

## FREQUENTLY ASKED QUESTIONS RE: ENFIELD CARERS CENTRE 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 clients.

**Q. Will our currently commissioned/grant funded/contracted service continue to be delivered?**

**A.** Yes. We are absolutely committed to continue providing services currently funded by statutory or private Foundation/Trust/Grant awarding bodies. Our ability to continue meeting our KPIs and project targets will not be adversely impacted by this merger.

**Q. Will the merged organisation work from two different offices?**

**A.** It is envisaged that by or before the merger completion date, Crossroads' office-based staff will move into ECC's offices at Britannia House.

**Q. Will the Crossroads services continue?**

**A.** We see the merger as an opportunity to review services and improve the service offer wherever possible. This could mean expanding to include other services not now offered. We will be consulting with staff and carers to identify opportunities to add value to our offer.

**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. When will the two organisations be fully merged?**

**A. We aim for July 2020. In order to avoid running two sets of financial accounts for the financial year 2020/2021, Trustees have agreed to an end of financial year merger in principle. This will ensure that accounts for 2020/21 are easier to manage and a merged organisational budget can be set and agreed by Trustees by the end of March 2020. The benefits of doing this is that we will be able to work with a full year budget and will be better able to keep a close eye on expenditure and forecast where we need to target our efforts to bring in income or reduce expenditure.**

The Charity Commission is involved in our plans and together with them, we will ensure that all actions taken to merge whilst continuing to meet our merged objects and continue to be financially sustainable meet their approval.

The more detailed aspects of merging the organisations such as the office move, staffing, IT and software, communications, marketing and publicity etc. will be dealt with in a structured way which will take a little longer. We don't underestimate the amount of work required to make this merger happen but both organisations agree that it represents a positive development and are willing to do whatever is necessary to support the merger and ensure an exciting future together.

**Q. How does the new merged organisation aim to grow support for carers in the borough – does this equate to more people supported?**

**A. We intend to explore what additional services carers would benefit from or like us to provide. Any carers currently using Crossroads' and some of these are not currently being supported by ECC so they would immediately benefit from an expanded support service which will care for their emotional, information and practical needs.**

**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.**