

### News from the Management Team

We have reviewed and revised our five year Strategic Plan and Business Plan for 2010 -11 to reflect changes in the challenges we face and to improve the quality of service we offer to carers.

Two special meetings of the trustee executive have been studying our financial sustainability in order to ensure our future. As a result of which, and with regret, we have had to increase our charges. Essex County Council have recognised this need and have correspondingly increased direct payments made to carers.

We are planning a significant increase in the number of available care hours and hope to provide respite for many more carers in Uttlesford. Because of this we are searching for larger and more suitable office accommodation, which would hopefully include a meeting room and the potential for opening a day centre.

We are getting ever closer to acquiring a new fully integrated software system for the office, which has been specially designed to meet the needs of Crossroads Care.

The board of **Crossroads Care Uttlesford** is leading an initiative for collaborative working with all other Essex Crossroad Care schemes, and are now having to consider how this might fit in with new Crossroads Care Association's national strategic plans for fewer, but larger schemes in England and Wales.

The new national strategic plan sets out a minimum service level that all schemes should be offering. This minimum standard has now been incorporated into our Uttlesford Strategic plan and is very much in line with what we already do. Graham Hamilton-Hopkins and Rebecca del Tufo will be attending meetings in London and Birmingham in connection with the new national strategic plans.

These are very challenging but exciting times and your management team is working hard to ensure that the future of **Crossroads Care Uttlesford** is secure and that our high standards are maintained.

*Graham Hamilton-Hopkins  
Chairman of trustees*

## AGM invitation

The trustees of Crossroads Care Uttlesford  
cordially invite all members and friends to attend our

### Annual General Meeting

**On 20 July 2010**

At 7.00 for 7.30pm in the Garden Room,  
3 Hill Street, Saffron Walden

Please join us for a drink before the AGM

We look forward to welcoming you and updating you on significant happenings in the past year and our plans for the coming year.

## 2010 Membership Subscriptions and '100' Club

It is no longer a requirement for clients to become members of **Crossroads Care Uttlesford**, it is only trustees who must be members. However we would encourage all clients and Friends to become members. You will then receive our newsletter and be entitled to a vote at our AGM. The £12 membership fee will help to offset the cost of this newsletter, help us to keep our office and IT software and computers up to date and many other essential projects.

Another way to help us cover costs is to join our **'100' Club** and have an opportunity of winning one of two £30 prizes each month and £50 every three months.

Application forms for both are enclosed and by joining you will be helping us.

We are also grateful for all **donations** and the value to us of these can be enhanced by filling in a simple Gift Aid form available from the office.

## Annual Service Quality Audit

A postal survey was carried out during March 2010 by trustee Vicky Daybell. Questionnaires were sent to approximately 25% of current service users. The questions related to initial assessments - care worker's first visit - initial enquiries and ongoing administration - overall satisfaction - introduction of new services - help from

elsewhere - perception of service provided by care support workers - prevention of hospital admission - newsletter and social events.

Responses were generally very complimentary and all comments will be considered in our efforts to improve our service. Our thanks go to all those who took time to respond.

## A recipe for Roast Duck Breasts

For four people:

4 duck breasts with skin on. Remove the white filament completely.

A little runny honey

A hot oven

First heat a frying pan till hot. Place a little runny honey in, and put the breasts in skin-side down, till beautifully browned. Turn them over, and put the whole thing into the hot oven for about 8-10 mins.

Serve with salad, mash, greens.

Contributed by Vic Ham, a Friend of Crossroads Care Uttlesford.

The editor welcomes contributions from all clients, friends and members. Please use this space for recipes, letters, stories etc. which you would like to share with us. The trustees can accept no responsibility for the content of contributed articles.

### '100' Club winners

100 club lottery winners from August 2009 until April 2010 were:

31 Kathleen Huey

13 Marion Bunyan

10 Martin & Anne Broad

16 Vivien Coleman

68 Rebecca del Tufo

41 Roger Mead

39 Beth Ledgerton

38 Penny Learmonth

1 Mrs BC Bacon

30 Kathleen Huey

9 Martin & Anne Broad

60 Sylvia Thomas

58 Victoria Stevenson

70 Margaret Chasteney - Her number was drawn in January & April

53 Marion Sell

56 Andrew Spittle

21 Linda Farrant

12 Martin & Anne Broad

28 Timothy Ham

## Diary of events

Date	Event	Venue
20 July	AGM	Garden Room, Saffron Walden
9 December	Christmas Lunch	Saffron Walden Rugby Club
22 December	Carol Singing	Tesco, Saffron Walden

## Results of recent fundraising events

Our thanks to all who attended our **Coffee Morning at the Garden Room, Saffron Walden** on 24th April. We

raised £377.40. Our thanks to Gordon Ridgewell for the photo of the cake stall.



We are grateful to Vic and Tim Ham and to Tesco for the **Carol singing outside Tesco** (Saffron Walden) last Christmas, which raised £710 for us.

Tim is pictured here with a group of singers.



The 2009 **Charity Christmas Lunch** was a great success. Our new caterers provided an excellent lunch and the carol singers completed a perfect afternoon. Our grateful thanks to all those who contributed their time and talents. This raised £967 for our funds. A few photos taken by Kathleen Huey are shown below.



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 ROADS  
 CARE  
 FOR  
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 AND THE  
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 SUPPORT**