



Empowering unpaid carers to have 'a life' not a service.

Bexley Crossroads Care Ltd
operating as:

Crossroads Care South East London

Annual Report

For the Year ending 31 March 2021



Trustee Directors 2020/21

Michael Hampton - Chairman
Trevor Perrin – Chair of F & GP
Lisa Hemsley
Okayana Kokas
Roy Ashmole
Ana Castro
Monisola Oduniyi (stepped down 11/08/2020)
Sue Read (appointed 07/10/20)
Janice Algar (appointed 30/11/20)

Senior Management

Darren Tobin – Chief Executive/ Company Secretary
Louise Jossa – Finance Manager

Office staff

Sharon French – Registered Manager
Lynda Munns – Volunteer Co – ordinator
Mary Garrity – Care Co-ordinator
Lesley Skinner – Older Carers Community Development Worker
Jolanta Linkecutivie- Assistant Accountant
Annabelle Walsh -Business Support
Suzie Sievwright – Allocations Administration
Jo Bailey (left 4 March 2021)
Susan Gray

ASC Staff

Adunni Assuni - Trusted Assessor - One Bexley

Incorporation

Bexley Crossroads Care Ltd is a company limited by guarantee, registration number **3726471** and a registered charity No **1076375**

Governing Document

The organisation is governed by an Articles of Association in which our objects are for the public benefit, the relief of carers and people who are in need by reasons of age, ill health, and disability, in particular but not exclusively those living alone, by providing a range of support services delivered by community-based staff and volunteers.

The areas of benefit shall be the London Boroughs of Bexley, Greenwich, Lewisham, and surrounding areas.

Bexley Crossroads Care Ltd

Pier Road Centre, 42 Pier Road, Erith, Kent DA8 1TA

Contact Nos: 01322 336086 / 01322 341983

Email: info@ccsel.org

Website: www.ccsel.org

Our Purpose

Our purpose is to improve all unpaid carers and older people's health and emotional wellbeing so they can live fulfilled lives within their communities. We will achieve this by providing services that leave them with a positive experience that enables them to carry on with their caring responsibilities.

Our Values

Trust – we understand that our services only respond to carers' needs when they trust us to care for the person they support

Respect – We will treat everyone with dignity, understanding and respect. We embrace individuals' differences in the way we deliver our services.

Involvement – unpaid carers and the people they support drive our service design and development.

Honesty and integrity – We believe that acting with integrity and honesty is integral to our reputation; this means we do what we say we will and deliver our promises. We are open, honest, and transparent in the way we work.

Valuing Our Staff – We aim to be a good employer, ensuring that all staff and volunteers receive adequate training, support, and opportunities for personal development.

Valuing Our Volunteers – We have a dedicated team of volunteers who are integral to our organisation. We are led by a voluntary board who provide the strategic direction of the organisation. Our volunteers add real value to our organisation.

Quality – we ensure that our services are of high quality, flexible, responsive, and consistent.

Person centred – we recognise that our services may impacts on families and friends – not just the carer and the person they support – and so we plan our services with that in mind.

Availability and accessibility – we work to make our services available and accessible to as many carers and people they support as possible.

Dignity and respect – we always treat unpaid carers and the people they support with dignity and respect.

Working for change – we work proactively with local commissioners and policy makers to influence legislation and practice.

Diversity & Inclusion - A diverse, inclusive organisation where colleagues thrive and respond to the needs of our clients with fairness and empathy.

Ethical Practices - We are committed to conducting our business in an ethical and socially responsible manner.

Welcome from the Chair

In comparison to previous years, 2020/2021 will go down as a year that reset our expectations of what role society plays in everyone's life. We will look back, reassured that as an organisation we took the required action with agility and a strength in governance.

As the pandemic triggered the complete closure of society, our annual plans and goals had to pivot as we focussed on maintaining services to our beneficiaries and holding our current footprint. For the financial year 2020/2021, CCSEL finished with an operational surplus of £114,214 (Compared to 2019/2020, £39,422).

Impressively we continued to fulfil and deliver a range of adult/children's services. Our volunteer befriending service continued operate providing regular telephone support to socially isolated or vulnerable individuals. Income from statutory funded carer services has remained stable, although the structure had to be altered to fit the current environment.

Due to the pandemic, we ceased face to face visits with our befriending service from March 2020, however, we managed to deliver 1,256 hours of direct support as restrictions allowed.

Throughout the year the pandemic directly impacted operations and our ability to provide services. During this reporting period 11% of our frontline workforce were required to undertake self-isolation periods in line with Government guidelines. As a charitable organisation we rely on our dedicated and selfless staff, this was displayed as gaps were covered by our staff to support our vulnerable clients.

Under the strong leadership of our CEO, Darren Tobin; (on behalf of the BOT) I would like to express our complete thanks to all CCSEL staff and volunteers for the commitment and effort shown throughout the year.

As Chair, I would like to thank the BOT. As a complete board we can only hope to offer support and guidance for the leadership team; thus, creating the environment for staff and volunteers to best support the vulnerable members of our community. We continue to build our capability with new Trustees joining to offer specialist knowledge and experience.

The future continues to be shaded by the ongoing disruption of the pandemic. While we have fared well over the past 12 months, thanks to our staff, volunteers, and leadership; we do not expect to see a return to a 'normal' environment until at least late 2022.

However, we have a dedicated staff base to allow us to pivot and evolve our delivery of high-quality community care for many years to come. I look forward to being part of the growth and development.

Many thanks to all involved and best wishes,

Michael Hampton
Chairman

Chief Executive's Report

The unprecedented challenges we have faced within this reporting period due to the Covid-19 pandemic has had an impact on the charity, our users, and colleagues. We have all been affected by this terrible virus, and we remember and pay tribute to all who have tragically lost their lives.

It is also important to acknowledge the positives & where we can and build on them. Over the last year the sense of community, of people caring for one another, has been more palpable than ever.

We are immensely proud of the dedication of all colleagues at Crossroads who have continued to go above and beyond to support unpaid carers and the person they care for delivering exceptional community-based services through these most testing of times.

We all had to adapt quickly with enthusiasm to new ways of working which will help shape our future operating model, ensuring we can continue to deliver the best possible services to unpaid carers and their families.

Investment in our IT over the last year meant we have continued to meet virtually with colleagues, users, and external stakeholders; however, we have missed the face-to-face visits and look forward to restarting these visits in the foreseeable future.

Our front-line care colleagues have gone to incredible lengths to protect our most vulnerable clients and deliver services during the pandemic.

Balancing work and family commitments has not been easy, but their resilience and dedication shine out and for that we are truly grateful.

Our balance sheet, liquidity and surplus, and the commitment of colleagues has meant we have been able to quickly pivot our services in response to significant changes that enabled us to deliver business as near normal as possible during the pandemic.

I would like to thank the Board for their ongoing counsel and support, to colleagues who have kept me sane during these challenging times and finally our front-line care and volunteer colleagues who are the heartbeat of the charity.

We will continue to listen and support unpaid carers and their families & deliver our mission as we look to recover from the pandemic. I am proud to lead an organisation that places unpaid carers and their families at the heart of everything we do, and we look forward to the next 12 months with optimism.

Darren Tobin
Chief Executive

Governance

Bexley Crossroads Care Ltd operating as Crossroads Care South East is governed by a Board of Trustees. In the reporting year the charity had nine Trustee Directors. The role of a Trustee is unremunerated, however reasonable out of pocket expenses are reimbursed.

The Board named on page 2 have served during the reporting year and is responsible for preparing the Annual Report and the Financial Statements in accordance with applicable charity law and regulations.

The Board's principal role is to define strategy and ensure compliance with Crossroads Care South East London values and objectives.

It agrees the strategic direction of the organisation and makes sure that policies and plans are in place to achieve those objectives. It also establishes and oversees a framework of delegation and systems of control, ensuring that good governance practices are embedded across our operations.

We are committed to having an effective board comprising members with diverse backgrounds, including in terms of gender and ethnicity, and attributes with a range of skills, competencies, experience, and knowledge to lead and control the organisation.

Finance & General Purposes Committee.

The membership of the Committee is determined by the Board and comprises a maximum of five Trustees. The role of the F & GP Committee is detailed below:

- Scrutiny and recommendation to the Board of the quarterly management accounts and finance reports
- Monitors and recommends to the full board the effectiveness and adequacy of the charities risk register.
- Monitors the internal financial/ accounting policies and controls.
- Monitors the implementation of any recommendations to the full Board relating both to internal/external audit reports
- Determines and agrees the framework for the remuneration of salaries across our workforce.

As a not-for-profit provider of community care and support services we are committed to conducting our business in an ethical and socially responsible manner. This means we consider the social and environmental impacts of our decisions ensuring our operations are run efficiently.

Darren Tobin
Company Secretary

Covid 19 Business Continuity Plan

We take the health, safety, and welfare of all our stakeholders seriously. Our priority was to protect our most vulnerable at-risk stakeholders, whilst taking measures to ensure the ongoing financial sustainability of the charitable business.

Following a review of our Business Continuity Plan in April 2020, priority was to ensure appropriate processes were in place to mitigate risks as far as possible on our day-to-day operations whilst adhering to Government guidelines relating to Covid19.

- Investment into IT to enable remote working for office colleagues/ staggered working hours/days.
- Weekly virtual meetings with Trustee Directors
- Redirection of our primary telephone numbers to work mobiles
- Weekly 'call and care' to carers
- No colleagues financially disadvantaged through positive testing
- Introducing essential foods or prescribed medication drop off to clients
- 24/7 telephone access for community care colleagues
- Helpline to support colleagues' mental health and well being
- Regular virtual supervisions
- Weekly virtual meetings with community staff
- Identified SMT Lead persons for out of office enquiries from stakeholders
- Making Head office a COVID-19 safe environment including HSE recommendations on air filtration/ sanitizing stations and temperature checks.
- Logistics hub for PPE and testing kits for colleagues
- Review of Infection Control Policies/Hand washing hygiene
- Covid19 Risk assessment for clients
- Enhanced MeLearning training on infection control measures
- Immediate notification of any outbreaks to relevant bodies and effect on continuation of any of our services. (C19)

The Business Continuity Plan is reviewed every 3 months, sooner if any significant government or Public Health directives are circulated.

Darren Tobin

Covid 19 Infection Controls

I think it a fair assertion to state that we were all running around like headless chickens for the first 3 months when this 'once in a lifetime virus' took hold in March 2020.

We, like all community providers were desperately trying to source appropriate PPE to ensure our colleagues, clients & families were safe and protected.

Costs of sourcing PPE was astronomical, so it was with great relief that the local authority started to provide small quantities of PPE to regulated providers from May 2020.

This was superseded by the DHSC who set up a dedicated PPE Portal for regulated providers in June 2020 which was and continues to be a real lifeline to the charity.

Communications from Gov.uk and Public Health increased and by November 2020 the supply of testing kits were rolled out, so we were able to channel through to colleagues to undertake weekly home tests.

This led to our implementation of a Covid19 Testing/Vaccination Policy to ensure all colleagues were clear on the travel of direction and reassure them that our primary objective was to keep them and our clients safe and well. No staff were financially disadvantaged if they had to take time off if testing positive.

Colleagues adapted quickly to increased infection control and the PCR testing regime, this was very time and resource intensive, however we had access to some Infection Control Funding to manage our infection control measures.

The vaccination roll out took place from December 2020, thus far this is evidencing enhanced protection to people catching Covid19.

Good practice and guidance from March 2021 saw the introduction of Lateral Flow Devices(tests) that staff can take supplementary Lateral Flow Tests, in between their weekly PCR test and register in the same way as they would with their PCR Test.

As alluded to earlier all colleagues have stepped up to the plate in the most challenging of times and have gone above and beyond their community care roles with their clients to ensure they are as safe as can be.

Finally, it is important to recognise and thank statutory colleagues for the support they have given the charity since the outset and continue to do so in these surreal times.

Darren Tobin - Covid 19 Lead

Sharon French – Covid Testing Lead

Investing in our colleagues

Continued professional development of our colleagues is a key indicator towards evidencing our commitment to have a quality workforce that is fit for purpose. Our 2020/21 workforce development plan was revised due to the pandemic.

Historically, our training model has always been a mix of face to face and e-learning training. Given the restrictions in place through this reporting period the training was delivered through digital e-learning.

Care Certificate - Digital Learning Suite
Risk Assessment in the Workplace
Covid Assessments
Moving and Positioning of Individuals
Medication Awareness and Safe Handling of Medicines
Food Safety & Hygiene Essentials
Safeguarding Adults Level 1
Safeguarding Adults Level 2
Safeguarding Children
GDPR
MEG Tool
Registered Manager Level 5
Deprivation of Liberty Safeguards
Mental Capacity Act
PPE 'Donning & Doffing'
Vaccination Webinars
Infection Prevention & Control Vaccination Support
Lone Worker
Liquid Logic e-learning
Liquid Logic Teams
Trusted Assessor Training
Equality & Diversity
Care Act - Introduction & Overview
Care Act - Information & Advice
Care Act - Assessment & Eligibility
Fire Safety
COSHH
Health & Safety

23 + training courses were delivered in this reporting period with a total of 110 attendees. We are hopeful that our 2022/23 workforce training plan will allow us to return to some face-to-face training.

Sharon French

Registered Manager

Performance Overview

The reporting year resulted in unprecedented challenges for our workforce and the clients we serve. There was a spike in referrals through the first 2 quarters and through the dedication and commitment of our teams we were able to adapt to make sure we continued to provide essential community-based services to unpaid carers and their families throughout this reporting period.

We strived to address the specific needs of carers and the person they care for considering their lived experience and adapted our services to include:

- 23,600 direct personal care hours to 292 individuals and their primary carers
- 9,016 hours to our supported living service
- 1,256 hours of volunteer befriending support*
- 11,450 telephone 'care and call' initiative to 107 older people
- Support to 145 older carers and their families through our City Bridge Trust project
- 10 online health and well-being sessions to support carers through Covid19.
- Additional breaks to address carers anxieties and need for a break
- Emergency breaks if the carer needed to be away from their home for a longer period
- 123 essential pick up/drop off essential foods and prescribed medication
- 280 'care and call' telephone contacts to primary carers by phone.
- Purchase and making up of 150 'Carer's well-being boxes' to stimulate health and well being
- Purchase of tablets to support the continuation of digital social connection to carers and families
- Access to information and advice on welfare benefits

The calls were positively received, with people welcoming a friendly voice calling to check how they were and if they needed anything.

We aim to pursue and develop strong collaborative relationships with like minded organisations to continue to deliver specialised cost-effective services.

We would like to extend our thanks to the London Community Fund and Carers Trust for resources to address this much needed support.

*Covid restrictions reduced face to face visits.

Our funding through the Better Care Fund(June 2020) related to our part time frailty practitioner post and Emergency support to carers. This could not be fully utilised due to Covid19, although a number of telephone assessments relating to frailty took place.

Performance Overview continued.....

Colleagues also dropped off several of our well-being boxes to carers and the person they support. We utilised some of the BCF funding to ensure 24/7 access to an on-call facility that gave carers a break due to family emergencies.

In October, eight voluntary sector partners came together to pilot a service to support residents of Bexley with care and support needs. The pilot will consist of several 'Trusted Partners' to enable individuals to find the right support services that has the best outcomes for them.

A key factor is to also enable individuals to have a 'life' and not a service and encourage people to be as independent as possible. We truly hope the consortium pilot will ensure the sector is able to respond quickly and reduce the need for escalation to other services.

Despite Covid19 restrictions we undertook

- 73 Telephone Assessments
- 94 Telephone Reviews
- 22 Face to Face home assessment/ review visits*
- 12 medication-based competencies assessments

*Based on exceptional circumstances with full infection controls in place.

In addition to ensure all colleagues were supported in their own health and well-being we had several group/one to one virtual catch ups as well as regular telephone supervisions.

Darren Tobin/Sharon French

CEO /Registered Manager

Quality Assurance

During this reporting period and considering Covid19 we undertook an internal audit of our processing checklists, standards & documentation to ensure we remained fit for purpose.

As a care provider we believe transparency and communication are key to maintain our high standards and learn about how we can improve. We sent out x 2 carer surveys during this reporting period which primarily related to Covid19. We had a healthy 42%/38% survey response.

Our findings shape the way we develop and evolve our support services, so we gathered responses about everything from the quality of care we provide, to the effectiveness of our staff training, to the general atmosphere in the services delivered in the community. An action plan was drawn up to support SMT and the cascading of feedback through colleagues' supervisions/appraisals.

Feedback is very important to us; during this period, we received 3 informal complaints that were resolved internally to the satisfaction of all parties. We received 26 compliments through a series of different mediums.

Quality processes are vital as it supports the organisation to evidence that our services and its practices remain compliant. To underpin this, we undertook the following:

- Further investment into our Case Management Tool (Webroster)
- Policy review/ updates in Care & HR
- Business Continuity Plan review
- Implemented a Covid Testing, Infection Control and Vaccination Policy
- Engagement with clients through Covid 19 Questionnaires covering delivery infection controls & responsiveness
- Review of our Complaints and Compliments policy
- Review of our Risk Register
- Quality & Performance Data to funders
- Investment into continuous workforce professional development
- 3 x CQC Desktop reviews
- ADASS online testing reporting
- Engagement with colleagues through health and well-being questionnaires
- Strengthening the Board of Trustees
- Cross borough links with Safeguarding Teams

Sharon French
Registered Manager

Volunteer Co – ordinator's Report

This reporting year certainly presented us with a few challenges but once again our volunteer befrienders stepped up to the mark and went above and beyond the call of duty.

Even though the pandemic presented us with significant issues with face-to-face contact being stopped our volunteers ensured that their clients received regular telephone wellbeing calls(over 11,000 calls) as well as picking up and dropping off shopping and prescribed medication.

This was ably co -ordinated by my colleague Jo Bailey

There was a real sense of community spirit with everyone coming together to help. We received many volunteer applications from local people just wanting to help in some way even if it was short term support as a volunteer.

Changing our workspaces from office to home went well, there was a seamless transition that did not impact on the befriending service.

During the reporting period time was spent reviewing our existing clients and volunteers as well as reviewing all relevant documentation to ensure we remained covid compliant.

Our planned lunch groups and trips out were put on hold due to restrictions as was our annual Xmas lunch. We also had to cancel our planned volunteer training; however, this was accessible through e-learning courses.

Regular contact through Teams was maintained with stakeholders throughout this reporting period.

All volunteers and individuals in receipt of the befriending service were kept in touch with through the reporting year.

Infection controls were put in place and PPE/ testing was made available to all volunteers. We were once again, very grateful to donors including Friends for Bexley and The Co – op for their ongoing financial support.

As the Befriending Service enters its 9th year I would like to thank the CEO and all of my colleagues for their continued support throughout this challenging year.

Finally, I would like to extend our thanks and gratitude to all our Volunteers. All of whom give up their time selflessly to make such a difference to older people who are lonely and/or isolated in particular, throughout the pandemic.

Your time and commitment is very much appreciated.

Lynda Munns - Volunteer Co-ordinator

Jo Bailey - Volunteer Coordinator Assistant

Care Co-ordinators Report

It is likely that all of us will be a carer at some stage in our lives. We will almost certainly know someone close to us – a partner, family member, friend, or neighbour – who is. Today, around one in six of the adult population are carers. Around two million people become a carer each year, and a similar number move on from caring – and this number will only increase as our population continues to age.

Referrals increased in this reporting period. This was mainly due to Covid19 & were received through LA, CCG, self-referrals, and other voluntary sector partners.

At the outset of the pandemic concerns were raised by some carers and families who were quite rightly looking to protect their loved one, so we had an initial period of suspension of some carer services from in the first quarter of 2020; however, this was offset in additional referrals received.

A greater spirit of cooperation with our stakeholders has led to us help each other out in times of pressure. Digital technology has to an extent helped us to keep carers and their loved ones safe at their own home and along with enhanced telephone calls mitigated the risk of social isolation/loneliness.

Through robust infection controls, the wearing of PPE and testing gave reassurances to people using our services. Assessments, reviews, and staff supervisions were undertaken by telephone, the only exceptions were safe 'face to face' visits where colleagues felt there was a potential safeguarding or there were communication barriers.

Pier Road Centre turned into our PPE hub and colleagues quickly responded to enhanced infections controls including mandatory testing. Community care colleagues have been exceptional in delivering the best possible community care that they can and the feedback from carers and families was very positive.

Whilst this has and continues to be a difficult time, through necessity comes change and there are some positives in driving forward the way that we engage with stakeholders which may have to carry on until the pandemic recedes – virtual and remote reviews, collaboration across providers to benefit carers and their families & the sharing of data carefully but more freely where it is in the carers or person with care needs best interest. There is much more to do with Digital access so we can make it more accessible to all.

Finally, a thank you to the CEO and all colleagues for their ongoing support through these challenging times.

Mary Garrity

Care Co-ordinator

Older Carers Community Development Report

Firstly, it was fantastic that City Bridge Trust agreed to 2-year continuation funding of my post. The reporting year had a significant impact on the older carers service and like others I had to quickly adapt and come up with new initiatives to connect with older carers & their families.

The regular support groups & surgeries that I facilitated across our 3 operating boroughs were replaced by online Zoom sessions.

Online services brought many challenges as several older carers were not digitally enabled or reluctant to make use of online services. We were fortunate to be able to offer the use of a number of tablets, and after a short period of time carers 'were willing to embrace technology, many benefitted of seeing familiar faces 'virtually' which reduced feelings of isolation.

To improve carers physical and mental health I focused on various online activities including:

- Chair based exercises classes
- Wellbeing workshops and regular carers chat groups
- Mindfulness sessions
- Fit move – in partnership with Age UK Bexley

Feedback was very positive & allowed carers to take time for themselves & engage with others. I also supported several carers by making regular wellbeing telephone calls to check that all was well. Several referrals for carers were made for counselling & extra breaks, these were ably delivered by my community-based colleagues. Several carers are now attending online support or exercise groups which has improved their mental wellbeing and made them feel part of a community.

This new way of working also gave me the opportunity to collaborate with other organisations and I felt that the charity sector had a feeling of 'coming together with a common purpose'. I became a Bexley Community Champion relaying salient information to our clients and beyond. Another initiative was the sourcing of 150 Carers' Activity wellbeing boxes; these were well received, and it was a privilege to see carers face to face in a safe way.

I feel very proud to be part of the Crossroads team in reaching out to carers who always display their gratitude and appreciation; for me it has been a humbling experience.

I have learnt to embrace technology and the hybrid model of connecting 'virtually and face to face with all stakeholders is now an effective alternative way of working going forward. Planning is afoot to continue to build on the successful collaborations from this reporting year & I am certain we are all looking forward to the day when we can return to normality with face-to-face meetings and activities!

Lesley Skinner
Older Carers Community Development Worker

Financial End of Year Report

This was a challenging year and the Covid19 pandemic had a major impact on the way Bexley Crossroads Care Ltd structured and delivered social care. Thanks to the professionalism and flexibility of front-line staff, we continued to support our most vulnerable clients with robust safety measures in place.

During the year to 31 March 2021, we achieved an overall financial surplus of £114,214 (2020 surplus: £39,422), with incoming resources of £858,786 reducing by 4% from the previous year (2020 income: £897,295).

We did not increase our hourly charge out rate to self-funding clients from the previous year and fundraising opportunities were significantly compromised. Central government and other funders issued grants to support care services, implement safety measures to safeguard the wellbeing of clients and staff, including the provision of personal protective equipment.

Although the befriending service was unable to provide face to face visits for much of the year, volunteers visited befriended companions when restrictions allowed, and provided support including regular telephone calls, food shopping and collecting and delivering prescribed medication. We continued to operate the Older Carers Community Service funded by City Bridge Trust and supported 145 older carers through a series of online telephone support and social media sessions.

We employed an average of 51 staff on our payroll throughout the year and staff costs equated to 88% of resources expended, slightly higher than the previous year. The overall reduction in expenses of £744,572 in 2021 compared with £857,873 in 2020. Furthermore, a senior management team position was budgeted for but vacant for the entire year.

Total reserves at the end of the year were £669,028, of which £26,006 was restricted and will be used within the next financial year. £175,000 was designated with provisions of £125,000 for redundancy and employment costs and £50,000 for pandemic costs. Free reserves of £452,365 were held in accordance with our adopted policy on reserves to enable us to continue to fulfil the charity's objectives, even if there is a temporary shortfall in income.

We are committed to improving the lives of carers and those they care for whilst ensuring that our clients and staff are safe and well. Whilst we anticipate some challenging years ahead, overheads will remain as low as possible to ensure maximum resources are directed to the development of staff and provision of services.

In the longer term we plan to increase staffing and volunteer capacity to meet demand, diversify and extend services offered to clients with an additional range of regulated and non-regulated services. We remain a going concern for the foreseeable future and are in a strong financial position to deliver our planned objectives.

Louise Jossa

Finance Manager

Fundraising

To all of you who donated to us in this reporting year we offer our sincerest thanks.

Our vision is a social care system that ensures everyone can access high-quality personalised care which offers choice and control and is tailored to the needs of individuals.

Our ability to run fundraising events was severely impacted upon during this reporting year. Notably our annual charity ball was cancelled in 2020 due to the current restrictions. This is our largest fundraising event of the year.

The charity updated its website, and it is now responsive to online donations, and it displays well on mobile devices. We are planning to invest further in digital engagement linked and measured across social media platforms.

At the outset of Covid pandemic we set up an online donation page linked to our website. We received several unrestricted and one-off donations from donors for which we are truly thankful.

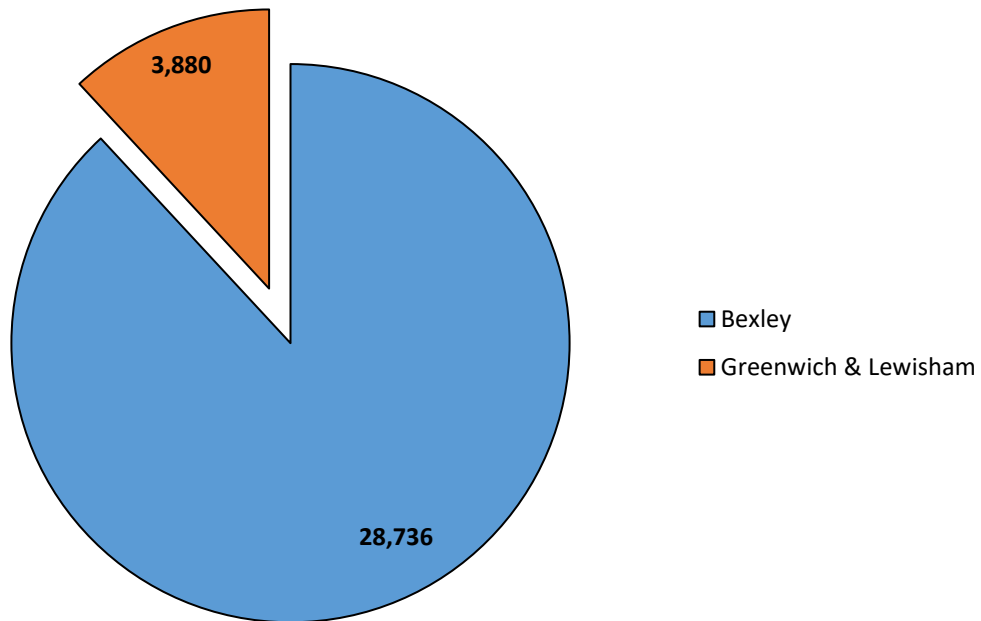
We would also like to express our thanks to all individual donors including Merton Court Prep School, Bexley Rotary Club, Co – op, Welling Round Table, NSM Services Sidcup, Radian Star Lodge, Provincial Lodge West Kent Masons, N – Comp Ltd and Friends for Bexley

Although we have planned fundraising events in 2021/22, we expect the impact of Covid19 will continue to restrict fundraising opportunities in the financial year ahead.

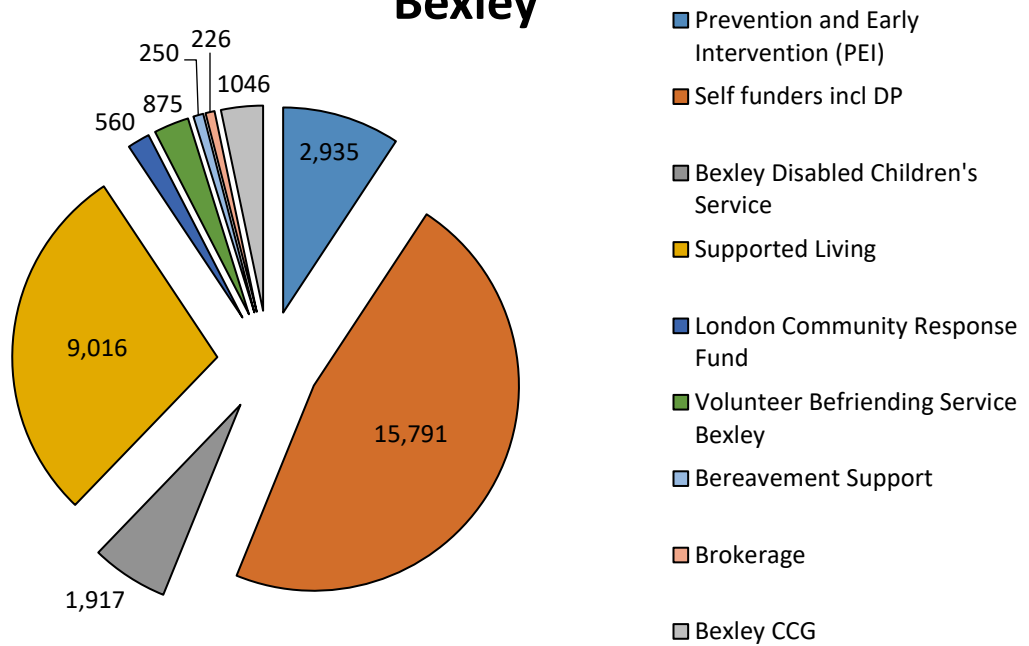


Statistics

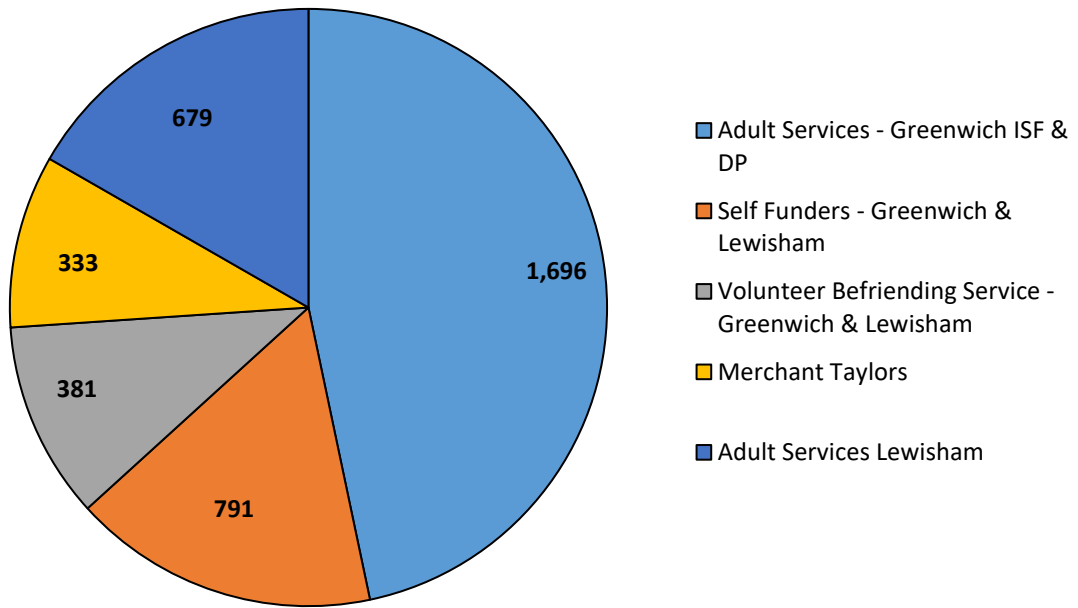
Total Hours Delivered up to 31st March 2021



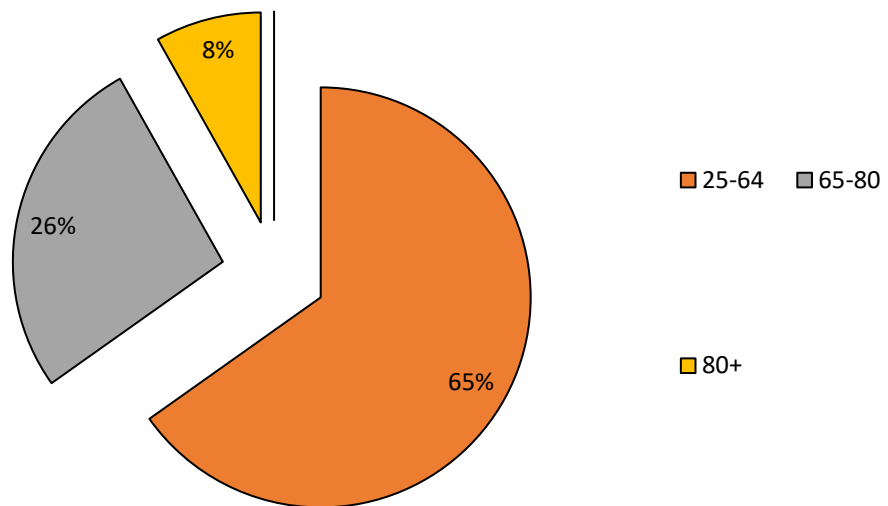
Bexley



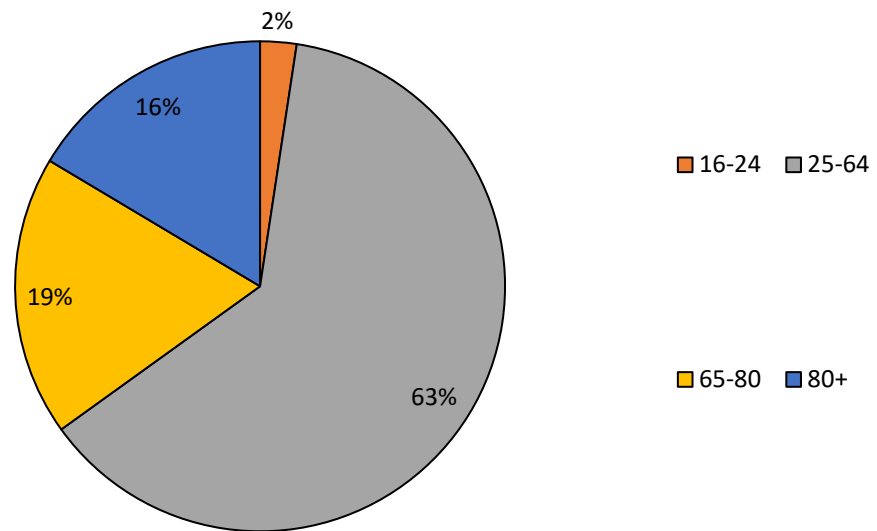
Greenwich and Lewisham



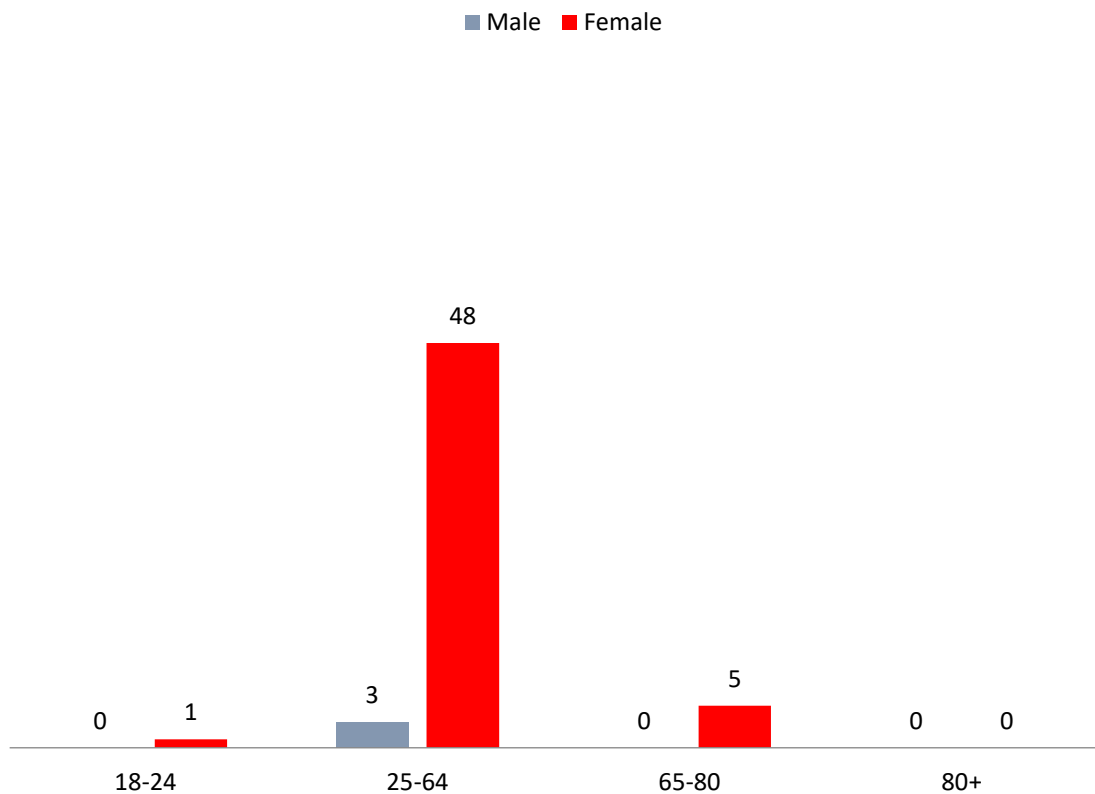
Age Range of Carer's across our 3 Operating Borough's



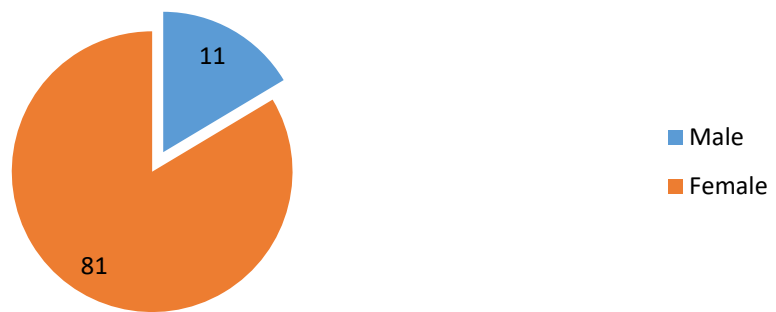
Age Range of Clients across our 3 Funding Borough's



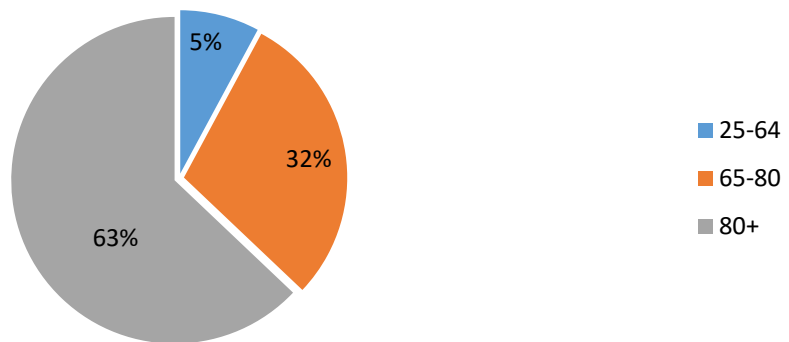
Age Range of Staff by Gender



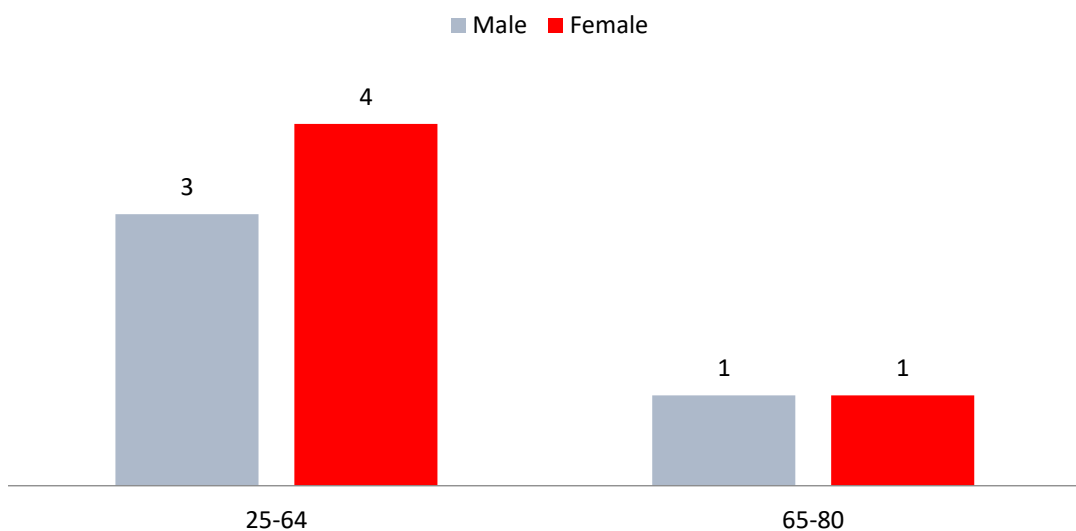
Number of Volunteers by Gender



Age Range of Volunteer Clients



Number of Trustees by Gender



Acknowledgements

We would like to thank the following for their financial & individual support during the year:



Crossroads Care South East London
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Website: www.ccsel.org

Registered Company Name:
Bexley Crossroads Care Ltd

Registered Charity No. 1076375

Company Limited by Guarantee No. 3726471



