services. In the arena of children's services Chester Crossroads continues to build on it's expertise with children on the autistic scale -35 in the 2006-7 period.

Overall there has been a 6.3% increase in the number of total hours provided, and with a total number of cared for people at 355, a 30.5% increase in client numbers since 2005/6.

Maggie Mason
Care Manager

CHESTER CROSSROADS LIMITED

TREASURER'S REPORT 2006/7

I am pleased to report herewith on the accounts for the year ended 31st March 2007.

Our total incoming resources for the year amounted to £279,204 (2006 £259,173). Of this £262,457 represented grants and donations, £7534 bank interest and £9213 other income.

The income was supplemented by £30,000 received in respect of Palliative Joint Funding compared with nil last year when we were required to take up the underspend from 2004/5.

Total expenses for the year amounted to £294,696 (2006 £271,246).The increase for the year arises principally as a result of a slight increase in staff numbers following the necessary revision of the management structure to cope with the increasing demands of developing the service.Other administrative costs have generally been contained within inflationary levels.

The net result therefore shows an excess of expenditure over income of £15,492 compared with £12,073 last year.This continues to be well within our target for developing the service.

Our overall financial position remains in good order with cash resources of £191,048 at 31st March 2007.

If any registered member requires a full copy of the financial accounts, a copy may be obtained from the office.

Risk reviews continue to be carried out at regular intervals as previously and our contingency reserve of £75,000 is adequately covered by the above resources.

As mentioned in the Chairman's message, the doubts surrounding the future of local authorities in Cheshire means that our longer term financial viability remains uncertain, but the Trustees and Management are continually exploring alternative sources of finance and our present financial stability means we are adequately situated to ride out any short term set backs.

Finally my thanks go to Shirley Sheen for the efficient way she continues to manage our day to day financial affairs and also to our auditors Messrs Mitchell Charlesworth for their help and advice.

David Atkinson
Treasurer

All Stars Club

The All Stars Club has continued to go from strength to strength over the last year. We frequently receive positive feedback from both carers and the service users with regards to the way the club is run and the activities that we put on. The club's popularity is now well known and we have a waiting list for new service users to join once we have the staff to expand. Our activities continue to run on a 6 week basis, with the new plan being discussed over a meal out at the end of each 6 weeks. We try to vary the activities although there are a number that appear regularly on our list due to the fact that the clients find them the most enjoyable. We have enjoyed trips to the cinema, swimming, crown green bowling, pub nights out with pool and darts and walks around the walls and down the river.

We were fortunate to be involved with the Deva Arts Festival in July 2006. All of the members of the All Stars Club produced paintings on canvases depicting how they felt about the club or showing a specific activity, and they were displayed at the Christian Centre on Queens Street. The exhibition was extremely well received and the members thoroughly enjoyed their involvement in the festival. We have also been joining up with the Friday Club on a regular basis this year for activities such as ten pin bowling and a carol concert for Christmas. We have found this extremely beneficial for both groups and that the members have been enjoying the opportunity to make more friends, and to gain confidence in meeting new people.

For the next year, we are looking forward to developing our relationship with the Friday Club and also hope to find a new venue to base the club at. We have been very happy at the Northgate Arena, however we would like to find a venue which we can share with the Friday Club and that can provide us with a few more facilities, as we have no storage or kitchen area currently. There are a number of places that we are looking into presently, and we hope to be able to move the club in the near future.

We have had a number of staff changes over the last year, and sadly had to say goodbye to Barry as he has moved out of the area. I would like to take this opportunity to thank our regular staff member, Ruth, and our volunteer, Sammy Haynes, as well as those staff member who have stepped in to cover and ensure that the club has continued to run smoothly. We hope to have a regular group of staff for the All Stars Club as soon as possible. We have also appreciated the help that we have had from the Friday Club whilst we have been working together, and would like to thank them all for this.

We are looking forward to the next year, and hope that with our change of location and a new regular staff team that the All Stars Club will continue to grow in popularity and strength.

Louisa Boyd
Club Co-ordinator



FRIDAY CLUB

The Friday Club has had yet another successful year during which clients have participated in lots of varied activities, all chosen by clients. We have been out for meals, had craft evenings, girls makeovers, disco and buffet, quiz and chip supper, picnic and games in the park, joint bowling competition with the All Stars, a joint carol service and raffle which was a great success and raised ninety pounds for each club. We were also fortunate that Ruth from the All Stars staff was able to obtain free tickets for both groups and staff to attend the last variety show at the Gateway Theatre.

We are all very excited at the prospect of a new venue for the club this coming year. Following refurbishment last year at our present site we sadly encountered storage and access difficulties. Thanks to all the dedicated staff who stored craft items, games, and refreshment supplies in their own homes, the service did not suffer. However, these difficulties led to exploration of alternative venues some of which we are visiting this month. They all look very promising. The ideal venue would enable us to store all of our present equipment and allow us to go ahead with purchasing new where necessary. Additionally, I have been able to secure a microwave and a television for club use which will be delivered as soon as the new venue is confirmed.

The club is very popular; we currently have 17 members and a waiting list. As noted earlier there have been lots of joint events in the past year and we are all keen to see those links develop further. Many of the clients have also developed friendships outside of and across the groups which demonstrates the added value of these clubs.

Goals for this year are to continue to develop that close association with All Stars and take on more clients. I would once again like to thank the staff Shelagh, Alison, Sara and of course our fabulous volunteer Kevin for all their hard work and their dedication to the clients. Without them the club could not run, they are an excellent team.

Also thanks to the All Stars for all the joint projects that we have completed together.

Trish Owen
Club Co-ordinator



Future plans for the next period.

The table below identifies the key objectives for the financial year 2007/8 and the proposed outcomes

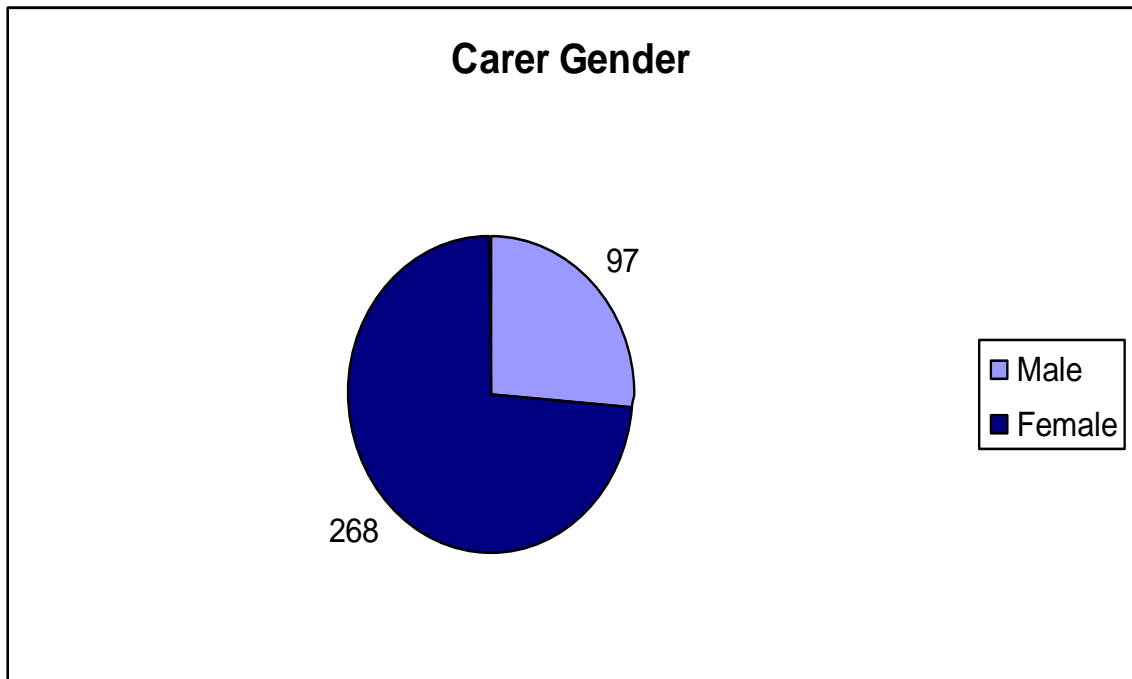
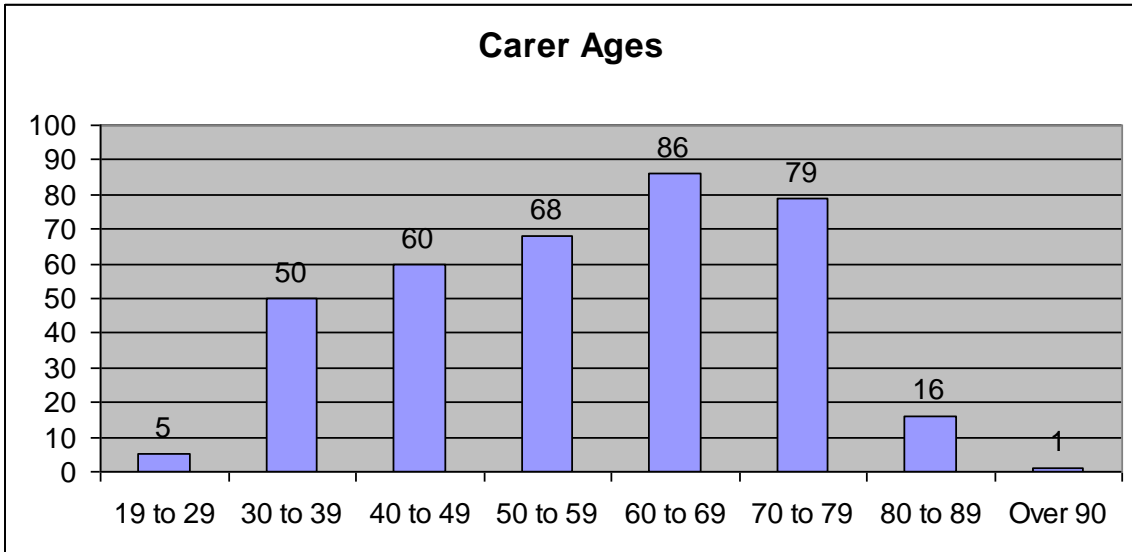
Key objectives for 2007/8	Proposed outcome
Through increased referral rates get service levels closer to budgeted expenditure	Increase number of care hours delivered
Negotiate existing funding agreements for palliative care with new PCT and explore potential to retain service as part of a strategic approach with the PCT	Ensure continuation of Palliative Care Service Funding
Engage with PCT and Hospice to be a partner in the proposed end of life care project and hospice at home	As above
Transfer Chester Sports Association for the Disabled to Chester Crossroads	Ensure ongoing viability of this service
Continue college break service for adults with learning disability	Retain this valued service
Start a social and leisure group for adults with Aspergers Syndrome	New group in place
Investigate provision of social group for people with mental health problems	New service in place/planned
Consider provision of night breaks	Offer service when possible
Investigate provision of After School Club	Obtain funding to enable new service to be established/planned
Provide NVQ Level 2 training for new staff	Government targets exceeded
Ongoing review of organizational risk assessments on all 5 governance areas	Review Risk Register
Prepare for CROQUET Level 3 assessment	Seek level 3 assessment
Develop fundraising strategy	Maintain diverse income streams
Continue involvement in training partnerships	Maximise income for training costs

Achievements

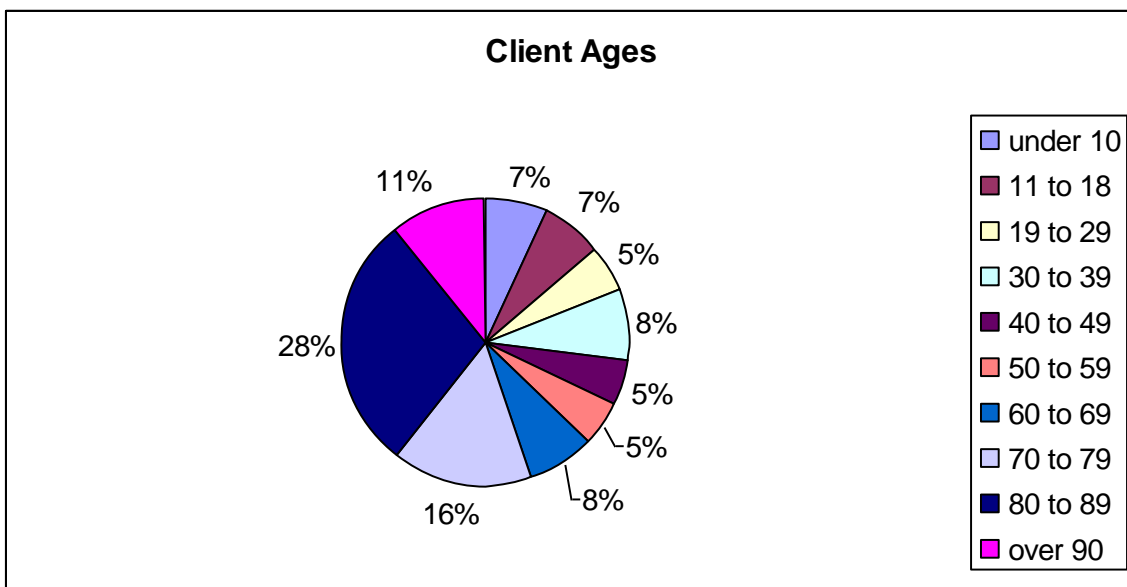
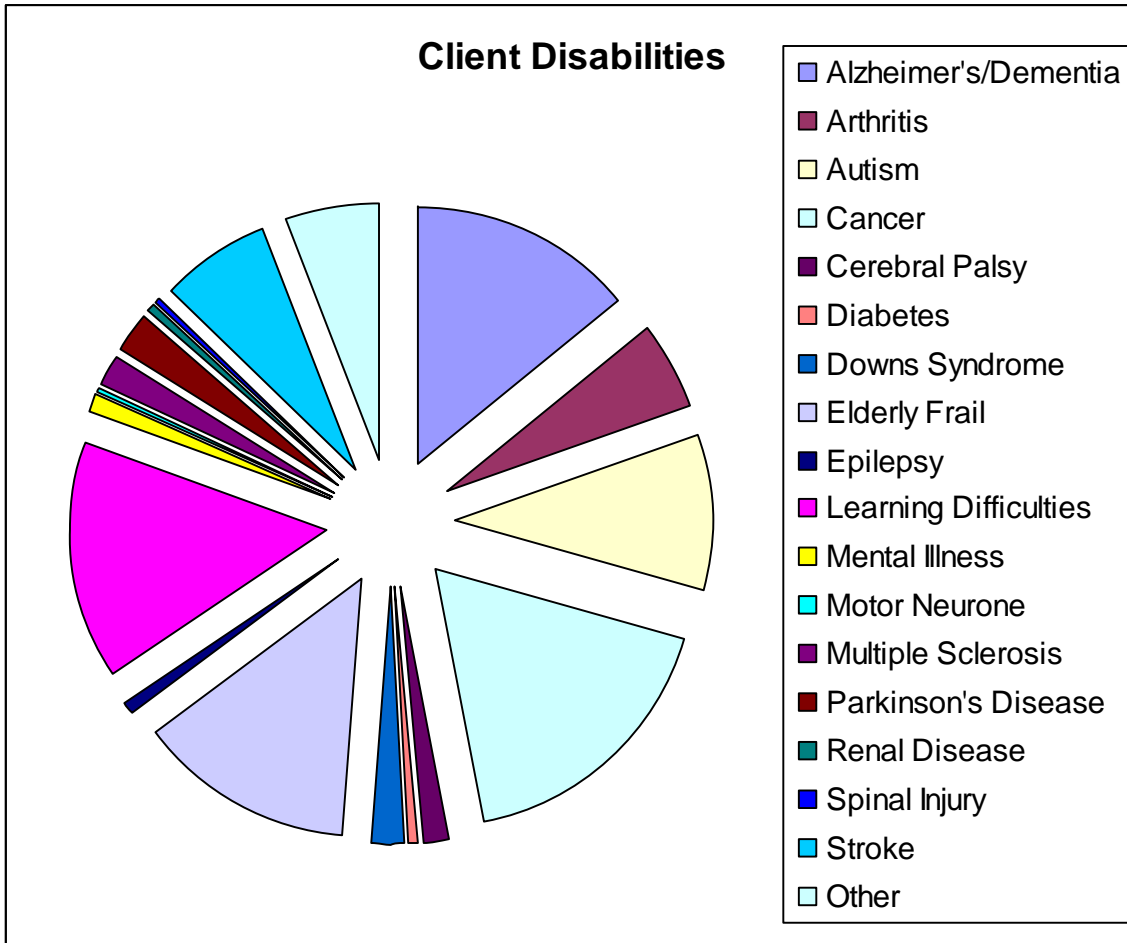
The following table identifies the key objectives for 2006/7, the proposed outcomes and the actual outcome.

Key objectives for 2006/7	Proposed outcome	Outcome
Through increased referral rates get service levels closer to budgeted expenditure	Increase number of care hours delivered	Partially achieved
Negotiate existing funding agreements with new PCT	Ensure continuation of Bathing Service, Palliative Care Service and Core Funding	Achieved
Complete negotiations with Community Services Department (SSD) on Core Funding costs	Ensure retention of Core Funding Grant	Achieved
Prepare for Investors in People assessment	Achieve IIP	Achieved
Investigate need for a new service for people with Alzheimers or dementia	New service in place	Achieved
Extend services to people with learning disability	New service in place	Achieved
Investigate provision of social group for people with mental health problems	Offer service when possible	Ongoing
Consider provision of night breaks	Offer service when possible	Ongoing
Investigate provision of After School Club	Obtain funding to enable new service to be established	Ongoing
Provide NVQ Level 2 training for 10 staff	Achieve Government targets	Exceeded
Continue organizational risk assessments on all 5 governance areas	Complete Crossroads Risk Register	Achieved
Prepare for CROQUET Level 3 assessment	Seek level 3 assessment	Ongoing
Seek affiliation to MENCAP	Achieve affiliation	Achieved
Continue involvement in training partnerships	Maximise income for training costs	Achieved

CARER STATISTICS



CLIENT STATISTICS



DONATIONS 1 April 2006 - 31 March 2007

Grants and Funding

Chester Crossroads is grateful for the support it has received from statutory authorities and other organisations:

Cheshire County Council	Cheshire West PCT	Connexions
-------------------------	-------------------	------------

Donations from organisations

Garden Lane Methodist Church	The Pennycress Trust	39 Club
Hoole United Reformed Church	Marjorie Boddy Trust	Philip Barker Trust

Donations in memory of

Mr Jones	Mr Done	Mr Shore	Mrs Castell	Mr Spencer
----------	---------	----------	-------------	------------

Donations and fundraising events

Christmas Raffle	Great Weather Lottery	Christmas Cards
Cake Sale carers	Business Club Walk	Donations from

Thanks are extended to everyone who raised money through fundraising events and also those who donated money to us on a private basis.

Donations to Chester Crossroads reached a total of	£5867.37
--	-----------------

<i>Fundraising reached a total of</i>	£4354.06
--	-----------------