



# **Annual Report**

## **2022-2023**

## **OVERVIEW**

Throughout 2022 and 2023, Crossroads has continued to support local carers and their loved ones across the Island.

The past 12 months has seen our charity continue to grow and develop to meet the needs of carers, and I am delighted to share this report with you which highlights some of our key achievements and details our current service provision, with the addition of a new service.

### **Staffing Changes**

This year we have seen some changes in staffing within our Adult Services team, with Charlotte Caley and Hannah Williamson, Adult Services Care Coordinators, going off on maternity leave. In their absence, Katie Lambie has been appointed Adult Services Care Coordinator and is currently leading the Disabilities Team.

We have also seen the return of our Day Services Team Lead, Sarah Hynes, who returned from maternity leave in 2023.

We have welcomed two staff members in our new Listening Practitioner roles. Carlie Maddrell and Kerry-Anne Cordas joined the team and are leading our new Carer Advocacy and Listening Support service, with Carlie working full-time and Kerry-Anne working part-time.

2022 also saw us appoint a full time Fundraising Coordinator, Maddison Berry, who is responsible for all fundraising.

### **State of Caring in the Isle of Man 2022-2023**

In 2022, Crossroads worked in partnership with the Department of Health and Social Care to publish a survey for carers in which they were asked to share their thoughts and experiences. The results of this survey were published in the State of Caring in the Isle of Man 2022-2023 in Spring 2023.

The results of the survey and subsequent report highlighted the issues that carers currently face, and the importance of a developing a strong working partnership between the Isle of Man Government and the third sector in order to produce meaningful improvements and better outcomes for carers. Crossroads and the Department of Health and Social Care are now actively working together to develop a National Carer Strategy and Delivery Plan. This partnership will establish the key themes and actions needed to address the challenges faced by carers, as highlighted in the report, and we intend to publish a Carer Strategy and Delivery Plan in Summer 2023.

The State of Caring in the Isle of Man 2022-2023 is an important step for us in improving the lives of carers on Island, and we are delighted to be working with the Department of Health and Social Care on this.

Jackie Betteridge  
Chief Executive Officer

## **Tynwald Street Charity Shop and Community Space**

At the beginning of 2023, we signed a lease for 11 Tynwald Street, Douglas, which will become a charity shop and community space. The charity shop will be a continuation of our current shops, and we are looking forward to welcoming new and regular customers.

The community space is a new venture for Crossroads, and will be a welcoming, warm space for the community. The space will act as a location for Crossroads activities and will also be open to other community groups who wish to use this space and we will be running dedicated sessions for carers and their loved ones.

As this community space is a new venture, we were grateful to receive funding from the Manx Lottery Trust's Warm Spaces Fund, which will help us establish the space. We hope to have the charity shop and community space open in Spring 2023.

## **Awards for Excellence**

I am delighted that Crossroads was nominated as a finalist at the Isle of Man Newspaper's 2022 Awards for Excellence in the 'Freedom to Flourish' category. Although we didn't win the award, we are extremely proud to have made the final shortlist and the Awards were a great opportunity for our charity to showcase our achievements over the last 12 months.

## **Manx Lottery Trust Funding for Listening Practitioners**

In August 2022, Crossroads was delighted to be awarded a grant of £100,000 from Manx Lottery Trust which has enabled us to provide more mental health support to carers and their loved ones. Specifically, the funding has allowed us to employ two Listening Practitioners to lead our new Carer Advocacy and Listening Support service.

## **Staff Training**

We have had five staff members within our Adult Services team start their Level 3 in Health and Social Care this year, with Carina Ango, Katie Beedie, Milissa Gale, Steven King and Jo Pinkney undertaking the course.

Two staff members, Katie Lambie, Adult Services Care Coordinator, and Christine Barlow, Children's Services Coordinator, have also begun their ILM Level 3 qualification in Leadership and Management and both Katie and Chris have made a fantastic start.

Our Social Club Team Lead, Hannah Driver, has also qualified as a People Moving and Handling Trainer which means she can now carry out in-house training for staff members.

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Several staff members have also completed a Mental Health and Wellbeing First Aid course in the last 12 months, which is designed to provide staff with an introduction to mental health and how they can support other staff members and potentially signpost them, and service users, to other services. All staff who took part in the course really enjoyed learning more about mental health and how they can act in a supportive role, and we have no doubt that this will help us continue providing a safe and welcoming working environment for everyone at Crossroads.

## **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 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 supported 37 individuals with care needs to enable their carers to have a break and has delivered nearly 5,000 hours of care.

This service continues to hold a waiting list, simply because it is a much-needed service.

### **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.

In the past 12 months, our Premium Project has delivered nearly 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, Social Club has continued to support clients with complex care needs and has provided 18,000 hours of care.

Crossroads continues to encourage community-based activities for our Social Club clients and this last year has seen them enjoy sensory experiences, trips out to local businesses and individual activities such as cinema visits.

Social Club currently has capacity for between eight to ten service users, Monday to Friday, and this is reviewed on a regular basis.

### **ASK**

Our ASK scheme, an independent living support service that provides additional personal and domiciliary care, has continue to be a highly demanded service over the last 12 months.

The number of service users we have supported through this service has increased since last year, with us providing support to 38 service users over the last 12 months.

## **Men's Group**

Men's Group is a scheme for male adult where they can socialise and take part in activities whilst being support by a Crossroads 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 ten members who attend.

## **CHILDREN'S SERVICES**

### **Young Carers**

Our Young Carers project continues to go from strength to strength and currently we have 147 children aged between five and 18 years of age who attend Young Carers sessions across nine groups.

Although we continually aim to reduce our waiting list, there are 138 children currently on our referral list. Some of these children attend our quarterly Manx Sport and Recreation sessions which are activities put on for young carers who we cannot offer a regular space to currently.

In 2023, the team welcomed Michelle Hardy as a Children's Services Support Worker, which sees her working across all of Children's Services, including Young Carers.

### **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 a waiting list, however in the next 12 months we are hoping to increase the number of children we can accommodate to provide more places.

Over the last 12 months, the Nursery has had 23 children attend who have care needs or are a young carer and has provided over 53,000 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 continues to follow the Early Years Foundation Stage (EYFS) curriculum and creates a full learning program with season topics and themes throughout the year. A 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 17 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.

Our new Children's Services Support Worker, Michelle Hardy, has joined our Team Lead, Abbie Quayle, in providing this service.

## **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.

Over the last 12 months, 40 children attended Holiday Scheme, and 24 new referrals were received. Some of the children who attend the service need one to one or two to one support, and other can receive support as part of a group. Holiday Scheme is based at the Annie Gill Building located within the University College Isle of Man, and also enjoys trips out into the community.

There continues to be a waiting list for this service as demand remains high, however we are working closely with other agencies and statutory services to ensure families are supported.

## **Children's ASK**

Our Children's ASK service 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.

Children's ASK is one of our newer services and therefore one of our smallest, however it has supported seven families in the last year and has an additional nine families on our referral list.



## **OTHER SERVICES**

### **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 last 12 months we have assisted 184 individuals with disability benefit applications. In addition to this, two appeals were supported.

### **Carer Advocacy and Listening Support**

In 2023, our Carer Advocacy service extended to also provide Listening Support, in part thanks to funding from Manx Lottery Trust which enabled us to employ two new staff members to run this service. This independent service sees our Listening Practitioners work with carers to support them and help them make informed choices.

Currently, our new Listening Practitioners have a joint case load of 19 clients. Four of these have come through Jayne Sloane and the remaining clients are new referrals which have been made in the past year. Jayne Sloane continues to support seven individuals on a long-term basis, three of which are new referrals for specific advocacy support.

Although this is a relatively new service, it has become increasingly apparent that there is a demand for carer advocacy and we look forward to seeing this service develop in the coming year.

## **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.

In 2022 and 2023, the Workshop has continued to gain revenue through the sale of wooden garden furniture as well as a small selection of handmade items. The Workshop is also running its company seal and engraving services which continue to generate further income.

The Workshop attended the Tynwald Day Fair and the Royal Agricultural Show in 2022 which not only generated sales, but also promoted the Workshop and has helped us increase publicity.

### **Crossroads Charity Shops**

The Crossroads Charity Shops continue to flourish and provide a regular income to our charity. The shops also continue providing opportunities to the community with employment training and volunteering opportunities and offer experience to some of our service users to help them learn new skills in a working environment.

At the start of 2023 we signed a lease on a new building which will become a new charity shop, opening in Spring 2023. We are really excited about the new shop and look forward to welcoming new and regular customers and donators.

### **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 recycling DVDs and CDs 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.

Over the past 12 months we have supported 29 clients with our CCV service, some of whom have secured regular work placements at businesses including Marks & Spencer. We have also seen two CCV clients leave us in the last year due to finding paid employment, which is brilliant.

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,

Jackie Betteridge  
Chief Executive Officer

following which individuals are supported to find work placements or employment from positions on the open job market.

This year, we welcomed Ian Grint to the CCV team as a part time staff member. We also welcomed a regular volunteer, Porscha Davies, who has HR experience which has been great for our clients.

Seven members of CCV also enjoyed a trip to Center Parcs in March 2023 and had a brilliant time. The group went for five days and enjoyed a whole range of activities including rock climbing, swimming and quad biking. The members also got stuck in with everything from food shopping to cooking. This was our first CCV trip off Island since the Covid-19 pandemic and everyone who went had a fantastic few days.

## **CONCLUSION**

Over the last 12 months, Crossroads has continued to develop and grow to meet the ever-changing needs of carers and their loved ones with us providing 150,000 hours of care across our services.

As well as our regular services, we have also established new services to respond to carer needs and will continue to evolve to ensure this continues.

Our new Carer Advocacy and Listening Support service has already proven to be much needed, and although it is still in its early stages, I am sure this will grow into a highly demanded service.

One of our biggest achievements over the last 12 months has been our work with the Department of Health and Social Care and the publishing of our report, the State of Caring in the Isle of Man. The report highlighted the issues that carers currently face, and the importance of a developing a strong working partnership between the Isle of Man Government and the third sector in order to produce meaningful improvements and better outcomes for carers. I am incredibly proud of this report, and will continue to push for action to ensure the results of the report are addressed.

Whilst we celebrate our successes of the last year, I am also looking forward to what is already set to be an exciting 2023 and 2024, particularly our new Tynwald Street Charity Shop and Community Space.

I am incredibly proud of the whole team at Crossroads and their continued hard work and dedication. Without our staff and volunteers, we would not be able to provide our much-needed services to carers and their families so I would like to say a huge thank you to them.

I hope that over the next 12 months we can continue to provide much needed support to our Island, and we will continue to champion carers and their rights.