

## FREQUENTLY ASKED QUESTIONS REGARDING ECC MERGER WITH CROSSROADS

**Q. Why merge?**

**A.** Both organisations were already considering how to diversify income streams to achieve greater sustainability long term. We recognise that as more and more charities chase less and less charitable or statutory funding, we need to act now, whilst we are both in a position of strength. We have decided that if we want to stay true to our vision of supporting carers, without being pushed into competing with care providers who provide poor quality care services, combining our organisations is a good way to achieve this.

**Q. Is either organisation losing money? Is that why the merger has been agreed?**

**A.** Both organisations are currently in a very strong financial position with healthy reserves. However, the best time to think about progress, improvements and change is when an organisation is in a healthy position, so that decisions are not rushed or forced. The merger has been agreed because both Boards of Trustees and CEOs felt that it would enhance the overall service offer to Carers in Enfield.

**Q. Will the newly merged organisation have a new name?**

**A.** We are planning to keep the name Enfield Carers Centre. Crossroads has a 30yr long history and excellent reputation which our merged organisation will want to capitalise and build on. Regardless of whether a new name is decided on, the merged organisation will do everything it can to emphasise continuation of quality care service delivery for existing and new Crossroads' clients.

**Q. Will the service I receive now change? Will I still the same level of support I have now?**

**A.** The service you get now will continue. We do not intend to change current ECC services or (if you're a Crossroads' service user) - your care package or the worker(s) who currently deliver your service. And, yes, we are absolutely committed to continue providing the same level of services currently provided to you and/or your cared for person (subject to normal staffing constraints e.g. sickness and holiday absence). We will do our best to make sure you will not be adversely impacted by this merger.

- Q. Will there be additional services available from the merged organisation?**
- A.** We will be considering what other services we can make available to carers in the future. We want to hear from carers about what you think would be useful and valuable, so please get in touch with your ideas and comments – we’d love to hear from you and will be making every effort to ensure your voice is heard. We promise to keep you informed and let you know as soon as we have definite information about what new services we’re planning to introduce.
- Q. Will the price increase for the care service I receive now?**
- A.** We recognise that carers are already juggling their finances and will do our best not to add any new pressures in this area. Obviously, we cannot commit to never, ever increasing prices, but we’ll do our best to keep any increases reasonable.
- Q. Will the merged organisation work from two different offices?**
- A.** It is envisaged that by or before the end of September 2020, Crossroad’s office-based staff will move into ECC’s offices at Britannia House.
- Q. How will current Crossroads’ services complement ECC’s offer?**
- A.** This merger means that as well as delivering advice, information, support and training for family carers, ECC can also now offer carers quality replacement care and respite services from trusted and experienced care support staff 24 hours a day, 7 days a week, 365 days year.
- Q. Will the new merged organisation still be a charity or will it become a commercial, profit making company?**
- A.** We will still be a charity – so any surplus we make will be reinvested in ECC to improve and develop our service. Our main aim will continue to be supporting family/informal carers by providing a range of services that help carers to continue caring, whilst still enjoying as much of a life of their own as possible.
- Q. Does ECC intend to expand into other areas of work aside from care services and its regular carer support services?**
- A.** We are open to all ideas for services which will benefit carers and empower them to enjoy a life outside caring. We are also interested in projects and ideas which will generate income that will aid us in our drive to achieve future sustainability.