



Annual Report

2021-2022

OVERVIEW

Over the course of 2021 and 2022, Crossroads has continued to grow and deliver services to support the needs of carers and their loved ones in the Isle of Man.

The past 12 months have seen our charity develop new services and continue working to champion the rights of carers, and I am delighted to share this with you in this report.

Restructure

In August 2022, Crossroads had a small restructure within the organisation. Karen Harris, previously Business Support Services Manager, has the new position of Finance Officer and is now responsible for the finance and administration of the charity. Claire Braley, previously our Properties Manager, has a new position as Commercial Manager and now oversees the Crossroads Manx Workshop and Crossroads Charity Shops together with the maintenance of all Crossroads buildings and vehicles. Megan Faragher has taken on the role of Marketing & PR Manager and will also oversee fundraising. These new roles were developed to help continue the growth and sustainability of the organisation and I am very proud of how well everyone has adapted to the changes.

In addition to these new roles, there has also been some changes internally due to our Adult Services Care Coordinator, Charlotte Caley's, upcoming maternity leave. In her absence, Children's Services Officer Hannah Williamson will be covering Charlotte's maternity leave. Christine Barlow, Young Carer's Team Lead and Children's Services Coordinator, will be taking on her Coordinator role full time with Billie Hall, Young Carers Worker, being appointed as Young Carer's Team Lead. These changes will allow us to continue the smooth running of the organisation and I am positive everyone will flourish in their new roles.

Crossroads Head Office

2021 saw the expansion of the Crossroads Head Office which was carried out in August and September. As the organisation continues to grow and develop, we have taken on new staff members to enable us to provide a wider service provision. The renovation of the Head Office has created more working space for staff and created a new meeting room and storage area. Our Head Office is home to Crossroads' administration, finance, marketing and PR, Children's Services, fundraising, training and properties team, as well as the Crossroads Community Venture (CCV) scheme and everyone adapted very well whilst the work was being carried out.

Alongside the expansion of our Head Office, we were also fortunate enough to receive a donation specifically for the installation of solar panels. The panels were installed by Go Green: Isle of Man and have helped us become more environmentally friendly and cost effective.

Delivery Van

2022 also saw the organisation purchase a brand-new delivery van thanks to funding from the Elizabeth Clucas Charitable Trust and Manx Telecom's 'It's Our Community'

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fund. The van is shared between the Crossroads Charity Shops and the Crossroads Manx Workshop and is used for collecting donations and delivering furniture for the charity shops and delivering garden furniture made by the Workshop. The van has been a great resource and has enabled us to offer more delivery and collection services to customers and donators.

Young Carers Strategy

At the beginning of 2022, Jayne Sloane (Strategic Officer) and Megan Faragher (Marketing & PR Manager) developed a Young Carers Strategy for the Isle of Man. After developing the Carers Strategy last year, it was a clear a strategy specific to young carers was needed to reflect their needs. Jayne and Megan visited groups on the Young Carers project to research and gain feedback on what support young carers would benefit from. The Young Carers Strategy builds upon the Carers Strategy and provides a blueprint in which young carers can be made more visible and ensure their needs are met. The document has four key themes which provide a framework that will fully support young carers, ensure they are valued and respected, and are able to continue looking after their loved one(s). The themes are:

- Recognising and understanding the role of the young carer
- Support for young carers in education
- Registering and assessing the needs of young carers
- To promote wellbeing within young carers and encourage positive choices

Jayne and Megan are currently collecting feedback from the Third Sector and Statutory services with the aim of publishing the final document later this year.

Covid-19

Although our Island has not seen Covid-19 restrictions in place since the first half of 2021, the charity has still faced various challenges as we continue to adapt to life after the pandemic. Crossroads continues to follow guidance on PPE and best practice, and this has enabled us to keep our services users safe.

Awards for Excellence

I am delighted that Crossroads was nominated as a finalist at the Isle of Man Newspaper's 2021 Awards for Excellence in the 'Caring for the Island's Wellbeing' award. Although we didn't win the award, I am very proud of the charity in being a finalist and the Awards were a great opportunity to showcase what we achieved last year and also what other third sector organisations and businesses had achieved too.

CQC

In 2022, Crossroads was the first domiciliary care provider on Island to undergo the inspection process under the Care Quality Commission (CQC). The CQC was asked by the Department of Health and Social Care to help develop a system of independent inspections of care services in the Isle of Man to provide assurance that services are safe and of high quality.

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The inspection was carried out in place of the previous Registrations and Inspections report and I am extremely pleased that it found Crossroads was safe, effective, caring responsive and well-led in accordance with the CQC's inspection framework. This is a great achievement for the organisation and I am delighted that the hard work of our staff and volunteers has been acknowledged in the report.

ADULT SERVICES

Care at Home

Crossroads' Care at Home project provides regular respite, generally on a weekly basis, for carers for up to three hours. Our Carer Support Workers take over the caring responsibilities to allow carers to have a meaningful and stress-free break. This service has expanded over the years but always works to capacity. Over the past 12 months, Care at Home has continued to adopt a more flexible approach for carers to accommodate their needs and provide more support in the evenings to enable carers to attend sports or social groups. The service has supported 37 individuals with care needs to enable their carers to have a break, and has delivered 5,500 hours of care.

Referral to Care at Home is by receipt of a Carer's Assessment which is either done by the allocated social worker or by contacting ASAT (Adult Services Assessment Team). This service always holds a waiting list, simply because it is a much-needed service and the only way of free places up is by the carer or cared for ending up in a care home or death.

Premium Project Day Services

Premium Project can currently accept up to 20 members per day, Monday to Friday. However, this number is restricted by transport availability. The range of activities within Premium Project continually changes with many members attending because socially it is the only opportunity that they get to mix with and meet other people. This year, Premium Project has held a series of afternoon tea parties for both clients and their carers in celebration of the Platinum Jubilee which were great successes and a brilliant opportunity for families to get together.

In the past 12 months, our Premium Project has delivered around 21,000 hours of care to support carers and the people they care for.

Social Club

Social Club is a day service provision for adults with learning disabilities. The range of dependency varies, with personal care and engagement abilities forever changing.

This year has seen Social Club continue to support some of the most complex care needs and has provided 19,000 hours of care. Social Club also saw Hannah Driver take over the role of Team Lead and she has excelled in her new position.

Crossroads' joint working with the Department of Health and Social Care's community-based activities has continued to bring service users together, encourage friendships and effectively utilise the specialist exercise sessions such as Walk and Talk, swimming at Glen Crutchery swimming pool and spin bike sessions at the NSC. Social Club have

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also shared the space at Bridge the Gap's pod and service users have enjoyed the sensory experience from the electronics available at the Pod.

Social Club has capacity for between eight to ten service users, Monday to Friday. The current breakdown of commissioned places is:

Monday	8 places
Tuesday	10 places
Wednesday	10 places
Thursday	8 places
Friday	10 places

ASK

ASK domiciliary care has continued to grow and develop over the past 12 months with over 49 new referrals. Demand for personal and domiciliary care remains high across the Island meaning we cannot take on all referrals that are made to us, however we are pleased to have supported 31 service users in the last year, delivering 10,000 hours of care.

One to One Support

Crossroads has continued to provide one to one support for individuals with care needs, and this service has seen a high demand for support. Over the course of the year, 42,000 hours of care and support have been provided to service users and their carers and this number continues to increase.

Men's Group

Men's Group is a scheme for male adult where they can socialise and take part in activities whilst being supported by a Carer Support Worker. Activities are varied and most weeks those who attend go out for a meal or drink and enjoy visiting different places. Most of our Men's Group attend other Crossroads services, and we currently have nine members who attend.

Benefits Support

Crossroads continues to provide support to individuals requiring assistance to complete applications for Attendance Allowance, Disability Living Allowance, and Income Support/Incapacity Benefit. Increasingly, the support offered by Crossroads is not solely just about completing the applications; there have been follow ups on support, signposting to other care agencies and means of support and further discussions with other organisations held on the applicant's behalf.

In the past year we have helped complete 157 applications for disability benefits. In addition to this, we have assisted seven individuals to appeal the adjudicators decision not to award (or in some cases re-award) benefits.

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Carer Advocacy

In 2022, Crossroads' Strategic Officer Jayne Sloane set up a new service for carers which sees her help get their opinions and experiences properly heard by health and social care professionals. This service has also seen Jayne mediate between carers and professionals to ensure relationships are maintained. Since this service has been introduced, we have received 30 referrals to support carers. 11 of these have been closed as matters have either been resolved - some will have been short term interventions - or sadly will have come to the end of their caring journey.

In addition to this, we are currently working with four families who are pursuing grievances. These families continue to need increased levels of support which means meetings and links with professionals require intensive hours of planning, preparation and communication with the teams involved.

CHILDREN'S SERVICES

Young Carers

Our Young Carers project continues to go from strength to strength and currently we have 157 children aged between five and 18 years of age who attend Young Carers sessions across nine groups.

In 2022, the Young Carers team welcomed Colleen McDaid to work as a term time Support Worker alongside the rest of the team.

2021 was our final year of our three-year partnership with the Quilter Foundation to support our Island's young carers. Over the course of the partnership, Quilter enabled us to employ a Young Carers Support Worker, take around 24 children off the waiting list and add two additional groups. We were very grateful for the partnership with the Quilter Foundation and thoroughly enjoyed working with their team.

Although we continually aim to reduce our waiting list, there are still 139 children who remain on our referral list, with 75 of these children being referred in the past year.

Crossroads Nursery

As the Island's only fully inclusive nursery, demand for places at the Crossroads Nursery remains high. The Nursery remains at capacity with our next baby space only available in January 2024.

Over the last 12 months, the Nursery has had an equal split of children with care needs and young carers, to children without care needs and has provided 50,000 hours of care.

Current registration allows for four babies and 14 over twos. Our staff to child ratios are higher than those set out in Minimum Standards which allows for additional support to those who need it and for all children to learn and thrive ready for school.

The Nursery currently follows the Early Years Foundation Stage (EYFS) curriculum and creates a full learning program with season topics and themes throughout the year. A

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scrapbook is kept for each child to record developmental milestones and given to them as they leave for school, as a memory of their time at Crossroads.

During the Christmas period, the Nursery held two Nativity concerts with all children having a part and wearing costumes. Feedback from proud parents was brilliant and each year the Nursery team go above and beyond to ensure the children put on an enjoyable show.

Nursery Outreach

Nursery Outreach enables children with care needs to access other nurseries across the Island. Highly skilled staff support children to access the activities and learning within a nursery setting. Communication systems such as Picture Exchange Communication System (PECS) or 'sign-a-long' may need to be introduced to the staff and build the confidence of the nursery team. Some will need a minimal amount of support as they settle into a new routine and others will require Crossroads through the entirety of the academic year.

This year we have worked with 14 children in nurseries across the Island, and there has been a mix of learning and physical disabilities. Review meetings are held quarterly to review outcomes and new targets are set.

Nursery Outreach saw some staffing changes this year as Abbie Quayle was appointed Team Lead. Abbie has previously worked in our Nursery and has made a great start in her role.

Holiday Scheme

Holiday Scheme operates during the Easter and Summer holidays and offers respite to parents of children with disabilities who attend a school unit or mainstream school with support.

Holiday Scheme staff attended a series of training days this year to update mandatory training and complex care training for specific children.

A total of 58 children have attended Holiday Scheme over the last 12 months and we have received 32 new referrals. Some can receive support as part of a group whilst others may need a one to one or even two to one whilst out in the community. The children enjoy going on trips out and tried some new experiences.

Although there is a waiting list for this project, we are working closely with Braddan Hub to ensure all children are offered services from Crossroads and statutory services appropriate to the family's needs.

Children's ASK

Last year, we introduced a Children's ASK which offers overnight and community support and works with families on bespoke packages where statutory services are unable to take on their care, or other care provider services have failed. The introduction of this service has allowed us to adopt a more holistic approach to our care provision and is a project we are continuing to grow each year. As a relatively new

service, Children's ASK is one of our smaller projects, however we have supported nine families over the past year and I have no doubt this number will continue to grow.

SOCIAL ENTERPRISES

Crossroads Manx Workshop

The Crossroads Manx Workshop helps people with long term health conditions and disabilities realise their full potential whilst providing them with paid employment.

During 2022, the Workshop streamlined its services and launched a new range of garden furniture. The range has been a big success and enabled us to reach more customers and generate income which can be reinvested into the Workshop. Additionally, the purchase of a new delivery van has allowed us to offer a paid delivery service Island wide further generating income.

Crossroads Charity Shops

The Crossroads Charity Shops continue to thrive and provide a regular income of funds to the charity. The shops also continue to provide opportunities to the wider community including employment and volunteering opportunities and work placements for students and Duke of Edinburgh participants. The Shops also offer experience for Crossroads clients and help them gain new skills in a working environment.

The new location of our Home Interiors Store at Millmount has been a great success for the charity shops and we have welcomed positive feedback from customers and donators about the store's new environment and parking facilities, something which has generated an increase in donations.

As mentioned, the purchase of a new delivery van has enabled us to offer more collection and delivery slots to donators and customers which has helped us generate further income for the charity.

Crossroads Community Venture (CCV)

Crossroads Community Venture (CCV) is an open referral, social enterprise scheme for adults with learning disabilities. CCV offers employment training and support placements, with regular access to a working environment to help those with learning difficulties become more independent. The project can help develop various skills including computer skills, record keeping, administration tasks, stock control, posting and packaging, teamwork skills and customer service.

CCV sits under our Social Enterprise arm with income generated from the sale of upcycled furniture, recycled DVDs and CDs, craft supplies and from CCV's ironing service run by the Steam Team, which is made up of CCV service users. They are responsible for the ironing and sending text messages to clients to inform them when their ironing is ready to be collected.

2022 saw the appointment of a new CCV Team Lead, Huw Wheeler. Huw has already set out new ideas for the CCV and initiated a number of new projects for the clients to

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get involved in. Additionally, Huw has found several new placements for clients to enable them to further their employment training and has been a welcome addition to the team.

CCV has continued to work in partnership with the Disability Employment Service this year, where work readiness is evidenced by an eight-week work ready assessment, following which individuals are supported to find work placements or employment from positions on the open job market.

CONCLUSION

I am incredibly proud of the whole team at Crossroads and the dedication they have shown over the past 12 months. Our staff and volunteers have been instrumental in the charity's growth and development and their teamwork continues to shine.

The last year has seen us continue to adapt and recover from the Covid-19 pandemic and I am confident we will continue to overcome any challenges we face.

Our service provision for both adults and children has developed and grown to enable us to offer more service provision which is something I expect we will continue to do over the coming years. Although the demand for services increases each year, Crossroads has endeavoured to provide a high number of care hours throughout 2021 and 2022 and we will continue to do so over the next 12 months.

Our Social Enterprises arm has also developed over the last year, in particular with the Crossroads Manx Workshop, which has helped us generate much needed funds for the charity.

I would like to thank all of our staff and volunteers for their hard work and support over the past 12 months. Their passion and dedication in helping our Island's carers and their loved ones is evident to see and it is thanks to them that Crossroads has had another successful year.

I hope that over the next 12 months we can continue to provide even more service provision to those who need support and continue to champion the rights of carers.