

# Uttlesford Crossroads - Caring for Carers

Trustees' Report and Financial Statements  
For the year ended 31<sup>st</sup> March 2009

*A carer is someone, who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.*

Uttlesford Crossroads – Caring for Carers  
Community Hospital, Radwinter Road,  
Saffron Walden, Essex, CB11 3HY  
Telephone/Fax: 01799 513496  
email: [uttlesford@crossroads.org.uk](mailto:uttlesford@crossroads.org.uk)

Uttlesford Crossroads – Caring for Carers  
Charity registration no. 1090844  
A company limited by guarantee  
Registered in England no. 4334059  
Registered office as above

# Uttlesford Crossroads – Caring for Carers

## Annual General Meeting

21 July 2009

### Chairman's Report

Our Business Development Manager will be leaving us in August for family reasons, and we wish her well in this and thank her for her huge contribution to the continuing success of our scheme.

Our Care Manager, Heather Eldred, will become our Scheme Manager with overall responsibility for day to day management of the scheme. We will be appointing a Business Administrator reporting to the Scheme Manager.

With the appointment of additional Care Support Workers we have made a start on increasing the number of care hours available to carers in Uttlesford.

The Government has decided that in future carers' grants will be made available direct to carers rather than the caring agency. This means that in future carers will purchase care hours from us using their grant. All new clients are now advised to apply for this new Carers' Direct Payment and we are helping existing clients to apply. It is hoped that in the long term, when most of our clients are in receipt of the 'CDP' this will be a more sustainable arrangement for Uttlesford Crossroads. Where grants are not given and our assessment shows a real need, we will do our best to provide a service on a charitable basis subsidised by our fundraising.

Crossroads is re-branding itself in an effort to become better known and have a more meaningful name. Kate Huey attended the Crossroads re-branding meeting in London. She will be giving a presentation after this AGM.

Plans to set up a Day Centre have met some difficulties; however, we will continue to pursue this.

The change to Carers' Direct Payments is placing increasing demands on our office systems and has highlighted the need to replace our existing databases with a new fully integrated software package purpose designed for care organisations. Our managers, with a few trustees have examined two packages and the decision has been made to purchase Webroster, an internet based system. We understand that Crossroads Association has done a lot of development work with the Webroster team and that the system is available at a discount to Crossroads members.

The "Friends of Uttlesford Crossroads" have already made a big contribution to our fundraising efforts. The group of ten Friends has met three times now with trustees and managers and discussions have included ways in which they might assist with some office duties and with fundraising events. If you would like to help our fundraising efforts by joining our 'Friends' group, please contact the office or any manager or trustee.

As we look forward to a period of growth and change, I should like to take this opportunity to thank all trustees and staff for their dedication and hard work over the past year.

Graham M. Hamilton-Hopkins

**Uttlesford Crossroads – Caring for Carers**  
**Treasurer's Report**  
**Financial Statements for the year ended 31 March 2009**

The last financial year, and indeed this coming year, presents the charity with issues around funding. As you will know charity funding is changing. Grants are now not being made direct from local authority departments to organisations like ours. Now it is part of our job to guide clients to claim their rightful grants and then pay them to us for our services. This has been, and will continue to be, both a time consuming task for our manager and staff and put a burden on our cash flow.

So, direct funding is drying up and it is taking time to persuade clients to the new ways. Also the local authorities are finding the new systems difficult and are slow at sending the funds to clients which in turn means that we have to wait too.

The result of all this is that last year we had to use £42k of our accumulated funds and next year's budget assumes a similar shortfall in income. We are, however, in the fortunate position of having received £120k in legacies in recent years. Therefore, the Trustees are confident that we can manage this fundamental change and its effect on our finances and we look forward to things settling down over the next year or so.

The cost of a care hour has increased and currently we are not able to recover the full cost per hour from clients who elect to pay us for our service through the Carers' Direct payment scheme. We have to maintain an ongoing programme of fundraising events and grant applications in order to fund this shortfall.

The Accounts properly reflect the charity's financial activities for the year 2008/2009 and I commend them to you for adoption.

P L Fuller  
Hon. Treasurer.

