

CROSSROADS
Caring
for **Carers**
ORKNEY

Crossroads Care Orkney
Managing
Orkney Carers Centre
&
Crossroads Respite Care Scheme
Annual Report
2018 - 2019

CONTENTS

Chairperson's Report & Donations & Fundraising	Page 2
Survey and Care Inspectorate Report	Page 3
Crossroads Service Report	Page 4
Care Hours & Referrals Statistics	Page 5
Children's Services & Other Funding	Page 6
Carers Statistics	Page 7
Carers Centre Report & Statistics	Page 8
Young Carers Support Service Report	Page 9
Independent Living Support Service Report	Page 10
Carers Information & Orkney Carers Centre Staff	Page 11
Care Attendants & Training	Page 12
Board of Trustees & Membership	Page 13
Year Plan 2019/20	Page 14 - 17
Accounts Summary 2018/2019	Page 18 - 20

**Crossroads Orkney Managing Carers Trust Orkney Carers Centre
& Crossroads Respite Care Scheme
CHAIRPERSON'S REPORT**

Crossroads Orkney had another successful year in 2018/2019, providing a high standard of service to the Orkney community. The Board is very proud of the achievements of the hard working team in the office and our Care Attendants.

Demand for services continues to grow and, with the office's central location, the drop in centre is well used. The Independent Living Support Service regularly receives enquiries for new clients. Sarah Sanders sadly left the service at the end of October last year and Elspeth Casely has now taken over her position. The Young Carers Support Service is still popular, with a variety of activities for young carers. During the year, we welcomed Suzanne Lawrence to the Board, and we have a new face in the office, Susan Strutt, who joined us when Bailey Smart left to pursue a career as a mortgage advisor. We wish Sarah and Bailey well for the future.

In October, Crossroads Orkney disaffiliated from Crossroads Caring Scotland ("CCS"), although we still retain the Crossroads name and will keep the policies and procedures currently in place. We are now called Crossroads Care Orkney Ltd. We have also ceased to be a network partner of Carers Trust and we are now called The Orkney Carers Centre.

Once again, thanks are due to Orkney Health and Care, the public, our sponsors, the Friends of Crossroads and to Repsol Sinopec UK Ltd for their support through core funding, donations and fundraising events. Other organisations who contributed are listed below. We are fortunate that it has not been necessary to reduce the level of respite care although because of a reduction in funding, some charges have recently been increased.

I would like to thank the Board members, Olivia and her team, and our dedicated Care Attendants, for their time and efforts in making the organisation such a success. Their hard work and dedication are greatly appreciated. My thanks also go to you, the recipients of this report, and to your family and friends, for your support.

MARGARET SUTHERLAND (Chairperson)

FUNDRAISING AND DONATIONS 2018/19

The Board of Directors are hugely indebted to the various organisations who contributed to the funds over the year.

Friends of Crossroads	£6000	M & Co	£891.59
OHAL	£170	Lows	£162.13
Masonic Lodge	£1060	St Magnus Guild	£150
Lambsholm Enterprises	£1000	Kirkwall Ladies Darts League	£280.00
Rendall Friendship group	£52.50	Easyfundraising.org	£124.92
Brig Larder	£300	ROAR	£188

£18497.37 of private donations. Many thanks for this invaluable help.

REPORT ON SURVEY NOVEMBER 2018

We had a 34% return for our Quality Assurance Survey of Carers and a 22% response from Service Users. We were very pleased with the results, with high scoring in provision of care and quality of our Care Attendants. You can request a full analysis of the results from the office. We have again this year been working with a limited management team and apologise if you have not received the normal standard of service. We hope to address these problems in the coming year.

Quotes from the surveys: -

Crossroads is an absolutely amazing resource—part of the “glue” which holds island and family life together.

An invaluable service to those juggling family life, work, young children along with caring for an elderly family member.

Just a super service with great staff.

Very good service which is so vital to folk in Orkney.

I couldn't do without Crossroads. I wouldn't be able to keep my mother at home.

Excellent service.

We realise filling in surveys is a bit of a chore but the results do help to shape the services we provide and gives us a chance to act on any issues that may need to be addressed. We are happy for you to contact the office at anytime to discuss your care, you don't have to wait until review time.

CARE INSPECTORATE REPORT 2019

Being a regulated service, we had our annual Care Inspectorate inspection on the 30th of January 2019. The areas inspected this year were Quality of Care and Support which we scored a 5 for (very good) and Quality of Staffing which we also scored a 5 for. There were no requirements needed and no recommendations made. The inspector gathered his information from 29 surveys returned, which was endorsed by home visits. Thanks to you all for completing the surveys.

All in all he found the service to be performing to a very good standard. The full report can be obtained from our office or on the Care Inspectorate website:- www.careinspectorate.com, click on Our Inspections, click on Care At Home and then search under CS number which is CS2004060561.



SERVICE REPORT - CROSSROADS CARE ATTENDANT SCHEME

We have had another bumper year of care provision with an increase again in the number of hours being provided. The total hours of care for the year was 21,113. 10,852 of these hours were purchased from us mainly under Option 1 and 2 of Self Directed Support, this is where the Local Authority pay us to provide services to a third party or people can purchase with their Direct Payment. This can be either personal care or social care. We provided 705.75 hours through our Children and Young Peoples Service and the remaining 9555.3 hours were free of charge respite hours for Carers. We have altered our reporting this year to reflect the fact that many of our service users do not have an unpaid carer. These clients are purchasing our services or having the payment met through Self Directed Support.

We have lost a few Care Attendants over the year and have found recruitment to be more of a challenge than usual. We have found it very hard at times to cover essential cares and I have to say that the Care Attendants have been very helpful in trying to help us meet our commitments to the service users. We are continuing to register our Care Attendants with the Scottish Social Services Council and have put one Care Attendant through her SVQ level 2 in Health and Social Care and three more have started the course at the end of January.

There has been another change of office staff too. Bailey Smart moved on to other employment at the end of December and we are very pleased to say that we now have Susan Strutt in post as our new Finance Administrator. Susan is working 30 hours a week. At the end of October last year we were sorry to see our Independent Living Support Service Manager move on too. Sarah Sanders had been with us since 2009 and is a great miss. After failing to recruit to this post, Elspeth Casely our deputy manager thought she would like to take over the post which she has done and is enjoying the new challenge. Fortunately our trainer Denize was on hand to take over the care co-ordination until the post could be filled. Denize's two year contract was up in January but she was able to stay on and we hope to sustain her post into the future.

Denize has provided several training sessions to other voluntary sector organisations as well as for ourselves but hasn't done as much as we would have liked due to being so busy on the care provision front.

We are aware that our care provision, on occasion, has not been up to our usual standard and we very much hope that going forward this year, with a full team of staff, we can get our service back on track.

OLIVIA TAIT—(Manager)

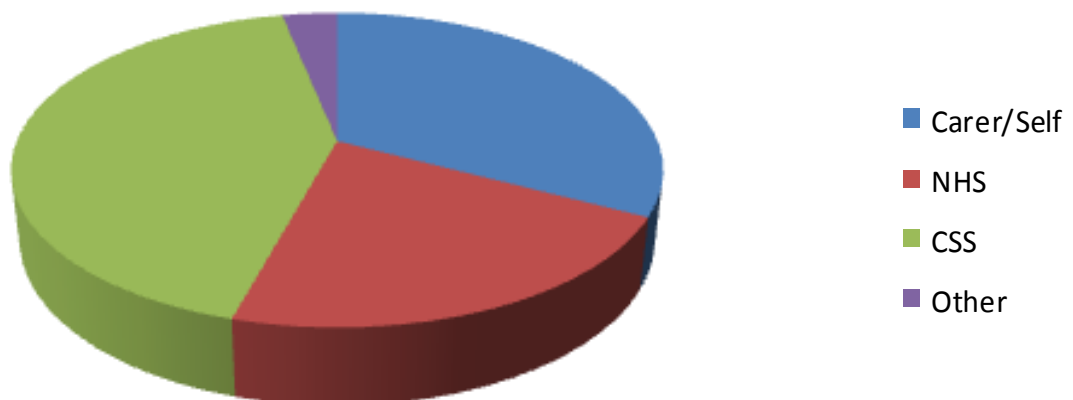
Care hours given - Total 21113.05 (including 10852.2 spot purchased hours & 3 Overnights)

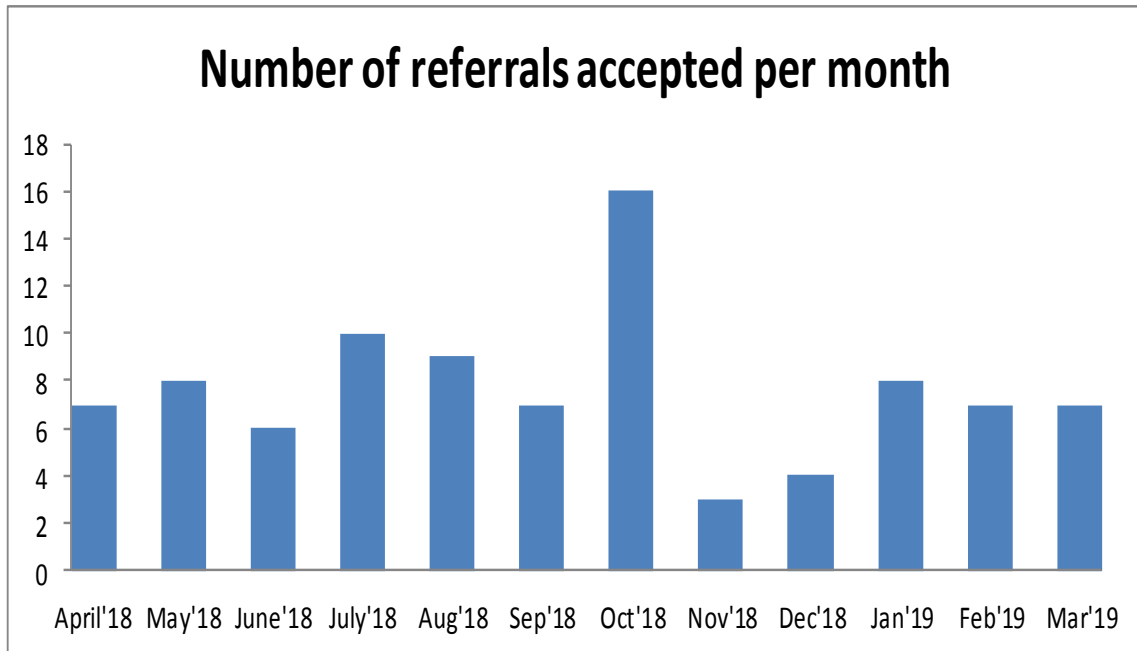
Month	Main Stream	Children	Total
April	1775.75	73.75	1849.5
May	1776	64.50	1840.5
June	1690.5	68.50	1759
July	1572	54.50	1626.5
August	1643.5	53.5	1697
September	1735.1	69.50	1804.6
October	1603.30	38.5	1641.80
November	1854	48.50	1902.5
December	1696.15	57.75	1753.9
January	1681	50.75	1731.75
February	1790.25	63.50	1853.75
March	1589.75	62.50	1652.25
Total	20407.3	705.75	21113.05

Respite Care hours have risen by 968.55 hours. Care hours purchased has risen by 3269.45.

We received 92 referrals for respite care this year an increase of 15 from last year. The majority of our referrals come from CSS closely followed by Carers themselves.

**Source of Referrals
1st April 18 - 31st March 19**





During 2018/19 we supported 168 Carers and their dependants and 45 service users with no carer. Over the year 76 clients ceased to need care. 20 service users passed away, 23 service users went into residential care and 38 ceased care for other reasons.

CHILDRENS SERVICE



We have provided 705.75 hours to children and young people with additional needs. We take them out to an activity of their choice. The aim is to enhance their social skills, their independence and their confidence. Our numbers have decreased over the year as there are more funding options for people through Self Directed Support. We have supported 9 children to attend swimming, the health suite, boulder cave, Chill Out Zone and the library.



9 Carers, 2 Dependants and 4 Young Carers have benefited from a small grant from the Time to Live Fund to source a break of their choice. Mostly people like to take a trip off the Island but it can be used for alternative ideas such as gym membership, massage and beauty therapies. The maximum grant awarded was £250.

MOCK WEDDING FUND

We continue to give, on loan, various items to people affected by Dementia and their Carers. We have increased the range of resources we have, the full range can be seen in the office. We currently have 92 items out on loan.

Disabilities or Illnesses of service users receiving care 1st April 2018- 31st March 2019

Adults		Children	
Dementia/Alzheimer's	48	Autism/Learning Difficulties	6
Frail Elderly	53	Other	2
CVA (Stroke)	13	Downs Syndrome	1
Multiple Sclerosis	12	Mental Health	1
Cancer	4		
Parkinson's Disease	2		
Multiple Disability	7		
Physical Disability	4		
Osteoporosis	4		
Down's Syndrome	4		
Other	7		
Heart Disease/Disorders	4		
Head/Brain Injury	2		
Pulmonary Fibrosis	1		
Respiratory/Asthma/Bronchitis	3		
Sensory Impairments	4		
Mental Health	4		
Epilepsy	6		
Learning Disability	2		
Autism/Asperger's	3		
Cerebral Palsy	1		
Spinal Injury	1		
Arthritis	3		
Diabetes	8		
Huntington's Disease	1		
COPD	1		
Muscular Dystrophy	1		
Total	203	Total	10

Age of Carers receiving the service from 1st April 2018 - 31st March 2019

Years	-18	19-40	41-64	65-79	80+	No Carer
Male	0	1	12	18	14	
Female	0	10	53	42	18	
Total	0	11	65	60	32	45

Age of Service Users receiving the service from 1st April 2018 - 31st March 2019

Years	-18	19-40	41-64	65-79	80+
Male	7	2	6	13	49
Female	5	7	12	29	83
Total	12	9	18	42	132

ORKNEY CARERS CENTRE— INFORMATION AND SUPPORT

We have seen another busy year in the Carers Centre, 172 contacts were made by Carers. These are the contacts we concentrate on recording but we received many more contacts from people with no Carer and other organisations and individuals too. The drop in centre is well used but telephone contacts remains the most popular method of contacting us. Information is again the greatest reason for contacting the centre.

First time contacts to the centre were slightly down from last year. The centre continues to promote our services and the services of other organisations through our quarterly newsletter.

For Carers Week this year we had an information stand in Tesco's foyer. For Dementia Awareness Week we went through to the Library in Stomness to display our Dementia resources that we can give out on loan.

OLIVIA TAIT—(Manager)

Main reason and method of contact 1st April 2018— 31st March 2019 Total Contacts: 172

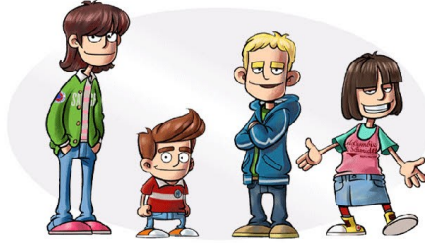
Drop In		Home Visit		Phone		Letter	
	Total		Total		Total		Total
Aid/Equipment	10	Aid/Equipment	0	Aid/Equipment	5	Information	0
Benefits	1	Benefits	0	Benefits	0	List/Support	0
Carers Assessment	2	Carers Assessment	1	Residential Care	0	Other	0
Holiday	1	Advocacy	0	Holiday	0	Respite	0
Information	21	Information	4	Advocacy	2		
List/Support	26	List/Support	0	Information	57		
Respite	1	Respite	0	List/Support	21		
Training	2	Training	0	Respite	5		
Other	4	Other	0	Other	9		
Total	68	Total	5	Total	99	Total	0

Time spent and method of contact First time contacts: 52

Drop in		Home Visit		Phone		Letter	
	Total		Total		Total		Total
<15 mins	43	<15 mins	0	<15 mins	75	<15 mins	0
<30 mins	17	<30 mins	2	<30 mins	17	<30 mins	0
<45 mins	7	<45 mins	2	<45 mins	1	<45 mins	0
<60 mins	1	<60 mins	0	<60 mins	0	<60 mins	0
>1hr	5	>1hr	1	>1hr	1	>1hr	0
Total	73	Total	5	Total	94	Total	0

Main disabilities which Carers who contacted the Centre were dealing with

Main Disability	Total	Main Disability	Total	Main Disability	Total
Autism	1	Mental Health	6		
Cancer	3	Multiple Disabilities	0		
CVA	8	MS	4		
Dementia	41	Other	16		
Frail Elderly	6	Physical Disabilities	2		
Heart & Lung	3	Sensory	1		
Learning Disabilities	4	Unknown	77	Total	172



YOUNG CARERS SUPPORT SERVICE

Orkney Young Carer's Service continues to support young people aged 6-17 who are helping to look after someone at home. Young people meet together with other young people in similar situations as themselves. Monthly sessions are arranged for junior and senior young people to take part in fun activities together. It gives young people the chance to have a break from their everyday responsibilities caring for a parent, sibling or grandparent, as well as opportunities to be supported emotionally and practically when they need it. A range of monthly activities were organised including – cinema trips, laser tag in Burray, Royal Wedding tea party, sand art, games, story stack, archery, ceramic painting, crafts, play parks, Fern Valley wildlife centre, baking & cooking. Tesco kindly ran the Christmas Party this year in the staff canteen. The young folk loved the whole experience but particularly having a go on the tills.

3 young people from the senior group attended the Scottish Young Carers Festival which involved 3 nights away supported by Young Carers support staff. In March I attended the Young Carers Alliance Event in Glasgow. This was felt to be a worthwhile event to attend to be kept up to date with new developments. Scottish Government staff visited and ran a session with the seniors to get their insight into their caring roles and talk through the Young Carer grant scheme that will be coming into effect in 2019. During November I attended Kirkwall Grammar School to run awareness sessions for all pupils. This was offered as short 10 minute reminders round each class for S2 upwards. For S1 they were given a full personal and social education lesson on what being a Young Carer was all about and I worked through case studies with them.

Young Carers continues to be promoted at local events like Youth Philanthropy Initiative, Orkney Youth Conference and Growing up in Orkney Conference. This helps to keep the profile of Young Carers high across Orkney.

Senior Young Carers made items and sold them at Orkney Charities Bazaar & Kirkwall Grammar School Christmas Craft Fair. They volunteered to help on the day and enjoyed taking part.

A senior Young Carer was put forward by Orkney Young Carers for a Summit Award at the Orkney Youth Awards. They were delighted that she received the award which was for the extra effort, volunteering and support she gave the service.

Donations were received from Brig Larder - £300, ROAR - £188, Cooke Aquaculture - £400, Orkney Arts & Crafts - £100, Income from our Craft Fairs - £173.80, Carers Trust - £450.00.

In addition to the group support offered Young Carers support staff can provide one to one support to help ensure their needs are met and their wellbeing is promoted.

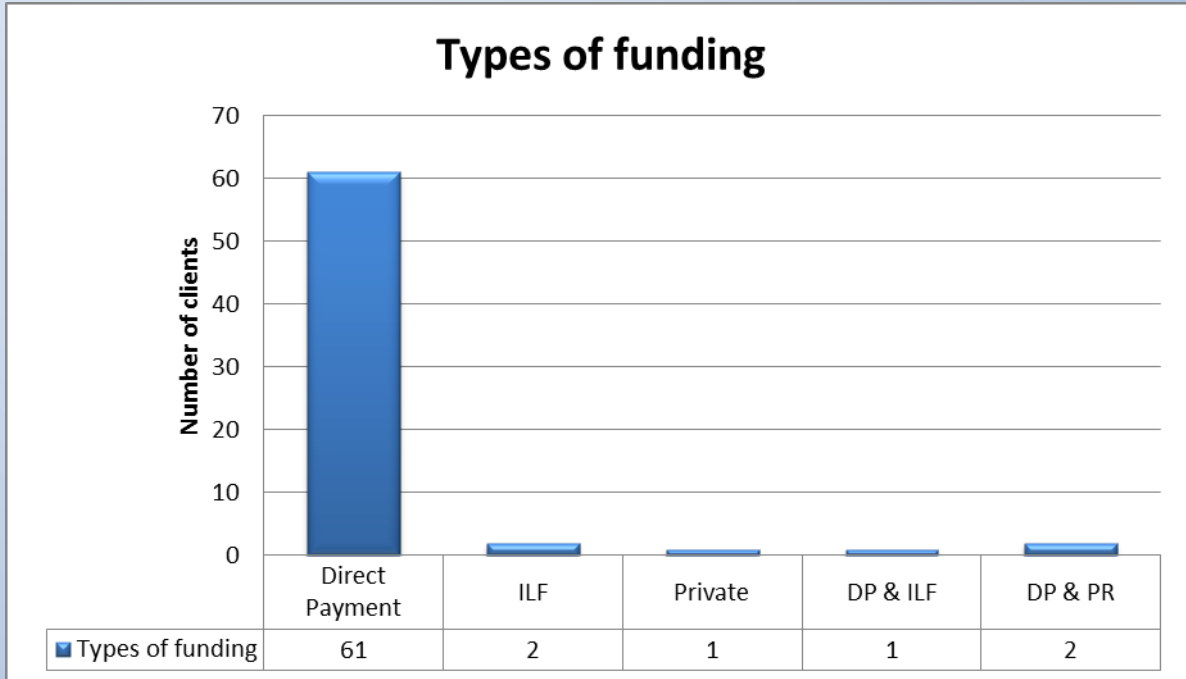
Numbers at the end of March 2019 total: 16 Juniors 8 Seniors

LYNN BARTLETT—(Young Carers Support Worker)

Independent Living Support Service (ILSS)

My name is Elspeth Casely and I took over as ILSS manager from my position as Crossroads Depute Manager in November 2018. I have been getting to grips with the intricacies of the position as ILSS manager, and getting to know the employers and their personal assistants, with the aim to build on the established relationships and make the transition to my providing support, a smooth one. I hope to use this time of change to contact each employer and reassess their situation, ensuring all contracts and paperwork are up to date.

The graph below illustrates the sources of funding clients currently receive and the number of clients who are in receipt of each type of funding. There were 67 clients using the services of the ILSS at end of March 2019.



(ILF stands for Independent Living Fund)

In the period covered by this report, a total of 4 new clients came on the books and 9 direct payment clients came off the books. New referrals have slowed down over the last few months, with the last new employer starting in October.

Recruitment for personal assistants has been slow recently with little or no applicants. Most recruited has been via word of mouth. This is worrying as there are some employers who are relying on existing staff to do extra hours to meet the basic level of care and some who have had to fill in using other agencies such as Crossroads or do without. Knowing that there is a difficulty with recruitment may make the option of a Direct Payment a less appealing one for prospective and current employers and so restrict choice.

Work place pensions were introduced a few years ago, and we are now at the stage of starting to reassess employees again. Since I started in November, I have supported one new employer to go through the Pension declaration of compliance process and 2 to re-declare their compliance. Currently 14 employers provide a pension to one or more of their personal assistant(s). One has recently had to auto-enrol their personal assistant due to earnings being over the threshold.

ELSPETH CASELY—(ILSS Manager)

CARERS SUPPORT GROUP

The Carers Support Group has a few members who come regularly and a few who meet when their caring commitments allow them to do so. The members who do come, enjoy the chance to meet up with other Carers and hear about the issues they face and also to hear about the good points of caring too. We like to have a cup of tea and a good blether, Carers take along a sandwich and the tea and biscuits are provided. We meet on the 2nd Wednesday of the month at 12 noon in the Carers Centre office. More Carers would be welcome and if respite to attend is required please get in touch with us to arrange cover.

CARERS NEWSLETTER

Our quarterly newsletter goes out to over 250 Carers and through this we can advertise fundraising events and give information on issues relevant to Carers. We also update Carers on the result of our Annual Survey and address any points raised. The newsletter is posted out but can be accessed online on our website.

STAFF EMPLOYED BY ORKNEY CARERS CENTRE

Olivia Tait	Manager - 35 hours per week (From August 2009) Training Completed - Training Day (see page 12) and First Aid.
Elsbeth Casely	Deputy Manager - 20 hours per week (From May 2009 to November 2018) Training Completed - Training Day and First Aid.
Denize Lace	Assistant Manager - 20 hours per week (from January 2017) Training Completed - Training Day.
Bailey Smart	Office Administrator/ Receptionist 35 hours a week (Left 31st December 2018).
Susan Strutt	Finance Administrator 30 Hours a week (From January 2019).
Sarah Sanders	Manager Independent Living Support Service - 35 hours per week (From October 2009 to October 2018). Training Completed - Training Day.
Elsbeth Casely	Manager Independent Living Support Service— 30 Hours a week (From November 2018).
Lynn Bartlett	Young Carers Support Worker - 12 hours per week (From October 2016). Training Completed—Child Protection.

CARE ATTENDANTS

Julie Andrew	Stronsay	Alison Petrie	Deerness
Jean Bain	Kirkwall	Hannah Rendall	Westray
Elizabeth Bews	Kirkwall	Mary Rendall	Stromness
Hilary Booth	S. Ronaldsay	Yvonne Rendall	Tankerness
Ruth Brough	Sanday	Maggie Robertson	Kirkwall
Eileen Corsie	Kirkwall	Moira Ross	Kirkwall
Kim Donnelly	Kirkwall	Sheila Sabin	Sanday
Ruth Craigie	S. Ronaldsay	Sheena Smith	Kirkwall
Alison Drever	Westray	Lesley Sole	Lyness
Jessie Drever	Westray	Lesley Stephen	St Ola
Tracey Drever	Finstown	Neil Tait	Kirkwall
Winifred Dunnet	Finstown	Laverne Taylor	Kirkwall
Billy Esson	Kirkwall	Pearl Thomson	S. Ronaldsay
Moira Groundwater	Stromness	Teresa Thomson	Birsay
Yvonne Guthrie	Kirkwall	Lisa Venables	Dounby
Sue Holloway	Stronsay	Gillian Wilson	Kirkwall
Gillian Jamieson	Papa Westray	Kathryn Wilson	Kirkwall
Margaret Johnston	Stromness		
Maureen Monkman	Kirkwall		
Judy O'Connor	Finstown		
Sandra Otter	Westray		

Left during 2018/2019

Carole Coghill	Kirkwall
Gail Speers	Sanday
Lauren Kirkness	Holm
Susan Barnett	Westray
Bobby Wolanska	Kirkwall
Lynn Jessiman	Stromness
Marlene Thomson	Holm

Employed during 2018/2019

Karen Tulloch	Sanday
Beverley Whitman	Sanday
Pamela Antonio	Kirkwall

TRAINING ATTENDED

Our Care Attendants have done training in Moving and Handling, First Aid and on our training day we covered Medication in Domiciliary Care, Food Hygiene and Cross Contamination and Epilepsy Awareness.

Ruth Craigie completed her SVQ level 2 in Health and Social Care.

BOARD OF TRUSTEES

Chairperson	Ms Margaret Sutherland
Vice Chairperson	Mrs Margaret Foulis
Treasurer	Vacant
Trustees	Ms Miriam Baster
	Mrs Beatrice Cook
	Mrs Barbara Hutchison
	Ms Inga Scholes
	Ms Mary Doyle
	Mr Willie Neish
	Mrs Linda Russell
	Mrs Wendy Gunn (retired 26:06:18)
	Mrs Anne Campbell (retired 17:06:18)
	Ms Suzanne Lawrence (joined 26:06:18)

ADVISERS & REPRESENTATIVES OF FUNDING BODIES

Mrs Sally Shaw	Head of Orkney Health and Care
Ms Lynda Bradford	Service Manager - Orkney Health and Care
Mr Gary Marshalsey	Operations Manager, Repsol Sinopec Energy (UK) Ltd
Ms Amanda Moffat	Shared Care Scotland

CARERS REPRESENTATION

The Manager represented Carers on the following working groups/committees etc.

- Carers Strategy Group
- Third Sector Working Group
- Health and Social Care Group
- Dementia Strategy Steering Group

INDEPENDENT EXAMINER

Mr Charlie Flett

Foubister & Bain, Chartered Accountants, 4 Broad Street, Kirkwall

MEMBERSHIP

Mrs M Scott	Mrs M Lee	Mr K Sinclair	Mrs M Sinclair	Mr A W Wright
Mr J Scott	Mrs B Hutchison	Mrs W Gunn	Mrs M Chalmers	Mrs E McInnes
Mr S Manson	Mr A Rendall	Mr G Hannah	Ms M Doyle	Mrs B Wishart
Mrs E Jenkinson	Mrs L Russell	Mrs J Tait	Ms M Sutherland	Mrs I Stout
Mrs P Wilson	Mrs M Cassidy	Mrs M Findlay	Mrs M Cant	

Year Plan 2019—20

Objective or Action Point	Quantity, Level, Date or Deadline	Lead Person (if appropriate)
1. Governance		
1.1 Appoint a Treasurer	25 th June 2019	Board
1.2 Hold Annual General Meeting followed by business meeting.	25 th June 2019	Board
1.3 Amend the Constitution to make it fit for purpose going forward.	25 th June 2019	Board
1.4 Raise awareness with the local authority that Crossroads Care Orkney is not under the umbrella of Voluntary Action Orkney. Discuss our Core Funding with Orkney Health and Care.	When the service level agreement is received.	Board
2. Care Services		
2.1 We will try our best to provide 160 free of charge hours of respite care to Carers through the Service Level Agreement with the Local Authority.	160 hours per week	Manager
2.2 Continue to allow Carers the opportunity to purchase additional care hours. Allow clients to purchase care with their Direct Payments or through Option 2 of Self Directed Support.	Ongoing	Manager
2.3 All donations and fundraised monies to go towards free of charge respite care with a target of providing 30 hours of care a week.	Ongoing	Manager
2.4 Look at ways to raise awareness of Young Carers	Ongoing	Young Carers Support Worker
2.5 Take the Young Carers on a trip in conjunction with the Shetland Young Carers.	July 2019	Young Carers Support Worker
2.6 Seek funding to sustain the Children's Service with a target of supporting 12 children with additional needs.	December 2019	Manager
2.7 Hold an event to mark 25 years of Caring for Carers in Orkney in Carers Week.	12 th June 2019	Board/ Manager
2.8 Have an information stand at Tesco's foyer in Carers Week. Have a collection bucket on the stand to raise funds.	13 th June 2019	Manager

2.9 Promote the fact that we undertake Carers Assessments.	Ongoing	Manager
2.9.1 Recruit a Deputy Manager/ Care Coordinator with appropriate qualifications.	April 2019	Board
2.9.1 Recruit Care Attendant on 18 hours contract.	Ongoing	Manager
3. Contracts and Funding		
3.1 Ensure LA funding is in place by the 1 st of April 2018 or as soon after as possible.	1 st April 2019	Manager
3.2 Apply to the Carers Information Strategy Fund replacement, to help fund the Carers Centre, fund part of the Trainer post for Carer and workforce training, and information to Carers.	July 2019	Manager
3.3 Apply to Creative Breaks for funding to allow Carers a short break off the Islands or to access an alternative therapy.	May 2019	Manager
3.4 Apply to Repsol Sinopec Ltd for funding to run the Carers Centre.	July 2019	Manager
4. Financial Management and Administration		
4.1 Review staff wages and mileage allowance.	April 2019	Treasurer/Board
4.2 Review charges for service and increase accordingly.	April 2019	Treasurer/Board
4.4 Finalise and approve budget.	3 rd June 2019	Treasurer/Board
5. Administration and Systems		
5.1 Look into a system for backing up files that can be accessed remotely.	As soon as possible	Board/Manager
6. Office and Equipment		
6.1 Replace signage taking into account our disaffiliation from Crossroads Scotland.	October 2019	Manager/Administrator
7. Human Resources		
7.1 Recruit Care Attendants for areas where they are required.	Throughout the year	Manager
7.2 Recruit another Care Attendant on an 18 hour contract.	Throughout the year	Manager
7.3 Increase the amount of supervision given to Care Attendants enforcing the intention to do telephone supervision once a year.	Ongoing	Manager

8. Training and Development		
8.1 Encourage Care Attendants to undertake SVQ level 2 training, in Health and Social Care.	Ongoing	Manager
8.2 Ensure all Care Attendants are up to date with core training.	Ongoing	Manager
8.3 Access specialist training where required.	Throughout year when required and available.	Manager
8.4 Organise annual training and supervision day for all staff members. Ensure all staff are aware of our service requirements, especially the registration of care at home workers .	24 th June 2019	Manager/Assistant Manager/ Trainer
8.5 Offer Service Users the opportunity to attend relevant training sessions	Throughout year	Manager/Assistant Manager
8.6 Encourage a member of staff to become a Dementia Champion.	24 th June 2019	Manager /Assistant Manager

9. Regulation of Services and Quality		
9.1 Comply with inspection from Care Inspectorate and implement recommendations.	Unknown	Board/Manager
9.2 Complete annual returns for Carers Trust, Companies House, OSCR and the Care Inspectorate.	December 2019	Manager
9.3 Member of the Board of Directors to take over keeping our Policy Manual up to date and remove Crossroads Scotland logos	April 2019	Board Member
9.4 Register the Deputy and Assistant Manager with the SSSC and continue the process for the registration of the Care Attendants.	June 2019	Manager

10. Health and Safety		
10.1 Check our Health and Safety poster is up to date.	April 2019	Manager
10.2 Review our Health and Safety policy and develop our own office health and safety check	October 2019	Manager

11. Monitoring, Reporting and Evaluation		
11.1 Carers and Service User Survey to be sent out and findings reported to the Board and to the Carers and Service Users through the newsletter.	30 November 2019	Chair/Manager/ Administrator



Crossroads Care Orkney Limited

BALANCE SHEET AS AT 31 MARCH 2019

2018

		<u>Fixed Assets</u>		
£ 1,171		Office Equipment	£ 937	
234	£ 937	Deduct Depreciation	187	£ 750
		<u>Current Assets</u>		
20,396		Debtors	27,033	
237,699		Cash at Bank and in Hand	169,937	
258,095			196,970	
		<u>Deduct Sundry Creditors</u>		
13,243		Creditors	9,920	
99,245		Grants in Advance	-	
112,488			9,920	
	145,607			187,050
	£ 146,544			£ 187,800
		<u>Reserves</u>		
£ 136,656		Unrestricted Reserves brought forward	£ 122,433	
(14,223)		Surplus for year	41,509	
122,433			163,942	
24,111		Restricted Reserves	23,858	
£ 146,544			£ 187,800	

Kirkwall, 18 June 2019

We have examined the books and records of Crossroads (Orkney) for the year ended 31 March 2019 and confirm that the above Balance Sheet and accompanying Income and Expenditure Account are in accordance with the accounting records. The full statutory company accounts are available from the office of Crossroads (Orkney).

Foubister and Bain
Chartered Accountants



Crossroads Care Orkney Limited
INCOME AND EXPENDITURE ACCOUNT
for year ended 31 March 2019

<u>2018</u>	Income:-	
164,755	OHAC/NHS Orkney	160,635
28,944	Independent Living Project - Administration	28,221
13,536	Young Carers Project	12,134
111,177	Contract Income	177,319
15,000	Repsol Sinopec Grant / CIS Carers Centre	20,000
1,845	Children's Service	12,300
6,208	Carers Information	3,580
701	Travel & Accommodation	66
7,115	Training Income	6,324
9,600	SVQ Training	-
3,709	Time to Live Fund	2,473
1,354	Mock Wedding	1,130
15,460	Donations	27,692
1,012	Fund Raising	125
622	Gloves, Wipes & Aprons	558
118	Membership Fees	66
-	Miscellaneous Income	81
654	Bank Interest	602
£ 381,810		£ 453,306
Expenditure:-		
63,644	Salaries - Co-ordinators	57,666
14,157	Salaries - Administration	17,634
217,232	Salaries and Training - Care Attendants	227,433
1,866	Travel Costs - Co-ordinators	909
	Travel Costs - Care	
17,237	Attendants	32,655
23,512	ILP Costs - Administration	23,043
	- Client Costs	112,910
(5,966)	- less recharges	114,748
14,948	YCP Costs	12,046
14,022	Children's Service	9,439
7,109	Carers Information	1,762
1,476	Care Commission	1,476
1,354	Mock Wedding	1,130
12,469	Rent and Insurance	15,134
2,057	Telephone and Electricity	1,684
4,053	Stationery and Postage	2,800
4,353	Affiliation Fees	1,873
2,080	Payroll & Accountancy	2,121
2,372	Adverts, Publications and Sundry Expenses	1,692
204	Change Fund	-
3,948	Time to Live Fund	2,468
737	Gloves, Wipes & Aprons	736
234	Depreciation	187
403,098		412,050
£ (21,288)	Surplus/(Deficit) for year	£ 41,256
(14,223)	Whereof: Unrestricted	41,509
(7,065)	Restricted	(253)
£ (21,288)		£ 41,256



Crossroads Care Orkney Limited

Composition of Reserves at 31 March 2019

	<u>At 31/3/18</u>	<u>Incoming Resources</u>	<u>Resources Expended</u>	<u>Transfer between Funds</u>	<u>At 31/3/19</u>
<u>Unrestricted Funds</u>					
General Fund	122,433	431,220	389,711	-	163,942
<u>Restricted Funds</u>					
Children's Service	3,914	12,300	9,439	-	6,775
YCP Project	5,307	2,471	3,314	-	4,464
Travel & Accommodation	(255)	66	66	-	(255)
Carers Information	2,029	3,646	1,762	-	3,913
SVQ Training	10,040	-	4,160	-	5,880
Change Fund/Pilot Project	232	-	-	-	232
Time to Live Fund	2,844	2,473	2,468	-	2,849
Mock Wedding	-	1,130	1,130	-	-
	24,111	22,086	22,339	-	23,858
	146,544	453,306	412,050	-	187,800

□

**Crossroads Care Orkney
Managing
Orkney Carers Centre**

The Kirkwall Travel Centre
West Castle Street
Kirkwall
Orkney
KW15 1GU

Tel: 01856 870500

Email: carers@crossroadsorkney.co.uk
Website: www.crossroadsorkney.co.uk

Opening Hours

Monday - Friday 9am - 5pm

Registered Charity No. SC022786
Company No. 164342

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