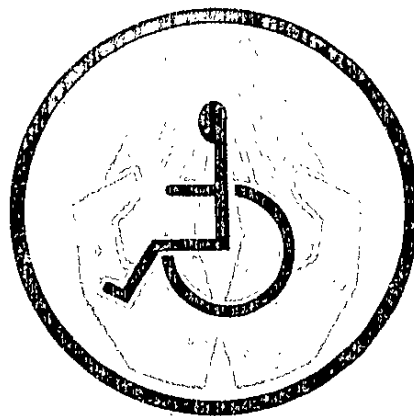




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Association of Crossroads Care Attendant Schemes Ltd.

94 Coton Road, RUGBY, Warwickshire, CV21 4LN Tel (0788) 73653

Charity Registration No. 282102 Company Limited by Guarantee - Registered in England No. 1544708

ANNUAL REPORT & YEAR BOOK 1984-85





© Bracknell News

This happy picture is from the Bracknell Crossroads scheme and shows three care attendants and the co-ordinator with their first client.

CHAIRMAN'S REPORT

Norman Banner



Our Tenth Anniversary Year was one of consolidation and growth. The growth in the number of schemes has continued and Development Officers are increasingly involved in negotiating grant aid for the continuation of existing schemes. We now have 80 schemes and 44 steering committees and it is heartening to note that no schemes have been refused continued funding - a sure sign of the proven need for Crossroads particularly considering local authority financial cutbacks. I must again in this brief report pay tribute to the work carried out both by Development Officers and Pat Osborne in increasing the number of schemes and the credibility locally and nationally of the organisation.

We have increased our commitment to fund raising by the appointment of John Amos as full time Appeals Officer and the separation of the finance officer duties. I am delighted John has settled in quickly to Crossroads work - the job of raising money from trusts and industry is increasingly difficult and although the DHSS is committed to 3 years funding there is a growing shortfall between grant aid and total expenditure. The bi-partisan political support that we consistently receive is not matched in financial terms.

I am delighted that our links with Holland are being formalised by the signing of a Declaration of our Common Aims. Pat and I visited Amsterdam during the year and met with the newly formed Dutch national committee who are dedicated to the Crossroads philosophy.

The work undertaken by Tricia Holmes on the Training Project culminated in the preparation of the Care Attendants Induction packs and the Co-ordinators Residential Courses. I feel sure that the schemes represented at the last AGM are delighted that following the lively discussion at that meeting, their suggestions were incorporated and resulted in such a successful second year of the project. Our thanks are due both to Tricia and Maryl Chambers.

We have had some sadnesses this year. The Association Chairman, Len Mathews retired at the AGM. He had been involved from the inception of Crossroads, firstly as a Trustee and then Chairman of both the Executive and the Association. He maintains the strongest enthusiasm for our work, but we will miss his presence. More recently, Wyn Howarth, a member of the Executive Committee sadly died. Wyn's involvement with the Spinal Injuries Association is well known and we had come to know her as a friend and colleague at our meetings.

In closing I would like to thank the other members of the Association Staff - Mary McNally, June Dove, Julia Scott and Philip Mortimer; and the officers and members of the Executive for their continued support.

DIRECTOR'S REPORT

Pat Osborne

One advantage of being the person who is responsible for putting together the Annual Report is that if one is very clever and waits until every other report is written, most of "the story" has been told. I'm not sure that the nightmare of actually chasing up the reports, photographs, audited accounts and the printing is an advantage that outweighs the disadvantages. Nevertheless, when you have read the reports I am sure that you will find them all very positive, very encouraging and very heartening.

The group about whom little has been reported? The families. Those of us who are "oldy" Crossroads-types tend to use the phrase "families" rather than "carers" because the original concept of Crossroads was to concentrate on ways of looking at why it was that severely physically handicapped people had to be in hospital or residential care unnecessarily. The answer was either that they had no-one to care for them, or those who did care needed care themselves. And so, gradually over the years, and especially more recently, the focus shifted towards "the carer".

All Crossroads schemes are autonomous and can make their own decisions as to which client group they wish to help; they can also help people living alone but most people with severe disabilities have carers. Helping the carer with the practical tasks means that the person being cared for knows that we are helping to take away some of the stress and strain, and the pure physical and mental effort is lessened.

Because of that the statutory authorities with whom we work closely also know that a certain amount of pressure is taken off them. Together families, care attendants, co-ordinators, management committees and statutory authorities make up a very effective team which is unique in the concentrated speciality of giving families help at the times the families require the help.

I recently read an article written by an M.P. entitled "Let's help the unseen, unpaid army of carers", and I wrote to the gentleman suggesting that any army has to be properly managed from the top (and in this case by "the top" I meant central government policies); an army has to have well thought out, tried and tested strategies; it needs to have money spent on it so that it has up to date, modern equipment. In the case of the "unseen, unpaid army of carers" the carers in the ranks have very few people on their side and must feel that they are fighting their battle on their own. When Crossroads comes along, they realise that they are not on their own and that at last their problems are understood and shared. Peace of mind. What a relief.

That is all very well for the families that we are able to help. When people visit our office and see the map on the wall depicting the schemes and the regions, the usual comment is, "gosh, haven't you grown". I always point out that the little pins (which are the steering committees) and the gaps where there are no pins at all, are far more significant than where the schemes actually are, because at least where the schemes are means that families are receiving care. Where there are steering committees or gaps means an awful lot of heart break, an awful lot of frustration and - an awful lot of work that still needs to be done.

More and more we find that there is an increased awareness of our work and I almost hesitate to write that yet again, because it is the same every year. Last year, however, the DHSS took an initiative entitled "Supporting the Informal Carer" and there were numerous Seminars all over the country.

All of our Development Officers took part, either as speakers or they arranged workshops. This meant that the awareness created by the DHSS in the subject of supporting carers was channelled on a national level, and meant yet another upsurge of interest in our work, in rather much the same way as in 1981 during International Year of Disabled People.

Apart from the new schemes and steering committees we are finding that the existing schemes are beginning new phases, either when they are coming to the end of their period of funding and need to be involved in feasibility studies and renewed applications for finance, or they are being approached with regard to extending the care to other client groups, such as people with a mental handicap or the elderly frail. It is difficult for some schemes to resist the pressure being put upon them to help all client groups. Apart from the lack of finance to be able to do this, it is very difficult to keep the original concept of the personalised service that was the hallmark of the original idea. We are working our way through these problems and are greatly encouraged by the amount of support that we receive from statutory authorities.

And so we continue to try to uphold our original objectives and to try to keep the balance between old ideas and new ideas. Our main task in the following year is to look very seriously at whether it is now the right time for us to embark upon a full scale public relations exercise in order to create the right ingredients for extra funding. This is not an easy decision because public awareness creates more letters from more families requesting help. What do we do in that situation? Do we say, "so sorry, but we can hardly keep up with what we are doing at the moment?" or do we say, "yes, of course we will come to see you to help you set up a new scheme?" I'm sure you know the answer that we give.

Finally, I would like to express my thanks to all who have contributed to this Annual Report and Year Book for 1984/5. I would like to record my thanks to them all for their continued loyalty and commitment. Also shown this year are the Executive Committee who continue to help me keep things in perspective (and mop up the tears). And to the most fantastic staff here at the central office that anybody could wish to work with - my heartfelt thanks for putting up with me for yet another year.



From left to right:

June Dove, Julia Scott, Mary McNally, Tricia Holmes, Pat Osborne, John Amos.



Graham New
Company Secretary



Dr. Hudson-Evans
Chairman of the Association



Philip Bloy
Insurance Consultant



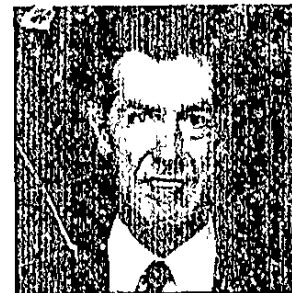
Dr. Adams
Vice Chairman
Southend Scheme



Sally Bush
Vice Chairman,
Daventry Scheme



John Dart
Welfare Administrator,
Multiple Sclerosis Society



Owen Harrison
Chairman,
Braintree Scheme



Aileen Herdman
Chairman,
South Belfast Scheme



Roma Naden
Chairman,
Cheltenham Scheme



John Shea
Chairman,
Dewsbury Scheme



Marilyn Wilkinson
Committee member,
Wirral Scheme

(Other Committee Members: Norman Banner, Chairman — photograph appears on page 2
Peter Lawton, Honorary Treasurer — photograph appears on page 6)

22.5.85

FINANCE REPORT

Peter Lawton,
Honorary Treasurer.



The report made to the Annual General Meeting last year spoke of consolidated expansion and I am pleased to report that we have managed to retain that position, in spite of the continual difficulty we have in raising sufficient funds for central and regional administration.

You will notice that we no longer have a special account which was originally kept for specifically allocated monies for projects other than administration. Last September, the account was closed and the balance paid in to the ordinary account as the Executive Committee considered it no longer necessary to keep special grants separate. As a result of this the comparative figures have been consolidated.

In March of this year, headquarters took delivery of a Wang Computer/Word Processor. This was made possible by a special £6,000 'one-off' grant from the Department of Health and Social Security towards capital equipment and we are most grateful to the DHSS for this grant which will assist us greatly in our fund raising efforts. In preparation for using this machine, two members of the staff have been attending training courses for the past year.

Our projected budget for the year 1985/6 is £200,000 which includes the cost of administering headquarters and five regional offices and our offices in Northern Ireland and Wales. The known income for the year amounts to £95,050 which includes a DHSS grant, grants from DHSS Northern Ireland, and the Welsh Office and known Trust income. There is an estimated shortfall on the Northern Ireland and Welsh administration of £8,000 and we have to find at least £116,000 for the year 1985/6 in order to break even on running costs. This position is a serious one but you will see from the report on Page 20 that we are making a concerted effort to improve matters.

May we express our thanks to the voluntary organisations, charitable trusts and individuals who have supported the Association during the past year and who have promised their support for the coming year. Their donations for 1984/5 amounted to £57,336 which shows how much they believe in Crossroads. Of course, many schemes also receive donations at a local level and these, together with details of statutory grants, are recorded in our National Statistics published each July.

We wish to thank Martyn Priest, our Auditor, and one of his staff, Jean Milligan, for their considerable help and we are very grateful to Mary McNally for volunteering to now work full time in order to concentrate on the accounts and statistics. Finally, I would like to add my personal thanks to the headquarters staff for the help they have given me in the past year.

ASSOCIATION OF CROSSROADS CARE ATTENDANT SCHEMES LIMITED

INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 1985

	<u>1984/85</u>	<u>1983/84</u>
	£	£
<u>INCOME</u>		
Grants - DHSS England	60000	76000
DHSS England - Allocated to Schemes - Target '81	-	15000
DHSS Northern Ireland	14700	5833
Welsh Office	5830	5300
E.E.C. re Northern Ireland	16434	-
Donations	57336	31109
London Marathon (1983)	-	2388
Television Appeal	-	37301
Promotional Income	3775	2434
Interest Received	3189	4092
Affiliation Fees	6078	4090
Sundry Receipts	629	508
VAT recovered	265	-
	<u>168236</u>	<u>184055</u>
Deficit for the Year	<u>18924</u>	<u>-</u>
	<u>187160</u>	<u>184055</u>
	<u>=====</u>	<u>=====</u>
<u>EXPENDITURE</u>		
Salaries and Pensions	112390	69882
Travel and Subsistence	16548	12041
Staff Costs	128938	81923
Rent and Rates	4648	3559
Insurance	3885	1848
Heat and Light	692	799
Cleaning	246	169
Repairs and Renewals	241	80
Stationery, Printing and Advertising	3831	6173
Telephone	6558	4972
Postages	2427	1732
Subscriptions and Donations	-	51
Target '81 -	-	15000
DHSS Grant Allocated to Schemes	-	-
E.E.C. - Grant for Northern Ireland	16434	-
Promotional Expenditure	12264	9172
Training and Development	790	11828
Association and Executive Committee Expenses	2038	1564
Professional Charges (Accountancy and Audit)	1332	605
Legal Charges etc.	-	577
Miscellaneous Expenses	436	133
Value Added Tax	-	1003
Depreciation	2400	1858
	<u>187160</u>	<u>143046</u>
Surplus for the Year	<u>-</u>	<u>41009</u>
	<u>187160</u>	<u>184055</u>
	<u>=====</u>	<u>=====</u>

ASSOCIATION OF CROSSROADS CARE ATTENDANT SCHEMES LIMITED

REGIONAL EXPENDITURE ANALYSIS

FOR THE YEAR ENDED 31st MARCH 1985

	National Office	National Training Project	North & North East	North West	Midlands & Central	Anglia Essex & Kent	Herts Middlesex London & Surrey	Wales	Northern Ireland	Total
	£	£	£	£	£	£	£	£	£	£
Salaries and Pensions	41646	7471	7658	7737	7884	12656	8056	7799	11483	112390
Travel and Subsistence	4152	747	1721	1045	1816	2193	1318	1600	1956	16548
Staff Costs	45798	8218	9379	8782	9700	14849	9374	9399	13439	128938
Rent and Rates	1802	-	150	374	520	-	718	584	500	4648
Insurances	3859	-	-	9	-	-	-	-	17	3885
Heat and Light	436	-	-	31	-	25	-	-	200	692
Cleaning	246	-	-	-	-	-	-	-	-	246
Repairs and Renewals	205	-	-	17	-	19	-	-	-	241
Stationery, Printing & Advertising	1745	846	160	177	237	75	141	238	212	3831
Telephone	2272	119	634	492	658	596	562	531	694	6558
Postages	1763	110	83	86	73	106	59	43	104	2427
DHSS - Grant Allocated to Schemes	16434	-	-	-	-	-	-	-	-	16434
Promotional Expenditure	11376	-	114	115	115	114	114	115	201	12264
Training & Development	575	100	38	35	-	15	6	-	21	790
Association and Executive Committee Expenses	2038	-	-	-	-	-	-	-	-	2038
Professional Charges	1332	-	-	-	-	-	-	-	-	1332
Miscellaneous	375	-	6	-	-	-	18	37	-	436
Depreciation	2256	-	-	30	38	30	46	-	-	2400
	92512	9393	10564	10148	11341	15829	11038	10947	15388	187160

ASSOCIATION OF CROSSROADS CARE ATTENDANT SCHEMES LIMITED

BALANCE SHEET AS AT 31st MARCH 1985

		<u>1985</u>	<u>1984</u>
	£	£	£
<u>FIXED ASSETS</u>			
Office Furniture etc.		7434	
Additions	10021		
Less:- DHSS Grant for Computer	<u>6000</u>	<u>4021</u>	
		11455	
Less:- Accumulated Depreciation	1858		
This Year's Depreciation	<u>2400</u>	<u>4258</u>	
		7197	5576
<u>CURRENT ASSETS</u>			
Stock	6170		6824
Debtors and Payments in Advance	874		1448
Cash Funds	<u>51519</u>	58563	69283
		_____	_____
Total Assets		65760	83131
Less:- Sundry Creditors		<u>6911</u>	<u>5358</u>
		58849	77773
		=====	=====
Represented by:			
Surplus at 1st April 1984		77773	36764
Less:- Deficit for Year		<u>18924</u>	<u>41009</u> Surplus
		58849	77773
		=====	=====

ASSOCIATION OF CROSSROADS CARE ATTENDANT SCHEMES LIMITED

STATEMENT OF SOURCE AND APPLICATION OF FUNDS
FOR THE YEAR ENDED 31st MARCH 1985

	<u>1985</u>	<u>1984</u>
	£	£
<u>FUNDS OBTAINED FROM OPERATIONS</u>		
Net Surplus Income over Expenditure	(18924)	41009
	<u> </u>	<u> </u>
<u>USE OF FUNDS</u>		
Fixed Assets	1621	3249
Stock Increase	(654)	1164
	<u> </u>	<u> </u>
	967	4413
	<u> </u>	<u> </u>
<u>CHANGES IN WORKING CAPITAL</u>		
Debtors and Payments in Advance Increase	(574)	229
Creditors Increase	(1553)	(3517)
Cash Funds Increase	(17764)	39884
	<u> </u>	<u> </u>
	(19891)	36596
	<u> </u>	<u> </u>

REPORT OF THE AUDITORS TO THE MEMBERS

We have examined the Accounts of the Association of Crossroads Care Attendant Schemes Limited, a Company limited by guarantee, not having a Share Capital, and a registered charity. The Accounts have been prepared under the historical cost convention and our audit has been carried out in accordance with approved auditing standards.

In our opinion the Accounts give a true and fair view of the state of affairs as at 31st March 1985 and of the overall deficit of income over expenditure and source and application of funds for the year ended on that date and comply with the Companies Acts 1948 to 1981.

41 Regent Street,
Rugby.

22nd May, 1985.

M.L. PRIEST & CO.
CHARTERED ACCOUNTANTS

CROSSROADS SCHEMES and STEERING COMMITTEES - as at 21.5.85.

NORTH & NORTH EAST

JANE HORN (part time)

York House,
New St,
Ossett, West Yorks.
Wakefield (0924) 264205

Schemes:-

Northumberland Tyne & Wear Humberside		Derbyshire Nottinghamshire		Yorkshire	
South Tyneside Tynedale	'84/'85 '83/'84			Calderdale Dewsbury Huddersfield	'82-'83 '82-'83 '83-'84
<u>Steering Committees:-</u>					
Grimsby Hull *PONTELAND Scunthorpe	Mar '85 Jan '85 May '85 Jan '85	Mansfield Derwent & Wye Valleys	May '84 July '84	Airedale Bradford	Sept. '84. May '84

NORTH WEST

ANGELA OWEN (part time)

Room 7, Unit 5,
Odyssey Centre,
Corporation Road,
Birkenhead, Merseyside.
051-647-3038

Schemes:-

Cheshire Cumbria		Greater Manchester Lancashire		Merseyside	
Carlisle Warrington West Cumbria	'83-'84 '80-'81 '82-'83	Blackburn Rochdale Salford Stockport West Lancs	'84-'85 '78-'79 '83-'84 '81-'82 '84-'85	Wirral	'81-'82
<u>Steering Committees:-</u>					
Chester Vale Royal	May '83 Jan '84			St. Helens	June '81

* New Steering Committee

MIDLANDS AND CENTRALPAULINE CHESTERTON (part time)

c/o Freeman Memorial Methodist Church,
 Buckingham Road,
 Bletchley,
 Milton Keynes, MK3 5HH.
 Milton Keynes (0908) 77161

Schemes:-

West Midlands		Northamptonshire		Buckinghamshire, Gloucestershire, Oxfordshire	
Birmingham (First)	'84	Daventry	'78-'79	Cheltenham	'82-'83
Coventry	'80-'81	Northampton	'82-'83	Milton Keynes	'82-'83
Dudley	'82-'83	South Northants	'82-'83	Oxford	'78-'79
North Warwickshire	'81-'82				
Nuneaton & Bedworth	'81-'82				
Rugby	'74				
Solihull	'84				
Stratford-upon-Avon & District	'83-'84				
Warwick & District	'83-'84				
Worcester	'83-'84				

Steering Committees:-

Hereford	Feb '84	Kettering	Nov '84	*STROUD	May '85
*LICHFIELD	May '85				
Stoke-on-Trent	July '83				

ANGLIA, ESSEX, KENTRICHARD AMBURY (full time)

Awaiting change of address at time
 of print.

Schemes:-

Anglia		Essex		Kent	
Breckland	'78-'79	Basildon	'81-'82	Chatham	'84-'85
Broadland	'78-'79	Braintree	'78-'79	Dartford	'84-'85
Cambridge City	'83-'84	Brentwood	'84-'85	Rochester	'81-'82
Fakenham	'83-'84	Castle Point	'80-'81	Sheppey	'83-'84
Fenland	'83-'84	Chelmsford	'82-'83	Tunbridge Wells	'83-'84
Huntingdon	'84-'85	Colchester	'82-'83		
Ipswich	'81-'82	Harlow	'81-'82		
Mid Suffolk	'85-'86	Maldon	'84-'85		
Peterborough	'80-'81	Rochford	'81-'82		
Waveney (Lowestoft)	'84-'85	Southend	'78-'79		
West Suffolk	'84-'85	Thurrock	'84-'85		

Steering Committees:-

Babergh	July '84	Epping	April '84	Bexley	Sept '84
*CAMBRIDGE	May '85	Tendring	June '82	Gillingham	Sept '82
SOUTH & EAST		Uttlesford	Dec '82	Sittingbourne	Jan '83
		Havering	Oct '84		

* New Steering Committees

HERTS, MIDDX, LONDON, SURREY

CAROL YOUNGS (full time)

65, Belmont Road,
Uxbridge,
Middx, UB8 1QT.
Uxbridge (0895) 70277

Schemes:-

Berks/Herts/Middx		London Boroughs		Surrey	
Bracknell South West Herts	'84 '79-'80	Barnet Brent Camden Croydon Hackney Hillingdon Islington Lambeth Newham Southwark Westminster	'83-'84 '79-'80 '84 '80-'81 '83-'84 '80-'81 '78-'79 '83-'84 '84 '82-'83 '81-'82	Tandridge Woking Guildford	'83-'84 '81-'82 '83-'84

Steering Committees:-

Hounslow & Spelthorne Welwyn Garden City and Hatfield	Jan '85 Oct '84	Bexley Fulham & Hammersmith Havering Merton *WALTHAM FOREST Wandsworth & Putney	Sept '84 Jan '85 Oct '84 May '83 Apr '85 Oct '84	Kingston Richmond and Barnes	Nov '82 Sept '84
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SOUTH WEST

PAT OSBORNE

HOLLAND

LYDI SIJPERDA

(part time)

Scheme:-

Devon	
Exeter	'84/'85

Emmeloord (Scheme)	
Amsterdam Maastricht	) Steering Committees Jan '85

WALES

PAULINE ADAMS (part time) 17A Lion Street,
Brecon,
Powys, LD3 7HY.

NORTHERN IRELAND

MARGARET COPELAND
(full time)

Unit 8, Comber Road
Industrial Estate,
Newtownards, Co. Down,
Northern Ireland, BT23 4R

Delyn Islwyn Llanelli South Glamorgan	'79-'80 '83-'84 '82-'83 '82-'83
<u>Steering Committees</u> Aberconwy Arfon Morriston Ynys Mon	Oct '84 Oct '84 Feb '85 Mar '85

North Belfast South Belfast	'83-'84 '79-'80
<u>Steering Committees</u> East Antrim East Belfast & Castlereagh Craigavon North Down and Ards	Jan '84 Feb '84 May '83 Nov '84

* New Steering Committees



JANE HORN – NORTH & NORTH EAST

1984-85 has seen much development in the North East Region. Interest in Crossroads has been shown throughout the area, and it seems, from requests for talks and information, that people are now aware that there is a Crossroads Regional Office in the North East. A stimulating Tenth Anniversary Seminar, held in November in Halifax, has certainly helped this process, and our Stand at Northern Naidex - this coming year at Harrogate - will enable more people in the North to learn of the work of Crossroads.

In January Cumbria was transferred to the North West Region, but I am pleased that the joint Study Days which Angela Owen and I are planning for our Northern-most Schemes will mean that we will still all meet from time to time. I am responding to requests to keep Study Days as local as possible, thus reducing travelling time, and this policy has shown its effectiveness in the excellent attendance at all our Study Days, which have covered a wide range of topics, and, most importantly, have provided an opportunity for Care Attendants and Co-ordinators to share information and experiences with others doing similar work.

Some of my time has been spent in helping existing Schemes to renew their applications for funding, making the case for a top-up of finance where the demand illustrates the need, and I have much enjoyed working with the Management Committees, Co-ordinators and Care Attendants of the Schemes.

During the year Steering Committees have been formed in the following areas: Mansfield & Ashfield, Derwent & Wye Valleys, Barnsley, Bradford, Airedale, South Tyneside, Grimsby, Hull and Scunthorpe. It is an interesting and exciting part of my work to help each area assess the local need and compile an application for funding. South Tyneside (based in South Shields) is the first Scheme which has been successful in obtaining Joint Funding out of this list, and the new Co-ordinator will start work at the end of April 1985. Apart from Barnsley's Steering Committee, which has recently been disbanded, the other Steering Committees' applications are either being considered or are in the pipeline for consideration for funding, and the local groups are very much hoping for a successful outcome. I am not renowned for my ability to gaze with accuracy into a crystal ball, but I am hopeful that, by this time next year, I will be able to report that more of the Steering Committees have turned into Management Committees to reward so much local commitment and hard work.

ANGELA OWEN – NORTH WEST



The year 1984/85 has seen the implementation of three new schemes and the initiation of two new Steering Committees in the North West. I feel it has been a year of steady progress, where we have continued to sow the 'seeds of Crossroads' in all the right places. I was delighted that our North West Seminar held at Prestwich Hospital last November generated such a lot of interest, in particular from Social Services Departments. I am confident that the interest created during the past twelve months will reap rewards in the 1985/86 period.

Speaking personally, being part of a very experienced Association Staff team has helped enormously as it has been my year of 'firsts' - from organizing my first seminar, launching my first scheme, to helping organize study days; I am shortly to experience the 'joys of supervising a stall at Naidex! All in all it has been a very interesting year and I look forward to the 1985/86 Crossroads season with enthusiasm.

PAULINE CHESTERTON — MIDLANDS & CENTRAL



The latest scheme to offer care is in Solihull bringing the total number of schemes within the region to 16. Steering Committees in Hereford and Kettering have submitted applications for funding and are likely to know the outcome in the next few weeks.

During the year interest has been expressed from many areas and I have attended meetings in Ashby-de-la-Zouch, Aylesbury, Corby, High Wycombe, Lichfield, Walsall and Stroud. Several

of these meetings have been called by senior personnel in Health & Social Services and have involved bringing together members of both statutory and voluntary bodies to consider setting up a scheme. They recognise that there are gaps which the existing services are unable to meet and realise that if a person with a disability is to be helped to continue living in the community, either independently or with a carer, additional back up services will be needed. They have often heard of Crossroads because a neighbouring area has a scheme.

Five regional study days have been held over the past year, one for co-ordinators and four for care attendants. Once again there has been a keenness to attend and I very much welcome having an opportunity of sharing these days with those people who are directly involved in giving care. In addition co-ordinators are now meeting twice yearly in groups of five or six, so that they can share their problems and solutions. These are particularly beneficial to newly appointed co-ordinators for they can learn so much from the exchange of information.

During the course of the year I have met with many people, both from established schemes, on steering committees or from groups exploring establishing a care scheme. May I thank them for their kindness and hospitality and say how much I look forward to working with them in the future.

RICHARD AMBURY — ANGLIA, ESSEX, KENT



Another fruitful year past full of surprises, heart-aches, frustrations and yet another puncture in the Dartford Tunnel. Nevertheless, a year in which we have continued to develop new initiatives, each locally based, which mean more families drawn into our care network and able to exercise another choice option about how they run their lives. There has been a growing awareness of our Association's work with 'disabled families' both nationally and at a regional level, at a time when Community Care has been the focus of central government thinking.

Since April 1984 Crossroads schemes have been established in this Region in Huntingdon, Cambridge South & East, Waveney, West Suffolk, Mid Suffolk, Maldon, Brentwood, Thurrock, Chatham and Dartford. We remain hopeful for 1985/86 of developments in Gillingham, Sittingbourne, Epping and Uttlesford and dare I mention Kings Lynn and Thetford?

Personally, I am always amazed at the commitment, enthusiasm, dedication, warmth and friendship offered to me and wish to convey my sincere thanks to everyone who makes my job that much more enjoyable. Together we can take some comfort in knowing that during '84/'85, with another 10 schemes started, potentially another 400 families will feel what it is like to have the special brand of care given by Crossroads Care Attendants those special people who, after all, are the people on whom the organisation has gained its credibility.

CAROL YOUNGS — LONDON, HERTS, BERKS, SURREY



My first complete year in post has seen the establishment of several new Steering Committees within this region, all of whom have benefited from being able to visit or at least contact other established schemes within the near vicinity. I should like to thank both the Committee Members and Co-ordinators who have shared their knowledge and expertise so willingly on these occasions. The Co-ordinators of the 16 established schemes within the region meet together with me informally, bi-monthly, at varying venues in order to minimise travelling time and costs, and this provides a useful interchange of ideas and problems. Due to numbers Care Attendant Study Days are now divided into two duplicate days in May and November of each year.

The continuing enthusiasm for Crossroads Care was endorsed by the results of a five minute Information Programme on Crossroads, transmitted in March 1985 by Thames T.V. The transmission was followed immediately by a two hour "Phone-In" direct to the Studios. The 'phones were manned by twelve "volunteer" London Co-ordinators together with myself. The resultant calls were eye opening, and resulted in 250 instant information letters going out that evening, mostly where we were able to put them directly in touch with a scheme. To date, there have been 421 enquiries about the whereabouts of schemes, information about the progress of already formed Steering Committees, together with many letters from people disappointed to find that no such scheme exists in their area, but still praising the work wholeheartedly, and hoping to be informed immediately should such a scheme start. I look forward to the coming year and I am optimistic that some of the exhausted families who rang us will have a scheme to lighten their caring load in the near future.

PAULINE ADAMS — WALES



During this second year of Crossroads development in Wales there have emerged four new Steering Committees. These are three for North Wales based in Ynys Mon, Arfon and Aberconwy. The one in South Wales will be in West Glamorgan, based in Morriston. Although the number of established Schemes remains the same, comment must be made of the expansion in South Glamorgan and Llanelli. Both of these Schemes will be taking on more staff now that they have additional stable funding.

It was disappointing to lose the two Steering Committees in Powys. However in the Principality as a whole all the other seven counties now either have a Scheme or Steering Committee or some people with positive interest in setting up a Scheme.

A strong bond has developed amongst the co-ordinators and Care Attendants from the South Wales Schemes. This is because of the successful shared training days which are held three times a year. It is hoped that the same exchanges will develop in North Wales once the Steering Committees there become established Schemes. The existing North Wales Scheme in Delyn is somewhat isolated at present, but is linked with the English North West region for Study Days in the meantime.

The interest and enthusiasm for Crossroads not only continues in Wales, but is, if anything, heightened as the word is spread.



MARGARET COPELAND — NORTHERN IRELAND

In Northern Ireland there is a growing interest in Crossroads and in what Crossroads schemes can offer. This interest is being expressed by people working in both the statutory and voluntary sectors and is associated with the knowledge that there is a growing need to cater for the elderly and very old and to continue to improve services for mentally and physically handicapped people. There is a greater awareness of the needs of carers and of the importance of preventing a breakdown in the caring network.

This interest in Crossroads is coming from the example of good practice shown by the two existing schemes in North Belfast and South Belfast. The management committees of these schemes give a great deal of time to Crossroads and they work tirelessly to augment the statutory authority funding which they receive. The 10th Anniversary Seminars, "Crossroads - A Celebration and a Challenge", held in Belfast and Londonderry in October 1984 and the accompanying publicity, generated further interest in Crossroads.

There are Crossroads steering committees in Craigavon, East Antrim, East Belfast and Castlereagh and in North Down and Ards.

The interest and enthusiasm for Crossroads is encouraging but it is tempered with the knowledge that Health and Social Services Boards are finding it difficult to further develop community care projects and to provide the statutory authority funding necessary to start and maintain Crossroads schemes.



LYDI SIJPERDA — HOLLAND

Last year's Annual Report is open on my desk displaying the well-known faces of the Development Officers. In the past year we, in Holland, have been very inspired by them and by everything that the U.K. Crossroads organisation offers.

At the same time, we are encouraged by the thought that we are able to offer handicapped people and their helpers the same choice of help as in the U.K.

In our country there is a wide range of possibilities in the field of relief work. In spite of that, Crossroads is seen as a welcome addition in this field. What is the strength of Crossroads? In March 1985 we met some people with rheumatism and gave them information about Crossroads. A few days later, one of them rang up and told me enthusiastically that the secret was the organisation of the care attendants who are so dedicated to their work. That was fantastic to hear!

In Holland the first project is safeguarded financially. There are two new projects which are about to be launched, Amsterdam and Maastricht. Both Steering Committees are convinced that Crossroads can perform pioneer work for care attendants and following the English example, the activities in the following year can lead to the increase of Crossroads projects in Holland. I hope to be able to work for many years together with the Committee Members to bring this about.

TRAINING PROJECT REPORT

Tricia Holmes
Training Adviser



The commencement of the second year of the Training Project followed a very healthy and animated discussion at the Annual General Meeting in October, 1984 in response to the presentation of a paper outlining the first year of the Training Project and proposals for future care attendant training. The main issues identified by representatives were that they wished the suggested programme to be less rigid and structured, not hierarchial, more localised with a reduction in time and travel resulting in a more cost effective training programme.

1. REAPPRAISAL of the TRAINING PROJECT:

Taking these aspects into account it was proposed that co-ordinators should be provided with guidelines to care attendant Induction training, and be given the opportunity to enhance their own skills as trainers. The proposals covered the following:-

- a) *The production of a care attendant INDUCTION PACK for use by co-ordinators*
- b) *The organisation of a two day RESIDENTIAL COURSE for Co-ordinators to provide the basis for the most appropriate approach to Induction training giving a working knowledge of the pack, and helping co-ordinators to be more competent and self-confident in a variety of training techniques.*
- c) *It would be hoped that the ability of co-ordinators to identify and meet the need would be greatly improved having participated in the course. This would have implications on the effectiveness of all ONGOING TRAINING sessions. At the completion of Induction it would be established by the co-ordinator in which aspects care attendants still required further help and support. These would then form the basis of ongoing training as an opportunity to extend knowledge, skills and attitudes, or provide a 'refresher'.*
- d) *The ongoing training programme for care attendants would and does provide part of the necessary support required, but there does come a time in the development of any scheme when it is advisable to look at the work that they are carrying out in a far broader manner. It was proposed that Development Officers could, in conjunction with co-ordinators, run a specific INSERVICE TOPIC COURSE for care attendants of two or three neighbouring schemes.*

The reappraisal aimed to meet the points put forward by the schemes in proposing a training programme which would have a more specific impact and, combined with a more cost effective approach, would ensure that the advantages were more directly observable to individual schemes.

2. INDUCTION PACK:

The care attendants' Induction training pack contains material to assist a co-ordinator and, where appropriate, members of management committees, in the planning and implementation of a purposeful and effective Induction programme for newly appointed care attendants. It is essential that co-ordinators attend the residential course which provides the foundation from which to work with the pack. Throughout the pack there is an implicit acknowledgement of the co-ordinators'

familiarity with the subject matter of Induction training. However the pack is designed to help co-ordinators with the more formalised process of training design with which they may not be so familiar. Whilst the ideas incorporated into the pack are not seen as prescriptive they are offered as a model of good practice and serve to enable a coherent approach to Induction training within Crossroads schemes.

3. CO-ORDINATORS' RESIDENTIAL COURSES - Spring 1985

Three residential courses were attended by 59 co-ordinators, the Regional Development Officers, Maryl Chambers, Pat Osborne and myself. The aim was to provide co-ordinators with a working knowledge of the Induction pack and initiate the enhancement of their training skills. The course was practically based requiring full participation from those attending, with a mix of Crossroads orientated tasks and other exercises. An indepth evaluation of the course has yet to be made, but the initial impression of the course from the tutors' point of view and verbal evaluation of the course from co-ordinators, is that it has provided:

- i) support to new co-ordinators of schemes who initially often feel vulnerable regarding the many aspects of the job, and particularly the training role
- ii) the opportunity for experienced co-ordinators to assess what they are doing, ask themselves why, and look at possible alternative methods
- iii) an invaluable learning experience for me
- iv) and highlighted the need for more support for future co-ordinators in their own induction to Crossroads.

Further discussions will be held with co-ordinators in the Autumn regarding their experiences in the implementation of the Induction pack. Another residential course is proposed in the Autumn for new co-ordinators and those who were unable to attend the Spring courses.

4. FUTURE TRAINING NEEDS AND FORWARD PLAN

Having spent a great deal of time breaking down barriers to the emotive subject of training and having witnessed a general change of attitude by co-ordinators with regard to training in general, and for care attendants specifically, it would be folly to lose the momentum now, but strongly countering this is the need to progress with care in order that training needs are fully identified and met.

I am extremely aware of the potential within the Association and local schemes to provide the right balance in training not only with regard to content, but also in the calibre of trainers. These qualities require fostering with more guidance and support. There is still a strong feeling amongst co-ordinators associated with working for a voluntary organisation in that they regard themselves as "non-professionals". So self-esteem has also to be increased.

In conclusion I must thank Maryl Chambers, whose help has been invaluable during the past year. The Association is indebted to her for her collaboration on the Induction pack, and the enormous amount of time and effort that she gave to ensure that the residential courses were such a success.

The Training Project has made great strides during the last year. The fact that it is an active research project has enabled many barriers to be broken down, and it is with this awareness that it is imperative that no hasty decisions are taken which may undermine this new found confidence and positive attitudes towards training.

FUND-RAISING REPORT

John J. Amos
Appeals Officer



The continuing expansion of Crossroads schemes in all areas of the country naturally leads to a need for increased funding, hence my appointment in February 1985 as fund-raiser for the Association.

Government policy for a number of years has been to encourage charities to "help themselves" and the Association has always actively sought new sources of finance to cover ever-rising expenditure necessitated by the phenomenal growth in the number of schemes. Many charitable trusts and companies support our work and we have a continuing programme of approaches to these organisations from national office, which process will be aided later this year when our computer, purchased with a grant from the D.H.S.S. is fully operational.

This year we have organised our first national raffle which will be drawn at the Annual General Meeting in Rugby on September 26th. I am pleased to report that the response from schemes has been excellent; over 50 prizes have been donated and 58 schemes are selling tickets, the proceeds from which will be split between the Association and participating schemes.

New stocks of promotional goods are available from national office and their sale serves the dual purpose of fund-raising and publicising the Association. End-of-stock items of the 10th Anniversary goods are also still held at national office.

Income from donations is down on 1983/4 because in that year we enjoyed the results of the very successful BBC appeal, donors to which were mailed last December and we received £1300 in repeat gifts.

We are negotiating with public relations consultancies to examine ways in which our work may be more widely publicised, especially through involvement with sporting and show-business events. Approaches are being made to well-known personalities with the aim of obtaining their endorsement of Crossroads with consequent benefits to fund-raising.

New display equipment for three of the Development Officers has been purchased with designated trust donations and now provides a professional back-drop to their presentations to interested groups.

I end with a truism: "Appeals for funds generate appeals for help". The need for Crossroads schemes exists everywhere and we must succeed with our fund-raising efforts if we are to expand into all the areas of the country from which we at national office receive enquiries.

FUND RAISING

Crossroads schemes all over the country undertake a great deal of fund raising and all of the money is used at a local level to provide more care for more families. Here is a selection of the things people will do "in the name of Crossroads".



SOUTH BELFAST SCHEME

The student nurses in Belfast did a local bed push and raised over £1,000 for the South Belfast scheme.



NORTH WARWICKSHIRE SCHEME

Barbara Collins, who was born with hand and foot deformities undertook a sponsored swim. She completed 32 lengths of the swimming pool and raised £150.76p. Barbara also suffers from arthritis and is unable to walk far but her handicaps do not stop her from enjoying a wide range of activities ranging from horse riding and weaving to pottery and dressmaking.



A local government officer and a retired social worker raised more than £350. pounds for Crossroads in Milton Keynes by allowing two nurses to use garden shears and dressmaker's scissors to remove their beards.



DAVENTRY SCHEME

Attending a local gala where the Chairman thought fit to portray himself as "Old King Cole". The photograph also shows Christine Lawley with the bowl, Bernadette Cowley with pipe and three fiddlers from the Committee.

CROSSROADS IN THE HOME



BARNET SCHEME

Tracey Howard, aged 19years, sharing her morning coffee with her care attendant, Lyn Warder.



IPSWICH SCHEME

The care attendant is called Mrs. Maureen Jennings. She has been with Crossroads since it started nearly four years ago in Ipswich. The client is Mrs. Barbara Sherman and we have been helping her for three years now. Crossroads goes in every week-day afternoon to toilet Barbara and bath her, therefore, her husband can remain at work. Barbara was released from hospital only because Crossroads came into existence and a Care Package was arranged with us and other services working together. Mrs. Sherman has very severe rheumatoid arthritis".



WIRRAL SCHEME

Many Crossroads schemes now have male care attendants and they certainly are a great asset to the local teams. Les Ellingham, care attendant, is shown here reading to Bill Hooper.

SOUTH NORTHAMPTON SCHEME

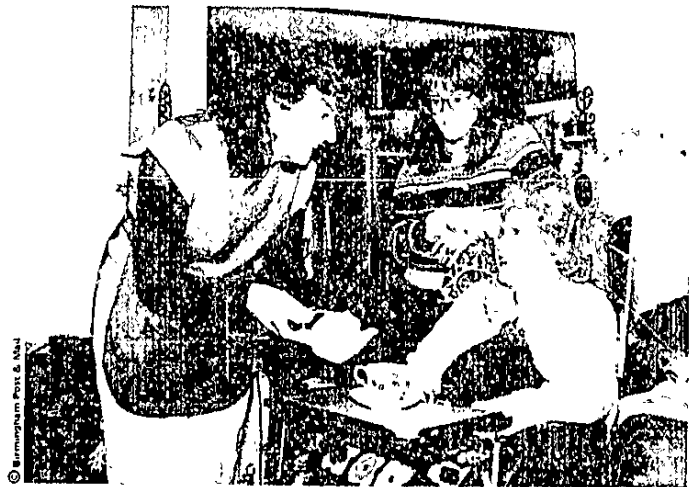


Mrs. Esther Fox who has Multiple Sclerosis enjoying a joint visit from her co-ordinator, Wendy Brown and her regular care attendant, Sue Coates.

BIRMINGHAM SCHEME



(a) The Co-ordinator, Anita Slater, checking on the next call with June Johnson, Care Attendant.



(b) Crossroads Care Attendant, Mrs. Val Poole, pours a welcome cup of tea for Multiple Sclerosis victim, Mrs. Burkhill. With them is daughter-in-law Mrs. Geraldine Burkhill, who looks after Mrs. Burkhill when Crossroads is not in attendance.



© Marion Scott, Newham Crossroads Scheme (1986)

NEWHAM SCHEME

Crossroads schemes are often able to support families because they can supplement help by other statutory and voluntary agencies. This young woman is mentally handicapped and is cared for by her sisters, one of whom is married with two children. Sitting to the left of the young woman is her care attendant, Pat Garvey.

How you can help the Association of Crossroads Care Attendant Schemes

The Association of Crossroads Care Attendant Schemes receives only a proportion of its budget from Government support and therefore relies on charitable donations and grants to help in the development of schemes. You can help the Association in any of the following ways:-

BY DEED OF COVENANT - please send for details

BY LEGACIES

The Association of Crossroads Care Attendant Schemes Ltd., could be made a beneficiary in your will. The appropriate form of words are shown below and should be sent to your solicitor to be inserted in your will or added as a codicil to an existing will.

FORM OF BEQUEST

"I hereby bequeath the sum of £.....*, free of all duties and tax to the Association of Crossroads Care Attendant Schemes Ltd., to be applied for its general purposes and I direct that the signature of the Secretary or Treasurer for the time being shall be a sufficient discharge".

* Your legacy can be: A definite sum of money,

or

An Asset such as personal property, house etc.,

or

The residue, i.e. the balance after payment of all legacies and other outgoings.

BY DONATIONS

I enclose a donation of £.....

Please make cheques, money orders etc. payable to the Association of Crossroads Care Attendant Schemes Ltd.

Name (Mr./Mrs./Miss)

Address

.....

.....

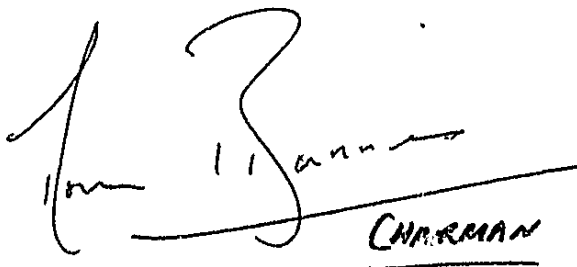
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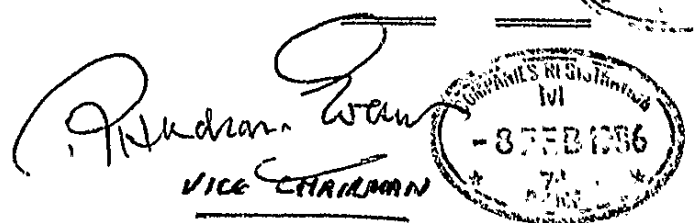
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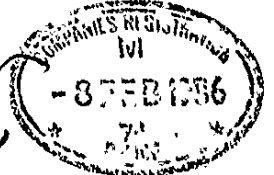
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INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 1985

	<u>1984/85</u>	<u>1983/84</u>
	£	£
<u>INCOME</u>		
Grants - D.H.S.S. <i>London</i>	60000	76000
-do- - Allocated to Schemes - Target '81	-	15000
<i>344</i> Northern Ireland Office	<i>14720</i>	5833
Welsh Office	5830	5300
E.E.C. re Northern Ireland	16434	-
D.H.S.S. re Northern Ireland	14700	-
Donations	57336	31109
London Marathon (1983)	-	2388
Television Appeal	-	37301
Promotional Income	3775	2434
Interest Received	3189	4092
Affiliation Fees	6078	4090
Sundry Receipts	629	508
VAT recovered	<u>265</u>	<u>-</u>
	168236	184055
Deficit for the Year	<u>18924</u>	<u>-</u>
	<u>187160</u>	<u>184055</u>
	<u>=====</u>	<u>=====</u>
<u>EXPENDITURE</u>		
Salaries and Pensions	112390	69882
Travel and Subsistence	<u>16548</u>	<u>12041</u>
	128938	81923
Staff Costs		
Rent and Rates	4648	3559
Insurance	3885	1848
Heat and Light	692	799
Cleaning	246	169
Repairs and Renewals	241	80
Stationery, Printing and Advertising	3831	6173
Telephone	6558	4972
Postages	2427	1732
Subscriptions and Donations	-	51
Target '81 -	-	15000
D.H.S.S. Grant Allocated to Schemes	-	-
E.E.C. - Grant for Northern Ireland	16434	-
Promotional Expenditure	12264	9172
Training and Development	790	11828
Association and Executive Committee Expenses	2038	1564
Professional Charges (Accountancy and Audit)	1332	605
Legal Charges etc.	-	577
Miscellaneous Expenses	436	133
Value Added Tax	-	1003
Depreciation	<u>2400</u>	<u>1858</u>
	187160	143046
Surplus for the Year	<u>-</u>	<u>4100</u>
	<u>187160</u>	<u>184055</u>

11 Jan 85

CHAIRMAN

19th Jan 85

VICE CHAIRMAN



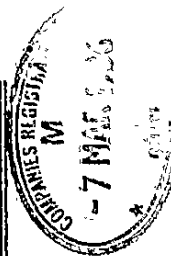
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ASSOCIATION OF CROSSROADS CARE ATTENDANT SCHEMES LIMITED

REGIONAL EXPENDITURE ANALYSIS

FOR THE YEAR ENDED 31st MARCH 1985.

	National Office	National Training Project	North & North East	North West	Midlands & Central	Anglia Essex & Kent	Herts Middlesex London & Surrey	Wales	Northern Ireland	Total
	£	£	£	£	£	£	£	£	£	£
Salaries and Pensions	41646	7471	7658	7737	7884	12656	8056	7799	11483	112390
Travel and Subsistence	4152	747	1721	1045	1816	2193	1318	1600	1956	16548
Staff Costs	45798	8218	9379	8782	9700	14849	9374	9399	13439	128938
Rent and Rates	1802	-	150	374	520	-	718	584	500	4648
Insurances	3859	-	-	9	-	-	-	-	17	3885
Heat and Light	436	-	-	31	-	25	-	-	200	692
Cleaning	246	-	-	-	-	-	-	-	-	246
Repairs and Renewals	205	-	-	17	-	19	-	-	-	241
Stationery, Printing & Advertising	1745	846	160	177	237	75	141	238	212	3831
Telephone	2272	119	634	492	658	596	562	531	694	6558
Postages	1763	110	83	86	73	106	59	43	104	2427
D.H.S.S. - Grant Allocated to Schemes	16434	-	-	-	-	-	-	-	-	16434
Promotional Expenditure	11376	-	114	115	115	114	114	115	201	12264
Training & Development	575	100	38	35	-	15	6	-	21	790
Association and Executive Committee Expenses	2038	-	-	-	-	-	-	-	-	2038
Professional Charges	1332	-	-	-	-	-	-	-	-	1332
Miscellaneous	375	-	6	-	-	-	18	37	-	436
Depreciation	2256	-	-	30	38	30	46	-	-	2400
	92512	9393	10564	10148	11341	15829	11038	10947	15388	187160



1544708

ASSOCIATION OF CROSSROADS CARE ATTENDANT SCHEMES LIMITEDBALANCE SHEET AS AT 31st MARCH 1985

		<u>1985</u>	<u>1984</u>
	£	£	£
<u>FIXED ASSETS</u>			
Office Furniture etc.		7434	
Additions	10021		
Less:- D.H.S.S. Grant for Computer	<u>6000</u>	<u>4021</u>	
		11455	
Less:- Accumulated Depreciation	1858		
This Year's Depreciation	<u>2400</u>	<u>4258</u>	
		7197	5576
<u>CURRENT ASSETS</u>			
Stock	6170		6824
Debtors and Payments in Advance	874		1448
Cash Funds	<u>51519</u>	<u>58565</u>	<u>69283</u>
Total Assets		65760	83131
Less:- Sundry Creditors		<u>6911</u>	<u>5358</u>
		58849	77773
Represented by:			
Surplus at 1st April 1984		77773	36764
Less:- Deficit for Year		<u>18924</u>	<u>41009</u> Surplus
		58849	77773

1544

ASSOCIATION OF CROSSROADS CARE ATTENDANT SCHEMES LIMITED

STATEMENT OF SOURCE AND APPLICATION OF FUNDS
FOR THE YEAR ENDED 31st MARCH 1985

	<u>1985</u>	<u>1984</u>
	£	£
<u>FUNDS OBTAINED FROM OPERATIONS</u>		
Net Surplus Income over Expenditure	(18924)	41009
	<u> </u>	<u> </u>
<u>USE OF FUNDS</u>		
Fixed Assets	1621	3249
Stock Increase	(654)	1164
	<u> </u>	<u> </u>
	967	4413
	<u> </u>	<u> </u>
<u>CHANGES IN WORKING CAPITAL</u>		
Debtors and Payments in Advance Increase	(574)	229
Creditors Increase	(1553)	(3517)
Cash Funds Increase	(17764)	39884
	<u> </u>	<u> </u>
	(19891)	36596
	<u> </u>	<u> </u>

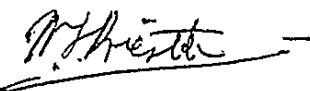
REPORT OF THE AUDITORS TO THE MEMBERS

We have examined the Accounts of the Association of Crossroads Care Attendant Schemes Limited, a Company limited by guarantee, not having a Share Capital, and a registered charity. The Accounts have been prepared under the historical cost convention and our audit has been carried out in accordance with approved auditing standards.

In our opinion the Accounts give a true and fair view of the state of affairs as at 31st March 1985 and of the overall deficit of income over expenditure and source and application of funds for the year ended on that date and comply with the Companies Acts 1948 to 1981.

41 Regent Street,
Rugby.

22nd May 1985.


M.L. PRIEST & CO.
CHARTERED ACCOUNTANTS