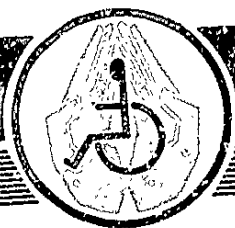


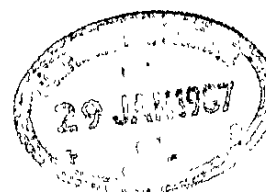
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ASSOCIATION OF CROSSROADS
Care Attendant Schemes Limited

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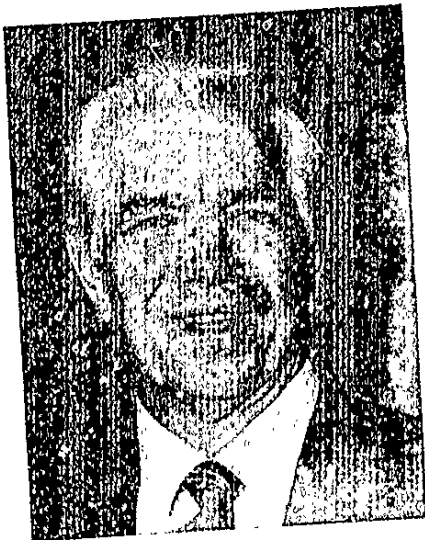
**ANNUAL REPORT &
YEAR BOOK
1985-86**



PATRONS OF THE ASSOCIATION OF CROSSROADS
CARE ATTENDANT SCHEMES LIMITED



The Baroness Masham of Ilton



The Rt. Hon. Jack Ashley M.P. CH.



The Rt. Hon. Alfred Morris, M.P.

Chairman's Report



In the beginning of my fourth Annual Report to you, I find myself re-reading the previous three in an attempt to avoid repetition. Yet certain repetition is inevitable because once again it would be wrong for me not to thank all those who have contributed towards another successful year with Crossroads.

All the staff - Pat Osborne, the Development Officers, the Training Project Officer, the other office staff — again have worked immensely hard to bring us successfully through another year. My thanks also to the Executive — especially my Vice-Chairman Dr Hudson-Evans; the Treasurer Peter Lawton; the Company Secretary Graham New and the Insurance Adviser Philip Bloy — for the time and effort that they give; not only at the meetings but also in-between. I would particularly like to thank the two members of the Executive, Sally Bush and Marilyn Wilson who are not standing for re-election.

Crossroads has always regarded itself as a family: it is now a big family but I like to think that the same spirit lives on in the Executive and the staff and the schemes. Well, how big a family are we now? At the date of this Report I am pleased to say we have 96 schemes and 63 steering committees — another great step forward from last year. We also have 3 new schemes in the Netherlands, run now under their own National Committee and in January the Director and I went to Amsterdam for the launching of a scheme there and to sign our Declaration of Common Aims and Objectives. Perhaps only a small document, but a symbol of a most successful international co-operation. Two schemes in Scotland have formally affiliated to the Association — Livingston and Inverness, and I am greatly looking forward to attending the Inverness AGM in June.

During the year, I have attended a number of regional

meetings for members of Management Committees — I have been pleased to get to know more Crossroads friends and particularly welcomed a visit to Northern Ireland in April. I have no doubt of the value of these meetings when, in a relatively informal manner, practical problems experienced by schemes can be discussed and usually solved.

The continuing problem for our Association has been one of finance. The DHSS has increased our grant aid but only by restoring it to the level of 2 years ago! The Multiple Sclerosis Society has been extremely helpful to us and other commercial and charitable organisations assist us but the annual shortfall is a continuing problem. As I write this Report, we are in the middle of our lobbying exercise with Members of Parliament and I hope that this will be rewarded. I also hope that the work undertaken by our Public Relations Consultant, Bill Hawkins, will bring increased funds. We are especially delighted in the new success that we have had in obtaining Patrons.

Before the AGM, I anticipate our one hundredth scheme being established. Yet as I chair the Executive meetings, I know that our growth in size, the national publicity and fundraising and the other problems and successes of the Association must not overshadow the **real aims of Crossroads — the help that each care attendant gives to each family.** During the last year my own parents were recipients of Crossroads care: I saw Crossroads from another perspective and I know the genuine feeling that developed between my father and the Warrington co-ordinator and care attendants who assisted him. That feeling is what Crossroads is all about — everything else is a means of achieving it. I look forward with you to achieving it for more families next year.

Norman L Banner
2-5-86

Director's Report



Is it really time to write another Annual Report? What ever happened to 1985? But forgive me, you want to know what happened during the year, not that it went so quickly that we hardly noticed that another year had gone.

As I write my report my thoughts turn to the most recent of events which will leave a lasting impression on me (and on the two Regional Development Officers who accompanied me, Pauline Chesterton and Carol Youngs).

Pauline, Carol and I attended a debate at the House of Commons and the subject was one of national significance as its title was "Caring for the Carers". The Opposition had lodged an Early Day Motion on the subject and the Government had amended it, so the debate got more and more political as each party scored political points off the other. The actual occasion itself though was special and Pauline, Carol and I were all on our very best behaviour sitting in the Gallery watching the proceedings with a mixture of total disbelief, some awe, much frustration and all the while exercising the greatest of control so that we would not be turfed out for disrupting the debate. We had been warned that it would be difficult to sit and listen to it and remain quiet and it certainly was!

Having now witnessed the debate, I have to report that if I was disillusioned beforehand, I am now devastated by the lack of understanding of the national vastness of this subject, and the fact that after so many years it was a case of going back to square one to start all over again. Here I would like to pay tribute to the Rt Hon Jack Ashley, CH., MP., who incidentally has also agreed to be one of our Patrons.

Mr Ashley gave his 100% support for our work and for the plight of carers and disabled people trying to live at home, and for me his speech was the highlight of the whole debate. Mr Ashley said: "This debate is not about compassion. It is about justice. People have become carers because they love the people for whom they care and because they have compassion for them. It is wrong that disability should damage

the lives of those caring for disabled people. In fact it devastates their lives, yet that occurs all too often. It is unjust, unfair and intolerable". We would also like to convey our very sincere thanks to the All Party Disability Group and the Parliamentary Panel on Social Services, both of which have given us unstinting support in recent months and have worked very hard behind the scenes for us; and to the MPs who are beginning to take up our cause — thank you.

Contrasting the disillusionment of the "Caring for the Carers" debate in the House of Commons was the occasion of the week before when Crossroads most well-known and loved carer died. Thelma Crane, mother of Noel, died peacefully in her sleep at the beginning of the week that we started our political campaign, and it was Thelma's funeral which endorsed all that we try to do. Taking place in the tiny village church, overflowing with people and with flowers, it was a simple but profound reminder of one woman's philosophy on life which took every experience, good or bad, as it came, as naturally as the seasons, and she just got on with things. For me, it put everything that we try to do in perspective and was another milestone in our determination to keep on keeping on. (Goodness though, what an effort it is sometimes).

So, what have we been doing this year? **Schemes and steering committees:**— In spite of the continual struggle for finance and survival there were thirteen new schemes during 1985/86 and even since April there have been a further four so our growth rate remains steady over the years. It is a pity that we do not know, at the time of writing, which scheme will be our one hundredth — we have an idea, but we have to wait until we have confirmation in writing, so it would be wrong to anticipate. However, it is almost certain that by the time this report is published there will be one hundred Crossroads schemes. The number of families, over 3,000 identified in the sixty-three steering committees are another reminder of the need to continue our fight, but we also spend a great deal

of time maintaining and supporting the existing Crossroads schemes, as will be seen in the reports from the Development Officers and our Training Adviser.

Norman Banner and Lydi Sijperda have both made reference to the signing of the Anglo/Dutch Crossroads charter and I would like to add how very pleased I was to be present on such an occasion. About a year ago when Lydi and I were discussing the particular loneliness one experiences at a particular stage of setting up Crossroads in a whole country when it has not been done before, I promised Lydi faithfully that eventually she would slowly discover that she was not alone and that gradually people would emerge who would support her and feel the same way about things. I did actually say that to Lydi with far more confidence than I felt, but the promise did come true and Lydi and I have been very privileged to meet more and more people in Holland who feel strongly about Crossroads' philosophy and concept as I did in England, Scotland, Wales and Northern Ireland. In one way, things begin to get harder as the number of schemes grows, but in another way, it is not quite so lonely and one quickly discovers one's real friends.

Well done, Lydi, for joining the band of "plodders".

I was also particularly delighted to visit Livingston Crossroads scheme last Summer and will be visiting the Inverness scheme this Summer. Inverness has the first (and only) Crossroads shop and they made £10,000 profit last year, so we are interested to see if we could explore this idea to help with fund raising on a national level.

Which brings me to **fund raising**: we continue to make very concerted efforts in that direction, as will be seen by our accounts and Treasurer's Report, but continuing government policies which put more and more emphasis on the need for Crossroads schemes puts more and more strain on our central organisation and it is not at all easy to raise money for "administration". A visit to our headquarters always leaves people astounded at the small size of the premises and the small number of staff in relation to the amount of work that

is churned out here every day. The pace never changes — it is always really hectic, with the 'phones in constant use, and the three typewriters steadily banging away, the computer, photocopier, the door bell, the working lunches which we have found a very good way to save time when people visit from afar. Any form of thanks sounds very feeble to the very dedicated, hardworking staff here, and I always think it is such a shame that people cannot actually witness the amount of work that they get through.

So, sincere thanks to our three dedicated ladies, and welcome to our very new Treasurer, Tony Ryland, who will be joining us for two days a week. To James, who is our special message boy/packer/stock controller — another special thank you.

Training: as you will see from Tricia Holmes' report, training has been consolidated this year, with a definite success story for the three years duration of the project. It has been particularly nice this year to commence again the routine visit by new co-ordinators to headquarters, which, as many of you will know, was always a strong feature "in the old days". It does give new co-ordinators a chance to meet staff here, to put faces to names, and to feel part of a national organisation, and it is a two-way process as with so many new schemes, and new co-ordinators in existing schemes, it helps us to get to know co-ordinators.

A final thank you to everybody in the schemes, representatives from voluntary organisations, DHSS, statutory authorities, our Executive Committee and Association staff for making my job that much easier.

It really is exceptionally difficult to please everybody all of the time but we do try.

What is encouraging is the consistent interest and commitment from you all, on such a concentrated level. Long may this, and Crossroads, continue.

Pat Osborne

20-5-86

Treasurer's Report



Financially the year under review was again one of consolidation rather than growth. Although the income obtained exceeded the expenditure by almost £25,000, a substantial reversal of last year's £19,000 deficit, this was only achieved very late in the year as a result of two decisions. The DHSS after considerable pressure from us agreed in December 1985 to a further £20,000 grant for 1985/86 and to increase our grant for 1986/87 at the same level subject to certain provisos. The Multiple Sclerosis Society acknowledging our close relationship and the benefit of our development for those suffering from Multiple Sclerosis increased their donation for a three year period, to £50,000.

Total donations for the year topped £100,000 for the first time but we should not be complacent about this achievement. The figure includes the £50,000 Multiple Sclerosis contribution and also represents an enormous amount of work by headquarters staff. Letters to industries, charitable trusts and other commercial organisations have been systematically sent throughout the year. It is not getting any easier to raise money and in 1986/7 almost £150,000 needs to be raised in addition to government grants in order to see us through the year and into next year with a working balance.

I am pleased to report the success of both the Christmas Card sales and the raffle tickets which together achieved an income of £6,500. Both ventures are to be repeated this year.

Turning to expenditure, members will note a modest overall increase of around 10%. There are one or two particular items to point out. The costs of training and

development substantially increased but the benefits were achieved throughout the regions. We hope that similarly beneficial will be the appointment of our Public Relations Consultant, Bill Hawkins. His fees and those of the Adult Educationalist Consultant, Maryl Chambers have created a new item of expenditure in the accounts. Considering expenditure the Association must continue to recognise that every pound spent is a pound that has to be raised. It is a hard equation.

I feel more and more strongly that central government assistance to Crossroads should be increased. This would not just make our lives more easy — it would give meaning to the value that they say they place on the work that we do; it would recognise the continuing growth in our work that their own policies and decisions create; it would acknowledge that what is required is not more knowledge of what the disabled person and the carer wants but rather the practical help that the disabled person and the carer genuinely need.

It is with regret that I have informed the Executive Committee of my resignation, due to personal circumstances. In no way do I wish to reduce my support to the work of the national organisation and the Executive Committee, of which I am happy to remain a member.

Finally may I again thank the Auditor, Martyn Priest, and the headquarters staff for their help during the year. My particular thanks again go to Mary McNally for carrying such a substantial workload so efficiently.

Peter Lawton
Honorary Treasurer

ASSOCIATION OF CROSSROADS CARE ATTENDANT SCHEMES LIMITED

Income and Expenditure Account

FOR THE YEAR ENDED 31st MARCH 1986

	1985/86	1984/85
	£	£
INCOME		
Grants — D.H.S.S.	75000	60000
Grants — Welsh Office	8550	5830
Grants — D.H.S.S. re. Northern Ireland	13867	14700
E.E.C. re. Northern Ireland	4173	16434
	102643	57336
Donations	3701	3775
Promotional Income	2501	—
Training & Study Days	5320	3189
Interest Received	7007	6078
Affiliation Fees	6496	—
Raffle & Card Sales	205	629
Sundry Receipts	1905	265
VAT Recovered	231368	168236
	—	18924
Deficit for the year	231368	187160
EXPENDITURE		
Salaries & Pensions	126220	112390
Travel & Subsistence	18776	16548
Staff Costs	144996	128938
Rent & Rates	6262	4648
Insurances	4537	3885
Heat & Light	801	692
Repairs & Renewals	1092	241
Stationery, Printing & Advertising	6522	3831
Telephone	7354	6558
Postages	2307	2427
Subscriptions & Donations	768	—
E.E.C. Grant for Northern Ireland	4173	16434
Promotional Expenditure	6615	12264
Training & Development	5552	790
Association & Executive Committee Expenses	2021	2038
Professional Charges	1671	1332
Miscellaneous	839	682
Consultancy	8111	—
	2933	2400
Depreciation	206554	187160
	24814	—
Surplus for the year	231368	187160

ASSOCIATION OF CROSSROADS CARE ATTENDANT SCHEMES LIMITED

Regional Expenditure Analysis

FOR THE YEAR ENDED 31st MARCH 1986

	National Office	National Training Project	North & North East	North West	Midlands & Central	Anglia Essex & Kent	Herts Middlesex London & Surrey	Wales	Northern Ireland	Total
	£	£	£	£	£	£	£	£	£	£
Salaries & Pensions	46873	7067	8117	8371	8422	13455	13449	8721	11745	126220
Travel & Subsistence	4273	1104	1805	1333	1636	2402	1843	2418	1962	18776
Staff Costs	51146	8171	9922	9704	10058	15857	15292	11139	13707	144996
Rent & Rates	2361	—	—	573	520	540	443	1100	725	6262
Insurances	4418	—	11	57	17	17	17	17	17	4537
Heat & Light	636	—	—	57	—	—	—	—	—	801
Repairs & Renewals	902	—	10	16	35	85	—	27	17	1092
Stationery, Printing & Advertising	4947	489	105	110	242	222	106	211	90	6522
Telephone	2152	489	575	518	700	852	548	731	789	7354
Postages	1835	3	50	57	88	119	55	43	51	2307
Subscriptions & Donations	310	312	7	—	10	—	30	37	62	768
E.E.C. Grant for Northern Ireland	4173	—	—	—	—	—	—	—	—	4173
Promotional Expenditure	6615	—	—	—	—	—	—	—	—	6615
Training & Development	517	2716	174	250	857	693	248	60	37	5552
Association & Executive Committee Expenses	2021	—	—	—	—	—	—	—	—	2021
Professional Charges	1671	—	—	—	—	—	—	—	—	1671
Miscellaneous	295	87	34	71	50	72	63	29	138	839
Consultancy	6427	1654	—	—	—	—	—	—	50	8111
Depreciation	1948	234	—	54	115	151	34	375	22	2935
	92374	14135	10894	11427	12692	18608	16836	13769	15819	206554

ASSOCIATION OF CROSSROADS CARE ATTENDANT SCHEMES LIMITED

Balance Sheet

as at 31st March 1986

	1986	1985
£	£	£
FIXED ASSETS		
Office Furniture etc	11455	7434
Additions	4537	4021
Less:— Grant for Computer	—	—
	<u>4537</u>	<u>6000</u>
	15992	11455
Less:— Accumulated Depreciation	4258	1858
Less:— This Year's Depreciation	<u>2933</u>	<u>2400</u>
	7191	4258
	<u>8801</u>	<u>7197</u>
CURRENT ASSETS		
Stock	5568	6170
Debtors & Payments in Advance	2038	874
Cash Funds	<u>69218</u>	<u>51519</u>
	76824	58563
	85625	65760
Total Assets	1962	6911
Less:— Sundry Creditors	<u>83663</u>	<u>58849</u>
	<u>83663</u>	<u>58849</u>
Represented by:—	58849	77773
Surplus at 1st April 1985	24814	(18924)
Add:— Surplus for year	<u>83663</u>	<u>58849</u>

Approved by Members of the Executive Committee on 8th May 1986

N L Banner

R Hudson-Evans

N L Banner
R Hudson-Evans

ASSOCIATION OF CROSSROADS CARE ATTENDANT SCHEMES LIMITED

Statement of Source and Application of Funds

FOR THE YEAR ENDED 31st March 1986

	1986	1985
	£	£
FUNDS OBTAINED FROM OPERATIONS		
Net Surplus Income over Expenditure	<u>24814</u>	<u>(18924)</u>
USE OF FUNDS		
Fixed Assets	<u>1604</u>	<u>1621</u>
Stock Increase	<u>(602)</u>	<u>(654)</u>
	<u>1002</u>	<u>967</u>
CHANGES IN WORKING CAPITAL		
Debtors and Payments in Advance Increase	1164	(574)
Creditors Increase	4949	(1553)
Cash Funds Increase	<u>17699</u>	<u>(17764)</u>
	<u>23812</u>	<u>19891</u>

REPORT OF THE AUDITORS TO THE MEMBERS

We have audited 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 1986 and of the overall surplus of income over expenditure and source and application of funds for the year ended on that date and comply with the Companies Act 1985.

41 Regent Street
Rugby
23rd May 1986

M L PRIEST & CO
Chartered Accountants

Donations — Grants Received 1985/86

	£		£
Anonymous	500	Marks & Spencer	2,500
Anonymous	3,500	Monsanto	100
Anonymous	100	Multiple Sclerosis Society	50,000
Arthritis Care	5,000	National Westminster Bank	200
*Baker Perkins Holdings	(100)	Northern Foods	250
Baring Foundation	5,000	Norwich Union	100
Berkeley Square Ball	500	Preedy's	35
*B.M.W.	(25)	Pritchard Services Group	200
British Petroleum	3,000	Racal	75
Pamela Champion Foundation	1,500	Readers Digest Trust	500
Charities Aid Foundation	5,000	*Saatchi & Saatchi	(500)
Central Television	500	F C Scott Trust	250
Covenants (Gross Amount)	566	Securicor	150
Delta Group	75	S.G.B. Group	50
The Economist	200	3M UK plc	50
Fenwicks	100	27 Foundation	200
Guardian Royal Exchange	250	Thornton Baker	2,500
Hillards Supermarkets	10	Trebor Group Trust	500
M & K Hilliers Trust	50	G Percy Trentham	50
Hogg Robinson	150	Tudor Trust	5,000
IDC Group	21	Unilever	250
IMI Kynock	100	United Grand Lodge of England	
Industrial Communications Ltd	50	Berevolent Fund	500
Mary James Trust	500	Welton Foundation	2,500
Kalamazoo	100	West's Group International plc	50
Beatrice Laing Trust	250	Yorkshire Bank	250
J Lewis	500	Miscellaneous	2,836
Linbury Trust	5,000		
London & Scottish Marine	1,000	* Reallocated to specific Scheme	
London & Northern Group	25	at Donor's request	

CROSSROADS — In a word

Crossroads Care Attendants

Relieve stress

On those

Striving to

Support their

Relations

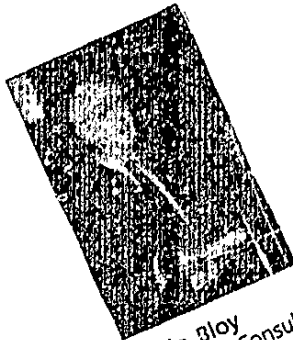
On home ground thus

Avoiding hospital for

Disabled people

So please help

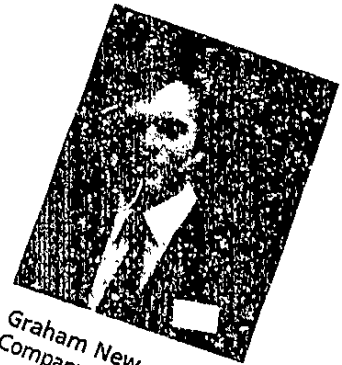
Executive Committee 1985/86



Philip Bloy
Insurance Consultant



Dr. Hudson-Evans
Chairman of the Association



Graham New
Company Secretary



Aileen Herdman
Chairman,
South Belfast Scheme



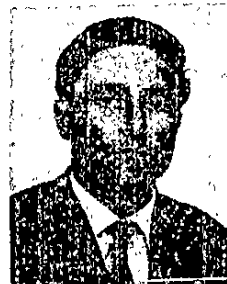
Roma Naden
Chairman,
Cheltenham Scheme



Marilyn Wilson
Committee member,
Wirral Scheme



John Dart
Welfare Administrator
Multiple Sclerosis Society



John Shea
Chairman,
Dewsbury Scheme



Sally Bush
Vice Chairman,
Daventry Scheme



Dr. Adams
Vice Chairman
Southend Scheme



Duncan Houghy
Chairman,
Huddersfield Scheme



Owen Harrison
Chairman,
Braintree Scheme

Other committee members: Norman Banner, Chairman, page 1
Peter Lawton, Hon. Treasurer, page 4

Our First One Hundred Schemes

as at 20.6.86

Amsterdam (Holland)
Basildon
Belfast (North)
Belfast (South)
(First) Birmingham
Blackburn
Bracknell
Braintree
Breckland
Brent
Brentwood
Brighton
Broadland
Calderdale
Cambridge City
Cambridge South & East
Camden
Carlisle & Eden
Castle Morpeth
Castle Point
Chatham
Chelmsford
Cheltenham
Colchester
Coventry
Craigavon
Croydon
Dartford & Gravesham
Daventry
Delyn
Dewsbury
Dudley
Emmeloord (Holland)
Enfield

Epping Forest
Exeter
Fakenham
Fenland
Gorinchem (Holland)
Guildford
Hackney
Hammersmith & Fulham
Harlow
Hillingdon
Huddersfield
Huntingdon
Inverness
Ipswich
Islington
Islwyn
Lambeth
Livingston
Llanelli
Maastricht (Holland)
Maldon
Mansfield & Ashfield
Merton
Mid-Suffolk
Milton Keynes
Newham
Newport
Northampton
North Warwickshire
Nuneaton & Bedworth
Oxford
Peterborough
Rochdale
Rochester

Rochford
Rugby
St. Helens
Salford
Seaford & Eastbourne
Sheppey
Solihull
Southend
South Glamorgan
South Northants
South Tyneside
Southwark
South West Herts
Stockport
Stratford-Upon-Avon
Tandridge
Thurrock
Tunbridge Wells
Tynedale
Uttlesford
Waltham Forest
Wandsworth & Putney
Warrington
Warwick & District
Waveney
West Cumbria
West Lancs
Westminster
West Suffolk
Wirral
Woking
Worcester & District

Steering Committees

60 as at 20.6.86

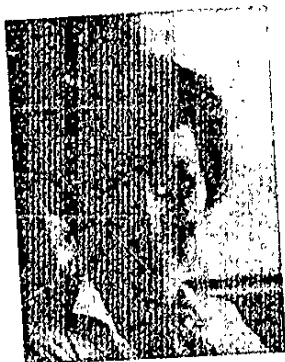
Aberconwy
Airedale
Alyn & Deeside
Antrim (East)
Arfon
Ashford, Kent
Aylesbury Vale
Babergh
Barking
Belfast (East) & Castlereagh
Belfast (West)
Bexley
Birmingham (North)
Bradford
Broinley
Chester
Cynon Valley
Derby
Derwent & Wye Valleys
Durham

Gillingham
Grimsby
Hammersmith & Fulham
Harrogate
Hastings
Havering
Hereford
Hinckley
Hull
Kensington & Chelsea
Kingston
Lambeth East
Lambeth (North)
Leeds 10
Lichfield
Lincolnshire North
Morrison
North Cotswolds
North Down & Ards
North Herts

Norwich
Penarth
Radlett & Elstree
Richmond & Barnes
Sandwell
Scunthorpe
Sittingbourne
Spelthorne
Stevenage
Stroud
Sutton
Tendring
Tonbridge
Vale Royal
Welwyn & Hatfield
Weston-Super-Mare
Windsor & Maidenhead
Wrexham Maelor
York
Ynys Mon

Reports from Development Officers

PAULINE ADAMS — Wales



The schemes in Delyn, South Glamorgan, Llanelli and Islwyn are now well established and in most cases financially stable. During the year steering committees were operating in:—

Ynys Môn, Arfon and Aberconwy in Gwynedd;
Alyn and Deeside and Wrexham Maelor in Clwd;
Cynon Valley in Mid Glamorgan;
Morriston in West Glamorgan;
Newport and Cwmbrân in Gwent.

We were delighted that Newport were successful in obtaining funding through the Urban Programme. Acknowledgement must be made to the existing schemes for the help and encouragement which they give to new schemes and steering committees.

We are very hopeful that the Welsh Office will be supporting Joint Finance for the Cwmbrân scheme. The outlook for several other steering committees seems very positive for 1987.

It is now apparent that Crossroads is seen very much as a valuable part of community care in the Principality. The Co-ordinators are all being involved locally in the planning and delivery of services for carers and their families. Crossroads is also included at an All-Wales level in workshops, seminars and advisory groups.

For 1987 we hope that more steering committees will secure funding. We shall continue, with pleasure, working with people from other disciplines both statutory and voluntary. The existing network of committees will meet together in 1986 and look forward to uniting and strengthening Crossroads in Wales.

RICHARD AMBURY — Anglia, Essex, Kent



I have much pleasure in reporting a continued growth in the number of Crossroads schemes in this Region. There are now 30 schemes offering our particular form of family care, spread as follows: 5 in Cambridgeshire, 3 in Norfolk, 5 in Kent, 4 in Suffolk and 13 in Essex.

It has been particularly pleasing to see the steering committees in Uttlesford and Epping Forest bring their schemes to fruition, having been 'waiting in the wings' so to speak, since 1981/82. Such is the resolve and commitment of so many 'Crossroads people'.

As an organisation concerned with 'Community Care Service' we have, for over a decade, been to the forefront in meeting families' true needs for planned relief care. The market place in care services is increasingly competitive and we are in the midst of a changing climate where legislation, carers' rights and the re-appraisals of the traditional roles of statutory and voluntary agencies are likely to reflect on our own packages of care. We cannot afford to stand still (not that I think we are). Enough of the soapbox.

It has been my continued good fortune to be in contact with so many caring people over the year, whether they be steering committee members, Management Committees, Co-ordinators, Care Attendants or families. May I thank each and every one of you for your involvement with the Crossroads movement and on a personal level for making my work so enjoyable and productive.

The Regional office has in the year been transferred to delightful accommodation in Burnham-on-Crouch and I'm sure you'll be pleased to know that I did not manage to get a puncture in the Dartford Tunnel this year, but did manage to fall off my chair when facing an audience of two hundred plus . . . but that's another story.

For the future year — developments in Kent at Tonbridge, Ashford, Gillingham and Sittingbourne look more hopeful. For Norfolk and Suffolk I am expecting two or three new initiatives and for Essex the climate in Tendring is warming up.

PAULINE CHESTERTON — Midlands & Central



This has been a year when the total number of schemes in the region has remained unchanged at 16, although a great deal of work has gone into assisting steering committees with applications for finance.

Applications have been submitted by Aylesbury Vale, Hereford, North Birmingham, North Cotswolds, Stroud. Although it is known that some of these bids have been unsuccessful, it is not because of lack of support, but because of the very limited amount of Joint Financing monies being allocated for 1986/87. These areas will be re-applying for funding.

A new steering committee has recently been formed in Sandwell (West Midlands). This is one of the three areas of England that has been selected by the DHSS as a demonstration district under their 'Helping the Community to Care' project. The steering committee will be applying for funds under this programme.

During the year interest has also been expressed from Leighton Buzzard, Lutterworth, Melton Mowbray, Stafford, Stoke-on-Trent and Wolverhampton.

Six regional study days have been held during the past year, two for co-ordinators and four for care attendants and the numbers wishing to attend these are continuing to grow. So much so that I will need to be giving thought to restructuring these. In addition, co-ordinators are continuing to meet twice yearly in groups of five or six to share experiences and problems. So often the same item of concern is put forward for discussion by several schemes.

One regional meeting of members of management committees was held in Warwick in March and it has been decided to hold these twice yearly. Again this enables committees to exchange ideas and discuss problems.

For me it has been another year of getting to know many new people through steering committees and working with people I have come to know and respect within the schemes. May I thank them for their kindness, friendship and hospitality and say how I very much look forward to working with them during the coming year.

MARGARET COPELAND — Northern Ireland



1985-86 has culminated in the Craigavon Steering Committee being successful in its application for funding from the Southern Health and Social Services Board. This will bring the number of schemes in the Province up to 3. The North and South Belfast Schemes, which receive funding from the Eastern Health and Social Services Board, continue to provide well co-ordinated care and are recognised as being part of the community care services in these areas. The monitoring of the North Belfast Scheme, the first scheme in the Province to provide care to mentally handicapped people, has been completed and the report will soon be published.

The interest in the concept of Crossroads Care, which has been engendered by the good practice shown by the existing schemes, continues to grow both in the statutory and voluntary sectors. This interest, combined with publicity both from the media and from a Crossroads presence at several exhibitions, will probably lead to one or two new steering committees being formed this year.

During the year the Northern Ireland video "Crossroads Care" was launched by Pat Osborne and recently Norman Banner visited the Province when he participated in the first joint meeting for members of management and steering committees. These visits made by the Chairman of the Executive Committee and the Director of the Association were most welcome.

The training aspect of my work continues and study days for Co-ordinators and Care Attendants were organised for the Autumn and Spring. I was pleased to have had the opportunity to participate in a residential training course for Co-ordinators last Autumn. The Co-ordinators from both schemes also attended a residential training week-end in England and more recently they have been working with Tricia Holmes, Training Adviser, helping to pilot the questionnaire about the training needs of Co-ordinators.

I sincerely hope that, during the coming year, the hard work and patience of the members of the steering committees in East Antrim, East Belfast and Castlereagh and in North Down and Ards will be rewarded. There are many people living in those areas who would like to experience and have the choice of Crossroads Care.

JANE HOORN — N and NE Region



This has been a year of steady development within the North & North East Region.

Two new Schemes have come into being — Mansfield & Ashfield in Nottinghamshire, and Castle Morpeth in Northumbria.

Three existing Schemes have been involved in evaluation, and, as a result, have obtained renewed funding — other Schemes are involved in that process.

New Steering Committees have been established in Derby, Durham, Harrogate, York, and South Leeds. All these Committees are currently working on their funding applications, aiming to be financed in April 1987.

Durham is hoping to convert an MSC Community Care Scheme into a Crossroads Scheme, but has not been successful in its first application for Joint Funding. The permanent position of employees working in the community under an MSC Scheme, and its adverse effect on families, has been highlighted in Durham, and the Committee is now working hard to obtain stable finance for a Crossroads Scheme.

In Derby, we had been hopeful that an Urban Aid application would succeed, but, alas, it did not, and we are now working on a Joint Funding application.

Interest in Crossroads has also been shown in Lincoln and East Yorkshire.

Of previously existing Steering Committees, Derwent & Wye Valleys has been granted funding for April 1987, but Grimsby, Hull, and Scunthorpe have not been successful in their first applications for Joint Funding and are re-submitting them. Airedale and Bradford are both in a similar position.

Study Days and informal meetings for Co-ordinators and Care Attendants are an important and stimulating part of my work and provide a useful forum for sharing experience and increasing expertise. The Region had a successful Management Committees' Meeting last June in West Yorkshire, chaired by Norman Banner and attended by Pat Osborne. Two further meetings are planned — one in Tyne and Wear, to include two Scottish Schemes, and one in West Yorkshire. Such meetings provide valuable opportunities for managers to meet each other and to discuss the implications and responsibilities of the management role.

I look forward to next year in the hope that, in these competitive days, more Schemes will be funded to enable more families to receive some relief from the pressures of constant caring. Finally, I would like to thank all the people I work with in the Region — staff and managers of Schemes, for their positive commitment — Steering Committee Members for not becoming discouraged when funding seems elusive — and all my Association staff colleagues at Rugby and in the rest of the country for their support and practical help, which makes my work possible and enjoyable.

ANGELA OWEN — North West Region



I am delighted that one of our North West Steering Committees, St. Helens, which incidentally is the longest serving Steering Committee, has at last been successful in obtaining Joint Finance. I am sure that St. Helens' perseverance will prove to be an inspiration to other Steering Committees who are continually refused funding year after year and who may feel, at times, that they may never be successful.

There are now ten Schemes in this region and two Steering Committees.

Further good news from my region is that as a result of the successful evaluation of the Warrington Scheme in Cheshire, the Cheshire County Council Social Services have agreed in principle to the growth of Crossroads in the county.

The first two Schemes to become established in Lancashire are West Lancs and Blackburn. Both Schemes are making steady progress and will come to the end of their three year pilots at the end of 1986/87, at which time they will be evaluated by Lancashire County Council Social Services. I am confident that these evaluations will prove to be as successful as Warrington and will eventually be the 'keys' to open doors to many more Crossroads Schemes.

Study Days for Co-ordinators and Care Attendants continue to be held on a twice-yearly basis. An extra Study Day — "Caring for Mentally Handicapped People" — was held at Whiston Hospital in June. This was particularly useful for the Schemes which were about to extend help to mentally handicapped people, i.e. Warrington and Stockport, together with newly appointed Care Attendants from other Schemes who had no previous experience of helping mentally handicapped people.

Whilst on the subject of training, I would like to express how very much I appreciate the co-operation of Management Committees and Co-ordinators of established Schemes in my area who have helped so willingly with the training of new Co-ordinators. I am also extremely grateful for the help given to new Management Committees.

1985/86 has seen many more new areas of interest in the North West Region and events during that time have begun to indicate the future potential of Crossroads in the area. It has certainly been a very interesting and encouraging year.

**CAROL YOUNGS — London, Herts,
Surrey, Berks, Sussex**



LYDI SUIPERDA — Holland



1985-86 has seen much development in this area, with increases both in the number of schemes and also in steering committees. Several established schemes have negotiated a successful transition from joint finance to more permanent funding, and three have been successful in topping up their existing funding.

All this development means that even more families are going to be receiving Crossroads special type of care this year, which is without any doubt the most important factor in this progress.

Of the 6 newly funded schemes, 4 are in Greater London and 2 in East Sussex, bringing the total number of schemes to 21. The 2 schemes in East Sussex have been set up as part of a DHSS funded Demonstration District, and as such will be closely evaluated during the three year life of the project.

Currently, of the 17 steering committees, 3 have been refused funding this year but are intending to reapply, 2 have been asked to reconsider their application in the light of extended statutory provision, and the remainder are researching the need and preparing bids which will be placed later this year.

Even with the increased competition for any available funds, there exists in each steering committee the same enthusiasm and dedication, and their commitment never fails to amaze me. It is always a pleasure to meet with them, even when sometimes the prospects look gloomy.

Maintaining links with established schemes remains an important part of my work, and I should like to thank both the co-ordinators and members of the Management Committees who so willingly share their expertise with those newcomers to the role, making it all far less daunting.

Study Days for Care Attendants will have to be increased in number to accommodate the new schemes, and the co-ordinators although still meeting twice each year regionally, now meet two monthly in smaller groups.

Throughout this year, many seminars and conferences have been held within this region around the subject of Support for Informal Carers. These have been arranged by a variety of both statutory and voluntary agencies but have all resulted in an increased interest in Crossroads from places where as yet none exist. I am sure that this bodes well for even more families to be in receipt of Crossroads Care in the coming year.

It was with great pleasure that we signed the Anglo-Dutch Charter on 29th January 1986 in Amsterdam.

The signing of this document meant not only the strengthening of a good relationship during the last few years, but in particular a hopeful vision of the future for those concerned.

In addition to the first Dutch Crossroads Scheme established in Emmeloord in 1981, Crossroads Nederland succeeded in preparing the start of three new projects, in Amsterdam, Maastricht and Gorinchem, in 1985/86. The local committees take independent decisions regarding the size and target of the project. Local financing is also independently executed. Care attendants are employed by the local committee. Crossroads Nederland is responsible for the leadership of the project, the national financing, the evaluation of the projects and continuity on a long-term basis. An agreement for two and/or three years is undertaken between the two parties. By involving the organisations which are immediately concerned with the Crossroads activities from the beginning, there is a better chance that the Crossroads way of working will be accepted as an independent part of the organisations involved.

Training Report



This year has concentrated upon the following issues in order to consolidate the progress that had been made during the previous year, and to ensure that the Association could realistically meet changing demands in the future.

1 Identification of Co-ordinators' Training Needs:

The co-ordinators' job-description has been reviewed and updated with the help of a working party comprising a co-ordinator from each region, Pat Osborne and myself, and additional advice and support from an Executive Committee member.

An analysis of this job description has been completed with a view to ascertaining the possible training needs the major tasks highlight.

A questionnaire has been designed and piloted with the members of the working party. The objectives of the questionnaire are to establish what training is being organised and being taken up within the regions, and whether or not it is meeting the needs of co-ordinators to enable them to carry out their very varied roles.

The establishment of the working party has proved to be of great value. The co-ordinators involved have provided a very constructive sounding board and through their representation and active participation in the project have ensured to a far greater degree that barriers to any findings and recommendations are not built up.

2 Training Resources within the Association:

The past year has seen the re-organisation of the library, and the purchase of audio-visual equipment comprising television, video recorder and overhead projector.

Although the Association is often well supported at a local level by statutory and voluntary personnel who are prepared to give their time as direct trainers, I would very much like to foster the training potential within the Association. Building up our own resources, and disseminating as much information about obtainable training materials is obviously one way of encouraging this.

3 Liaison with Training Personnel within other Voluntary Organisations

Liaison with training personnel within other voluntary organisations has provided a useful dialogue affording an opportunity to exchange ideas, ensure the maintenance of high training standards, and look towards the possibility of organising combined training events.

Through meetings with other organisations information has been collated regarding external training events that could provide valuable knowledge and expertise for Development Officers and co-ordinators. Particular regard has been taken of disseminating information which provides training events that can be taken up locally within the regions, to ensure a more cost effective approach.

4 Training Initiatives within Crossroads:

Last year saw the first residential courses for co-ordinators, and Association staff. The residential course for co-ordinators in October 1985 gained a great deal from the experiences in Spring 1985.

In April 1986 the first meeting of newly appointed co-ordinators took place at the Association office in Rugby. This provided an extension to their Induction programme in that they had an opportunity to meet with new co-ordinators from outside their regions and share their early experiences, discuss issues related to training and gave them an added identity with headquarters.

I feel that this year has seen the steady development of training with the Regions and consolidation of our approach to training. As the number of schemes grows so does the amount of time that Development Officers are giving to training, and I must thank them for their support in providing and developing training events within their regions.

I am certain that the work that has been achieved in the past year has had a catalytic effect on the organisation as a whole, enabling personnel to become more aware of training opportunities outside the organisation and the importance of maintaining high standards. It has also contributed, through staff development, an additional dimension to the positive growth and development of individual schemes.

Tricia Holmes
Training Adviser

Guildford Scheme's One Hundredth Client



Top Standing Left to Right: Fay Purnell Co-ordinator, The Mayor and Mayoress, Cllr Mr J Patrick and Mrs E Patrick, Care Attendant Mrs Jean Empringham. Sitting: Mr and Mrs W Taylor.

Crossroads News

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STOP PRESS

20.6.86

We are delighted to report,
just as we are going into print, that we have just
heard of our

ONE HUNDREDTH CROSSROADS SCHEME

in the London Borough of MERTON

This will be a celebration shared by all our schemes
which go to make up the one hundred.

Friends and supporters of Crossroads everywhere
will be so pleased to share this news with us.

WHERE WILL 101 BE?

Disabled people
So ... please help.

Isn't it good. It is a slogan used by our Livingston
colleagues. If you wish to use then please do so.

And so now, when people ask me,
"just what does Crossroads do"
I think the answer must simply be
We make the word "care" come true.
Gwen Hyam, Care Attendant, Stratford-upon-Avon.

On behalf of the care attendants who helped Thelma Crane
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