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| Q13. Are there any comments you would like to make on Crosscare’s “Faith To Action” Strategy 2014 – 2019 |
| 1 | Think it will be another few years to improve on changes and structure put in place  |
| 2 | Not sure what Faith to Action really means as no reference at all to faith in the work of Crosscare - all Action no faith element |
| 3 | I feel that we have seen a huge change in the trends for those in need over the last few years. I think if we are looking to set up more services or change our approach to service delivery, if we ask residents for their input as much as possible and how they feel this will benefit them.  |
| 4 | From the time I started working in Crosscare I am amazed and delighted with the inter staff relationships. Respect is a given. Respect for each other as members of staff and everyone we come into contact in our working day. This attitude is carried on into my personal life and I feel a stronger and more confident person from the time I began working in Crosscare. |
| 5 | although it is a good idea to have an overall strategy it would be more beneficial to have service line specific sub-strategies; I felt there was very little emphasis but on equality and achieving real social change; and that the Crosscare strategy does not link with other sectoral policy strategies. It is unhelpful to have a strategy which has no structural reflection incorporated to evaluate and develop. Staff are significantly undervalued. No action plans communicated. |
| 6 | Some elements of Faith to Action had too much focus which has meant many elements of the strategy have been ignored or at a minimum not given enough focus. We seem to be more concerned regarding the monies and Crosscare seems to have lost its focus working with those most in need and not just being used as a prop for what should be statutory services. Crosscare used to work in the margins but in the last 5 years we have lost this and our dynamic ability to respond to emerging need has gone.  |
| 7 | We seem to have moved away from Parish life, I remember that Crosscare had its roots within the Parish which always felt like a real strength, currently that seems to have completely disappeared. I never hear in Mass anymore about the work of Crosscare and my own Parish Priest seems to know nothing about the work we do. Maybe the next strategy could work on rebuilding this relationship in a real way, it was always a great support. The parishes see first-hand the real need in communities. |
| 8 | I liked the strategy, easy to visualise with the ship and not overly complicated to understand/read.I think it would be helpful to see what was achieved/not achieved before starting on next strategy. |
| 9 | My answer to nos. 5,6,7,9,10-12 are because there is no option to say I don’t know.  |
| 10 |  I think Crosscare should work in line with The new National drug Strategy 2017-2025 reducing harm and supporting recovery |
| 11 | Works fine for me |
| 12 | We'll make it work  |
| 13 | It is a great place to work and the staff and management are great  |
| 14 | Crosscare has quality management practice, training and supervision for all staff and volunteers however I feel that some supervisors do not take enough responsibility for putting pressure on staff that have become too comfortable and have "their own way" of doing things that does not reflect Crosscare's values of Love, Respect and Excellence and staff that do not aspire to reflect the quality of work that is now expected of professionals in their field.... |
| 15 | All good here thanks  |
| 16 | Keep up the good work  |
| 17 | I deliver meals and think it essential to have a number to call in case of emergency. Maybe a little information on the people we call on, ie are they ambulance, just so we know what to expect when we call to their homes. |
| 18 | I think it would be beneficial to involve volunteers more and to keep them up to date with what is going on in Crosscare. Communication has improved with contact from the Volunteer Coordinator in Head Office over the last few months. This is a positive development. How about a monthly or bi-monthly newsletter? I can't comment on other areas of Crosscare, but certainly in Youth Work communication with volunteers is almost non-existent. I'm often the last to know about events/changes. |
| 19 | I believe Crosscare should be more active in church activities locally, young people should be encouraged to become involved in the church. This can be as simple as making them aware of the benefits of faith to their daily lives, or facilitating them to visit relatives resting places. A faith based approach must mean more than using this word in a title, ,it must be a daily ethos of the entire organisation,if we say we want to follow the example of Jesus we should not be ashamed of this, but proud |
| 20 | Actually being serious about advocacy and social policy as opposed to just saying it |
| 21 | I feel the objectives lacked a piece on our work being client led - client participation and consultation need to be a priority, promoted and encouraged as much as possible . I appreciate the person centred culture but I do feel a lot more work needs to be done in this regard. Similarly Crosscare is in a strong position with a large number of professionally skilled workers to develop and promote its own evidence based, there should be space for sharing innovative work within the agency |
| 22 | I don’t think the mention of Jesus Christ is necessary, I feel the 8 objectives are very clear and relevant - the peer led approach to training and development could be used more in the Youth Services the indicators for this could be broader than training - Overall a lot of the objectives have been met and it would be good to see those outcomes continue as they are the core of the work.  |
| 23 | Strategy is not always informed by Foresight or the fact things change and Strategy often does not evolve quickly enough to those changes. |
| 24 | Crosscare insurance  |
| 25 | It was good to see so much that we have achieved in our strategy and love the symbol of the ship  |
| 26 | smaller services or houses in the community for homeless. move away from large scale services. more working options for staff (flexible hours/ part time etc) |
| 27 | My contact is limited but I enjoy what I do. I feel connected with staff and management and I get support and help when I need it |
| 28 | I think it was a good strategy and has enabled Crosscare to focus on improving the quality of our work. While I believe that we have made some progress on achieving our objectives I believe that we have a way to go with some, in particular social policy change and on our models of service delivery both in writing each of these and in implementation of models and achievement of social policy change. |
| 29 | Crosscare is very supportive to their staff when going through difficult times. |
| 30 | Crosscare has some great projects and pieces of work and is to be commnended for them. I would like to see Crosscare evaluate itself as an employer |
| 31 | The identification of true vulnerable people .......Who are the most vulnerable? do we always use the best methods of identifying them  |
| 32 | HR and Bean Counters appear to be somewhat removed from front line needs |
| 33 | To date the stategic plan has been successful and a lot of what is in the existing plan would need to continue and be included in the new plan. The stategic plan has been a well thought out, inclusive and live plan where staff and clients feel part of something alive and full of energy. It give sus diection and focus which will always need to be included and delivered on a daily basis as no two days are the same and neither are ant two situations. Well done and looking forward to working towards |
| 34 | It has empowered me to be self-critical in my work with young people |
| 35 | Would like to see Crosscare effecting more social change and influencing more to create better housing options not just fire-fighting homelessness |
| 36 | A core part of this strategy was developing our contribution to influencing social policy but we haven't followed through with adequate funding to resource this objective. |
| 37 | greater service user involvement at all levels up to and including the board |
| 38 | Crosscare is a very caring and loving organisation - true faith and service in action |
| 39 | I notice over the years that the clients look healthier and there is a good social inter activity in the community centre |
| 40 | It is an idealistic aspiration which Crosscare addresses in a practical, well-constructed & thought out way. That is a reason I became a volunteer & I find that the respect for those in poverty and deprivation is always to the fore |
| 41 | Not sure about above question, feel volunteers should know more about available services |
| 42 | I sometimes feel that in some situations our "follow up" is not productive or is actually lacking |
| 43 | I would like to see an aftercare service set up once again as it is an area that is lacking services in |
| 44 | I feel that changes to services are not always the right thing to do. Crosscare in my mind now focus on homeless services and youth services of which lots of charities are doing the same thing. Nothing stands out from other charities. Lots of services being dropped or moved out of Crosscare. Not a good move in my mind |
| 45 | Seems decisions are mostly made for you regardless of what you put forward. Also feel mostly homeless services are priority to everything else plus Youth Services. |
| 46 | Seem to be losing our core values and food services have been left behind because other services are fully funded. |