

Crossroads Care Clackmannan

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CHAIRMAN'S REPORT TO THE 2008 ANNUAL GENERAL MEETING

2008 has been a year during which the new management structure has been bedding down. The Scheme Manager has been in post for some 17 months and has brought a new, fresh feeling to the administration and operation of the scheme. The appointment of a Senior Care Co-ordinator, and a Care Co-ordinator has created the prospect of a more flexible operation once the rota constants can be carried on computer; it should also enable a greater level of staff supervision than has hitherto been possible.

This is my 4th Annual Report as Chairman and like all the others I am still reporting that the Scheme is working at full capacity against a shortfall in the kind of funding needed. The current funding from Council is calculated on the basis of at least 20,000 referral hours and while this was just achieved in the last financial year to March 2008, and looks to being exceeded in the current financial year, the hourly allocation of £11.86 still falls short of our current estimates of around £13.00 an hour. At the same time we provided some 32,495 hours of care for carers in a much appreciated hands-on service during the year 2007-2008.

The projected figure for 2008-2009 is 32,300. The care is given by 10 permanent Care Attendants and 25 Bank staff. That client satisfaction is almost 100% is due largely to the allocation of appropriate staff to clients and the commitment of the staff.

During the period covered by this report, the Scheme Manager, Mrs Rosemary Docherty, has applied to a number of grant-giving organisations and has achieved funding which ought to cover most, if not all, of our training costs over the next three years. In addition, we have had a number of most generous donations which has helped us meet rising costs. Our reserve funding is still at a critically low level and we find ourselves tempted to raid it for the everyday rising costs. We hope to have a new Company Treasurer who can oversee the current costings, prepare a budget for the coming year and negotiate a new allocation from the Clackmannanshire Council.

The Care Commission are reasonably satisfied with the restructuring of the management and with the general service the Scheme is providing for clients. In their most recent inspection, the Scheme scored one 6 and five 5s on the new marking scale of 1-6 and the Inspector made only five recommendations, all of which were already in the future planning of the Scheme.

Then I must offer my thanks to a number of people. This might be regarded as a mere formality in some contexts. In this context these words of appreciation are sincere. The Board offers its deep appreciation of the work of **Rosemary Docherty** as Scheme Manager, who has introduced a new atmosphere to the office and has taken the scheme several steps forward in its service; of **Elaine MacLeod** who has taken on the preparation of the accounts for Board Meetings in addition to her other office duties; to **Carole Rodgers** as the administrative secretary; to **Deirdre Brown**, the Senior Care Co-ordinator and to **Leisa McFarlane** the Care Co-ordinator both of whom display, to the Chairman at least, a commendable calm under pressure. The skill and commitment of the Care Attendants, both full-time and Bank has already been recorded. It is they, in the care situation, who make the name of Crossroads so greatly appreciated and its high

standards recognised. On behalf of the Board I offer them our grateful thanks.

Finally, there is the Board. The Secretary, **Mrs. Margaret Donaldson**, has served the scheme as Secretary for many years. To Margaret must go a deep expression of appreciation for her long and devoted service to the Scheme. She ends her time as Secretary at this A.G.M. It is hoped that Margaret will continue as a member of the Board.; **June Dobbie** was Treasurer to the Scheme for a period until her domestic and academic demands made it, sadly, necessary for her to resign. But while she was a member of the Board her advice and guidance were much appreciated and have been greatly missed since her departure. **Dr. Neil Rodger** is Vice-Chairman and has served on the Board since the Scheme began. His wise counsel is always available. **Mr Ford Shaw** agreed to join the Board on the assurance that it would not be demanding. His business acumen was important. He, too, has been pulled into a greater commitment than at first envisaged and he has responded with the very best of willingness to provide sound counsel. **Mrs. Judi Slade** has continued to give her time, professional expertise and experience to the Board on a variety of issues. **Mrs Fiona Roe** has been involved in fund-raising in addition to her excellent contribution to the work of the Board. She now takes on the responsibility of Company Secretary; and **Mr Arthur Duncan** has returned to the Board after a short absence for business reasons. To each and every one of them, for their contribution to meetings, their collective wisdom and their supportive friendship I can only, as Chairman, offer my deepest appreciation. There can be few Schemes with such a comprehensively skilled and deeply committed Board. My thanks to them all.

Douglas Aitken
CHAIRMAN

November, 2008