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Acknowledgement:

The Trustees would like to express their appreciation to Nottinghamshire County Council, Nottingham City Council, Nottingham Health Authority, North Nottinghamshire Health Authority and the Charitable Trusts and individuals who have given us financial support throughout the year.

MISSION STATEMENT

*To enhance the quality of life and
promote the well being of all older people*

Registered Office:

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Registered Charity No. 1067881

A company limited by guarantee,

Registration No. 3455485

Thanks are extended to the members of the various Support & Advisory Groups, which are established to give guidance to many of our projects

President: Mr T Parr

Vice Presidents:

Mrs I Aynsley

Mrs O Baines

Mrs P Davies

Mr D Elliott

Mr G Hayes

Rev. R Hoye

Mr D A Lee

Mr T Martin

Mrs U Roper

Mr L Stevens

Mrs M M Timson

Mr P Wilson

Mrs V Wright

Mrs J Lewis

Board of Trustee Directors:

Mr C N Cullen (Chair)

Mrs S I Warzynska (Vice-Chair)

Mr E G Edwards (Hon. Financial Adviser)

Mr D G Hancock

Mrs B St C Harlow

Dr E E Cliffe

Mr A Ghelani

In attendance:

Mr S Main

(Age Concern England Representative)

Mr M Tinkler

(Chief Executive & Company Secretary)

Non-Trustee Members:

Mr J Allin

Mrs P Davies

Dr D Arey

Rev R Hitchins

Dr T Masud

Mrs K Hoyland



NOTTINGHAM AND NOTTINGHAMSHIRE

STAFF OF AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE

Management Team

Chief Executive:	Mick Tinkler
Human Resources Manager:	Mandy Malcolm
Finance and Administration Manager:	Michelle Watson
Advice and Information Manager:	Ken Hazard
Service Manager (County):	Linda Button (to 18/12/01)
Service Manager (City):	Lis Lawrence
Income Generation Manager:	Spencer Fox *

Staff

Margaret Allinson	Cook (Sybil Levin Centre)
Jackie Ball	Office Cleaner (Bradbury House)
Darren Barker	Senior Caseworker (Staying Put)
Dorothy Belmont	Assistant Shop Manager (Northern Office)
Gayle Bird	Receptionist (Bradbury House)
Chris Bissett	Welfare Rights Co-ordinator (Northern Office)(to 15/03/02)
Lynn Bland	Clerical Assistant (Bradbury House)
Christine Bradley	Office Cleaner (Bradbury House) (from 23/04/01)
Geoff Budd	Driver/Handyperson (Sybil Levin Centre) (from 12/04/01)
Maria Carter	Receptionist (Bradbury House)
Sarah Chapman	Office Cleaner (Northern Office)
Sandra Clark	Patients' Representative (St. Francis/St. Andrews)
Wendy Clubley	Kindred Spirits Administrator (Bradbury House) (to 06/07/01)
Kate Collins	Kindred Spirits Administrator (Bradbury House) (from 09/07/01)
Esther Collison	Centre Cleaner (Sybil Levin Centre)
Susan Dilks	West Bridgford Visiting Scheme Co-ordinator
Lucy Dyer	Discharge Scheme Co-ordinator (City Hospital)
John Elliott	Caseworker – Staying Put (to 21/12/01)
Sharon Ewen	Training Service Administrator (Bradbury House) (from 25/06/01)
Jean Foreman	Clerical Assistant -Finance (Bradbury House)
Elaine Fry	Care Assistant (Sybil Levin Centre) (to 11/06/01)
Glenys Gitsham	Assistant Shop Manager (Northern Office) (from 01/10/01)
Jill Gray	Care Assistant (Sybil Levin Centre)



NOTTINGHAM AND NOTTINGHAMSHIRE

Staff (continued)

Marion Gray	Kindred Spirits Co-ordinator (Bradbury House)
Derek Green	Community Support/Home Service/Senior Link
Chris Hawkes	Trading Co-ordinator* (Bradbury House)
Lynne Hoskins	Patients' Representative (Highbury Hospital)
Paul Howard	Area Trading Manager (Northern Office)
Margaret Humphreys	PA/Secretary (Bradbury House)
Ken Keeton	Home Maintenance (Staying Put)
Anne Keighery	Administrator (Staying Put)
Francis Kemp	Care Assistant (Sybil Levin Centre)
Jean Kerslake	Deputy Manager (West Bridgford Shop)
Catherine Liffen	Welfare Rights Clerical Assistant (Northern Office) (to 08/0302)
Tom Makin	Residents' Representative (Bradbury House)
John Matthew	Senior Caseworker (Staying Put)
Gail Maxfield	Development Manager (Bradbury House)
Beatrice McEaney	Discharge Scheme Co-ordinator (City Hospital) (to 16/11/01)
Duncan McFie	Day Centre Organiser (Lancaster Group)
Cindi Miln	Fund Raising Manager (Bradbury House) (to 21/12/01)
Susan Milner	Care Assistant (Manton)
Diana Moore	Care Assistant (Lancaster Group)
Tracy Morley	Kindred Spirits (Mansfield) Co-ordinator
Anne Moss	Centre Manager (Sybil Levin Centre)
Janet Parkin	Care Assistant (Sybil Levin Centre) (from 14/01/02)
Iris Peel	Gedling Carers Support Co-ordinator (Bradbury House) (to 22/02/02)
Cora Reilly	Finance Assistant (Bradbury House)
Michelle Sanderson	Centre Organiser (Sybil Levin Centre)
Jackie Shepherd	Patients' Representative (City Hospital)
Marie Smith	Admin Assistant (Staying Put)
Tina Smith	Clerical Assistant (Northern Office) (to 27/09/01)
Judith Southall	Clerical Assistant (Bradbury House)
Molly Stanbridge	Care Assistant (Sybil Levin Centre) (to 25/01/02)
Audrey Stanley	Manager (West Bridgford Shop)
Karen Stokes	Support Scheme Co-ordinator (Bradbury House) (to 30/08/01)
Nicola Storey	Day Centre Organiser (Manton)
Iris Thompson	Care Assistant (Sybil Levin Centre)
Eileen Tomany	Training Service Co-ordinator (Bradbury House) (from 25/06/01)
Diane Trinder	Operations Manager (Bradbury House)
Julie Troake	Patients' Representative (Highbury Hospital)
Adele Walker	Clerical Assistant – Caseworkers (Staying Put)
Lee West	Drop-in Centre Organiser (Sybil Levin Centre) (to 08/08/01)

Lesley Williams	Discharge Scheme Co-ordinator (City Hospital) (from 07/01/02)
Stanley Winskill	Driver/Handyperson (Sybil Levin Centre) (to 08/05/01)
Brian Yeatman	Driver (Sybil Levin Centre) (from 12/07/01)
Dawn Yeatman	Day Centre Worker (Sybil Levin Centre) (from 29/10/01)

* Employed by Age Concern Nottinghamshire Trading Limited

Auditors: Blythens, 309-329 Haydn Road,
Sherwood, Nottingham NG5 1HG

Solicitors: Freeth Cartwright, Express Buildings,
29 Upper Parliament Street, Nottingham NG1 2AQ

Bankers: Barclays Bank plc, PO Box 564, Barclays House,
14 Park Row, Nottingham, NG1 6EX

Date of Annual General Meeting: 2.00pm on the 15th July 2002 at Bradbury House.

OBJECTIVE

The object of Age Concern Nottingham and Nottinghamshire is to promote the relief of elderly people in any manner which, now or hereafter, may be deemed by law to be charitable in and around Nottingham and Nottinghamshire.



NOTTINGHAM AND NOTTINGHAMSHIRE

Chair of Trustees Report

I write this report at the end of a difficult, but successful year for the charity, which has continued to provide high quality services and support to older people across the city and county.

During the year, despite significant effort by members of staff and Trustees, we have seen a decrease in donations to the charity. This decline in support has been experienced across the charitable sector. This has resulted in a significant strain on our budget and led to a range of cost saving measures being adopted.

With much regret the trustees had to make a difficult decision to make the Service Manager (County) position redundant. It was with great sadness that we saw the departure of Linda Button who has served the charity well since 1993.

During this time the Trustees remained committed to ensure that the impact on direct services to older people were kept to a minimum. Difficult decisions such as these are not taken lightly but were deemed to be essential to ensure the charity continues to fulfil its function to improve the quality of life of local older people.

The financial situation of the charity was not helped by the consistent late payment of funding from some of our statutory bodies. We have had to make representations to each of these bodies about this issue.

Looking back at our last annual report demonstrates just how much we have achieved. Of the areas set out in the

future plans section I am pleased to report we have been successful in every area identified:

⇒ we have developed a training service to provide both in-house training and training for other organisations.

⇒ we have refurbished the property on Peachey Street, to the rear of Bradbury House, to accommodate our housing services.

⇒ we have diversified the products sold at our Mansfield book and candle shop to increase the income from this venture.

⇒ we have taken an active role in the implementation of the national service framework for older people across the county.

⇒ we have secured funding to establish fifteen additional day care places at the Sybil Levin centre from March 2002 and funding to provide two days of day care for older people with dementia in Mansfield.

⇒ we have secured additional funding to allow the development of luncheon clubs in Ashfield and the Mansfield day care facility in line with our five-year strategic plan.

⇒ We have provided support, in conjunction with Age Concern England, to Age Concern Groups, who are members of the Age Concern Federation, in the county to assist them to submit their report demonstrating their attainment of the Federation Group Quality Standard.

⇒ we have increased the number of applications to grant making charitable trusts, in line with our revised fundraising strategy.

⇒ we have secured funding to enable the continuation of the successful Health and Living project within the Staying Put team.

⇒ we have produced new publicity material for all services provided by the charity.

⇒ we have achieved the recently established Age Concern Federation Quality Counts standard for Age Concern Organisations.

As can be seen all of the work planned for the year has been achieved. This demonstrates the dynamic nature of the charity, which is so ably led by our Chief Executive Mick Tinkler.

A high point of the year was the visit to Bradbury House by our Royal Patron, HRH The Prince of Wales in March. Prince Charles officially opened Bradbury House and met many of our staff and volunteers. The enthusiasm and professionalism of everyone involved ensured that the quality of our work was reflected to all the invited guests.

This high point was tinged with sadness following the sudden death, a few weeks later, of Cora Reilly, our finance assistant. This really rocked the charity; we all will miss Cora.

The dedication and commitment of our Board of Trustees must be noted. They have once again ensured the charity is well governed and given clear direction.

In particular I would like to mention the contribution to the wider Age Concern Federation by Eric Edwards who has held the position of Vice-Chair to the East Midlands Region, he is also on the National Age Concern Assembly and is a Trustee of Age Concern England.

Eric Cliffe has also played a significant role within the federation through his membership of the Committee of the Regions that has considered organisation and group reports as part of the Age Concern quality framework from the East Midlands and South East regions.

The commitment of ACNN to the Age Concern federation is further underlined by the recent appointment of our Chief Executive, Mick Tinkler, to the position of Chair of the East Midlands region.

Two of our trustees, Denys Hancock and more recently Clair Harlow, along with our Development Manager, Gail Maxfield, have represented the organisation and older people's views in their role as members of the three Community Health Councils within the county.

I would also wish to pay tribute to Trevor Parr who will retire from the position of President at the AGM. Trevor has ably held this position for the last decade, during which he has given much drive, commitment and enthusiasm to the work of Age Concern in the county. I am sure that everyone connected with Age Concern would wish to join me in thanking Trevor for the significant contribution he has made to our work.

Finally, I would like to thank all the members of staff and volunteers without whom we could not continue to ensure Age Concern Nottingham and Nottinghamshire provides excellent quality services and support to local older people.

Nigel Cullen
Chair

President's Report

I was introduced to the activities of Age Concern Nottinghamshire by the then President, Philip Derbyshire. At that time Toni Lees was Chair, Caryl Moore was Vice-Chair, Bill Dinwoodie was Chief Officer and Ivy Aynsley ran every aspect of the office, assisted by Joan Eastwood. Ken Hazard was Advice and Information Officer and Jane Goddard and Gwen Spenceley ran the Staying Put Scheme. We also had three outstanding Development Officers in the field – John Mitchell in Nottingham, Graham Phelps in Newark and Joan Bower in Mansfield. Their achievements were immense.

Storm clouds were looming and we soon ran into financial crisis. In 1990 Caryl Moore took over as Chair with Denys Hancock Vice Chair and Clair Harlow in strong support. I took over the role of President in 1992. It was an inspired choice to invite Roy Batterbury to be Chief Executive. Together they gave Age Concern Nottingham and Nottinghamshire the structure and sense of purpose necessary to be solvent and increasingly effective. They enjoyed the full support of a large team of volunteers

and quickly forged excellent working relations with Age Concern England, Help the Aged, the City and County Councils and the local Health Authority. Local family trusts helped us on an annual basis and we were beginning to dream of owning our own office one day – and perhaps a day centre.

I must mention volunteers – there were some Trojan workers in those days. Grace White, Violet Wright, Miss Timson and Mrs Middlemiss come to mind – they were succeeded by a recently retired Ivy Aynsley and Grace Edwards, Pauleen Davies, Judy Wilson, Ann Arey and Olive Baines. This wonderful group, together with so many others, helped with the Music Festival, the Handicraft Exhibition, Art Exhibition, tea parties and masses of fund raising activities. They were very happy days which we all enjoyed.

I spent a lot of time visiting Day Centres throughout the County and I saw inspiring work. I kept meeting so many brave, indomitable people whose weekly visit to one of our Day Centres was the highlight of their existence, sometimes their only opportunity of meeting anybody. This was Age Concern at its best. I have particularly fond memories of regular visits to Langold, Meden Vale and Harworth & Bircotes and would like to thank all of the organisers and members of these fine clubs for inviting me to join them on so many memorable occasions. Things have moved on apace – the momentum of the early 90's has been maintained, leading to achievements beyond our wildest dreams. We own our own splendid Sybil Levin Centre, doing a wonderful job for the City. We own a magnificent office in the centre of town.

AGE
Concern

NOTTINGHAM AND NOTTINGHAMSHIRE

We have excellent staff specialising in every aspect of the care of the elderly – just study the job titles at the front of this report to see the scope of our activities. Mick Tinkler, an outstanding successor to Roy Batterbury, has continued to forge even closer relations with the authorities and our reputation in the City and County stands higher now than ever before.

The outstanding Chairs, Caryl Moore and Denys Hancock, were most ably succeeded by our excellent Board of Trustees, headed now by Nigel Cullen, with Sandra Warzinska as Vice Chair with our very efficient and long-standing Treasurer, Eric Edwards, who has kept finances in very good order. It is good to see Sandra, Clair and Denys still in such senior positions; they have given us great service since the early 80's.

I have thoroughly enjoyed my time with Age Concern Nottingham and Nottinghamshire and rejoice with you in the progress we have made. I would like to thank all the staff, volunteers and the many supporters for all they have achieved in the past decade. You offer a wonderful service to the elderly of the county which is fully appreciated. The memorable occasion of the opening of Bradbury House by Prince Charles a few weeks ago represented a fitting celebration of this. I wish you all good luck as you take Age Concern Nottingham and Nottinghamshire to even greater things.

Trevor Parr
President

Advice and Information Service

It is galling that a year which began in hope and which saw many successes should end in frustration and a narrowing of expectations for the immediate future!

By April 2001 Chris Bissett, Advice Service Co-ordinator, and Catherine Liffen, Chris' assistant, had had a few weeks to settle into their new posts at our Mansfield Office and as a team we were able to look forward to a productive year, assisting needy older people throughout Nottinghamshire. Such work, of course, could only be undertaken with the support of our very dedicated and experienced band of volunteer advice workers who between them carried out several hundred home visits and donated over 2,500 hours service to the charity.

For the fifth year in succession the Advice and Information (A&I) Service was able to help local people achieve benefit gains of in excess of £1,000,000 – a remarkable achievement given our very limited financial and human resources. The majority of benefit gains, as in previous years, related to disability benefits secured for chronically sick older people or, sadly for terminally ill individuals. Disability benefit claims involve the completion of complex application forms and in most cases home visits are required. Many people have difficulty in properly representing their own needs to the Benefit Agency using the complicated application forms provided and very often people have difficulty in recognising that they have a valid claim so it is not uncommon for us to have to spend a considerable time reassuring individuals

that they are entitled to apply and in encouraging them to do so. It is hardly surprising that as many as 50% of people who are entitled to claim such benefits fail to do so – resulting in millions of pounds worth of unclaimed state benefits per year in Nottinghamshire alone. The financial loss to individuals can be dire as they get caught up in a dispiriting spiral of failing health, loss of independence, and poverty. The local economy also suffers the loss of those unclaimed millions, social and health services suffer increased demands and local government, too, suffers as it is unable to maximise income via Central Government funding related to the Standard Spending Assessment. A Countywide strategy to secure disability benefits for all potential recipients – of whatever age – is needed and would be cost affective but a properly co-ordinated approach rather than piece meal action is required!

During the year the A&I Service responded to over 15000 requests for information. We categorised these requests, breaking them down into welfare benefit related enquiries and social welfare related enquiries. Comparing statistics gathered at our Nottingham and Mansfield bases are quite a revealing experience. At our Nottingham office 30% of enquiries were benefits related, 70% were social welfare related. At Mansfield, by contrast, two thirds of enquiries related to welfare benefits. This is explicable by reference to the fact that the City and south of the County have a wider choice of advice service providers than the north of the County (in Ashfield, Bassetlaw, and Mansfield – the areas principally served by our own Mansfield based A&I Service). Both County Council

and Community Legal Services reports have highlighted the fact that the north of the County is lacking in welfare benefits advice

provision and the County Council report *Conditions of Nottinghamshire 2000* notes, in particular, that there is a greater need for advice on disability benefits in the north of the County than in the south. It is very sad, therefore, that from April 2002 our

own activities in the north of the County will be suspended due to lack of funding to keep the service running. We are intent, of course, on seeking out new funding but we cannot be certain of success. Happily both Chris Bissett and Catherine Liffen have found alternative employment but their knowledge and experience have been lost to us! They have made a thoroughly praise worthy contribution to the welfare of older people during the last year and we wish them every success for their future careers.

What can we say, then, at the end of a year, which could be described as hopeful, successful, and ultimately disheartening? Only that for the sake of older people in need throughout Nottinghamshire we have to strive to firstly restore and then increase our level of Service provision.

Carers Support Services (Gedling)

During the past year the service has continued to gain a high profile in Gedling and has attracted referrals from a number of different sources. Good working relationships have continued to develop with a variety of referring agencies. From feedback that has been received, it is clear that the service is

known, valued and respected for the high quality of support that it provides to older people and their carers.

New Social Workers visit the service as part of their induction; which includes an overview of the range of services provided by ACNN.

The service has established links in areas not previously supported; these include Newstead Village, Calverton and Ravenshead.

The Co-ordinator was involved in planning the Law Society's Annual Carers Conference. Around 200 delegates attended and positive feedback was received. The service was also been featured on Radio Nottingham's Action Line.

The Carers Support Service Monitoring Agreement has been revised and now reflects the diversity of the service. Part of this process involves wider consultation with carers, volunteers and referring agencies. A volunteer sits on the Support and Advisory Group; which has enhanced the quality of the service.

This service is invaluable for carers as it gives them a little time for themselves, which in turn enables them to carry on in their caring role. A carer recently commented:

"It has meant so much just knowing you were there offering your support".

One of the volunteers went on a special holiday and sent regular updates on their progress to the carer and cared-for person. They valued and treasured this contact and it deepened their relationship.

Funding has been secured to purchase display boards and materials to promote the service. There are growing opportunities to promote the service using these resources; with the co-ordinator giving over 60 presentations during the year.

The service was represented at the Gedling Show, Health Action for a Healthier Arnold, HAZ Roadshows and many other events. It is hoped to have a rolling programme of displays in a variety of venues throughout the borough.

Volunteer support meetings are well established, supported and attended. The volunteers value them. A volunteer commented:

"These meetings are a good opportunity for discussion and sharing".

We also held a volunteer barbeque to celebrate the international year of volunteering and held an after Christmas lunch. Volunteer annual reviews have also been introduced. Some volunteers have left, but have been replaced by new volunteers.

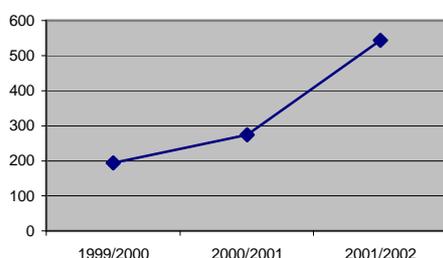
The overall number of people supported by the service has dramatically increased (see graph), as has the number of regular visits undertaken by volunteers. In addition there has been an increase in the number of talks and presentations given to a wide variety of interested groups and organisations.

Overall, the Gedling Carers Support Service is an immensely valuable resource for carers, cared-for people and volunteers. It is a flexible and adaptable

service that instils confidence in those involved at all levels and the service empowers carers to have a voice.

80+	20	9
Not known	0	0
Gender of new refs		
Male	14	7
Female	32	13
Geographical Area		
Gedling	46	20
Ethnic Background		
Black	0	0
White European	3	2
White UK	43	18
No. of other referrals/enquiries	24	32
No. Vols Recruited	17	5
Total No. of volunteers	29	24
No. of talks/special events	30	61

Growth in the Numbers of People Supported



Statistics for Gedling Carers Support Service

	2000 / 2001	2001 / 2002
Total No. of People Supported	274	543
Total No. of referrals	70	52
No. of new Carers Referred	46	20
Source of New Referrals		
Self	9	5
Health	9	2
Social Services	21	11
Age Concern	7	1
Other	0	1
Age of new referrals		
50-59	3	1
60-69	7	3
70-79	16	7

Central Services

The whole team have worked hard again this year, coping well with the increased demand for their services providing essential support to all areas of the charity.

As a whole year has been spent in Bradbury House, the effect of direct dial telephones can be seen as the number of telephone calls handled by Reception fell again to 22,367 (a fall of 11% compared to 2000/01). There has been a higher demand for Reception services greeting visitors as the number has increased to 8,776 (a rise of 89% compared to 2000/01). The Reception staff and Admin staff (who cover) have all had to adapt to a new way of working, particularly Reception dealing with clients more face to face than via the telephone. The finance staff continue to support the Finance and Administration Manager taking on increasingly more day to day responsibilities.

Sadly, Cora Reilly, our Finance Assistant passed away suddenly on 13th April 2002. Cora had worked closely with the Finance and Administration Manager since July

1996 helping to ensure the smooth running of the charity's finances. She was not only a hard working and helpful colleague but also a good friend who we all miss greatly.

Day Care

Age Concern Nottingham and Nottinghamshire continues to provide day care in Worksop and Gedling. Kingston Close, Manton, continues to provide day care on two days per week. Numbers are steady and referrals continue to be made through Bassetlaw Social Services.

A change in the service provision was necessary in August 2001 when new funding was provided from the Carers Grant which created an opportunity to provide dementia day care on Thursdays at Kingston Close. Up to ten people with mild to moderate forms of dementia now receive a service enabling the carers to have a break from their caring role.

The success of the service has enabled further funding to be secured through the Carers Grant until 2003.

The Lancaster Group has recently had a change of venue. The service is now provided at the Community Centre on Burton Road, Gedling. The staff and volunteers continue to offer a quality service to carers on Saturdays and Mondays with referrals coming through Gedling Social Services and Community Psychiatric Nurses.

Members benefit from a day out which enables carers to take advantage of the free time made available to them.

Development Services

Age Concern Nottingham and Nottinghamshire continues to look for opportunities for service development in the County.

Mansfield, Ashfield, Rushcliffe, Gedling and Newark have all become areas for service development opportunities and work is in hand in the Bassetlaw District to develop services in the future.

The National Service Framework (NSF) for Older People continues to raise issues around older people's quality of life and Age Concern Nottingham and Nottinghamshire hopes that future developments will be possible addressing needs highlighted from work being carried out around the eight standards of the NSF.

Equal Opportunities

The charity continues to take its work with Equal Opportunities very seriously and a lot of work has been carried out during the last year via the Equal Opportunities Committee to ensure that not only are policies and procedures updated which covers such issues as recruitment and selection, terms and conditions of employment, employment benefits, training, development and promotion opportunities, etc., but that the charity is clearly seen to be demonstrating their commitment through staff and volunteers in their everyday work.

Plans have been made to include and fully enforce this philosophy at every training event that it organises. Therefore, the Training Co-ordinator has particular responsibility to ensure that the ACNN

Equal Opportunities Policy is fully enforced during any partnership event between ACNN Training and all external providers. In addition, ACNN Training will take steps to ensure that everyone providing services on our behalf provides equal opportunities and try to use our influence in the training forum to promote equal opportunities in the wider community.

Unfortunately, the Equal Opportunities Committee were unable to achieve all of their agreed objectives for the year due to pressure on staff time, but we are pleased to report that all the high priority areas of work were achieved.

Fund Raising Report

Over the last two years the charity, along with many others in the sector, has experienced a reduction in the level of donations. Last year saw donations and legacies amounting to £130,757 compared with £194,182 for the previous year, although the amount for 2000/01 did include £35,000 of donations towards the Bradbury House appeal.

We have found that donations from individuals have declined and donations from the corporate sector have been extremely difficult to secure. Donations from grant making trusts have declined, which we feel is due to a decrease in the overall amounts available for distribution by these trusts due to low returns on investments and a general increase in competition from other charities seeking to secure donations and grants.

At the end of 2001 our Fundraising Manager, Cindi Milne, left the charity to embark on a round the world trip. This

gave the trustees an opportunity to review and revise our fundraising strategy. The outcome of this review has been a decision to reorganise the fundraising section of the charity.

We intend recruiting a new part time fundraising manager. This person will concentrate on applications to grant making trusts and other funding bodies. We also intend to recruit other fundraisers who will concentrate on individual fundraising and events.

Home Maintenance Service

The Home Maintenance Service continues to be in demand from older people in Greater Nottingham. Unfortunately, our Handyperson, Ken Keeton, has had a period of illness during the last year, which meant the waiting list did increase for a short while.

Ken assisted with Staying Put's move from the Voluntary Action Centre to Peachey Street and has also carried out maintenance work for various "in house" projects. This use of his time has led to savings for the charity as a whole.

The aim of the service is to carry out small jobs for older people such as fixing grab rails, smoke alarms, door chains, stair rails and mending gates and fences, etc.

The Home Maintenance Service now has administrative support with Marie Smith taking over the responsibility of bookings jobs, monitoring the workload and levels of income. This dedicated support ensures that we give our clients a first class service.

Ken continues to use the electric van, which reduces the running costs, and 260 jobs have been completed during the last financial year. We have also referred 349 older people to our approved gardeners and a further 300 to our approved decorators.

The Skerritt Trust has generously donated £1,500 towards the Home Maintenance Service, which relies on donations from companies, charitable trusts and individuals to continue to provide this important service for local older people.

Home Service

In October 2001, Age Concern Nottingham and Nottinghamshire were selected as one of six national pilot projects for the new Home Service.

With funding provided by The Department of Health and the Home Office, the project is initially due to run for a three year period and will be monitored by Age Concern England.

The Home Service has seven core aims:

- ❖ Home Maintenance and Repair
- ❖ Practical Tasks
- ❖ Gardening
- ❖ Home Safety
- ❖ Home Security
- ❖ Winter Warmth
- ❖ Affordability Support

In order to provide a successful Home Service to older people in Greater Nottingham, volunteers have been recruited and with training they will be able to provide older people with a safe and reliable mechanism for arranging and

affording services, security and safety in their own homes.

The service was operational by October 2002 and, although we have many services in place, there is still a lot of work to do in developing and ensuring older peoples' needs are met.

Human Resources and Training

April 2001 to March 2002 saw another year of successful continued expansion for ACNN following the relocation of its Head Office to Bradbury House, the attainment of Investors in People status in March and, as predicted in last years report, the establishment in the latter part of the year of a Training Department.

Looking ahead to March 2003, and following adoption of the revised Five Year Strategic Plan, it is clear that the intention of the charity is to increase the services it provides to older people in the County. In order to achieve this aim, the infrastructure needs to be flexible enough to incorporate new services or to extend existing ones and ensure they are well managed.

The training and development of our employees and volunteers and the promotion of the charity's works with our partners in the community are key priorities for the charity in supporting the achievement of the Strategic Plan.

The Human Resources Department, in conjunction with the Training and Development Department, recognises that in times of change employees (and to some extent volunteers) have to learn to adapt easily, quickly and effectively. We believe our employees/volunteers can

only deliver their best if fully informed of the charity's goals and what is expected of them, and without well-trained, competent and confident staff, the charity's aims and objectives cannot be successfully delivered.

It is for this reason that considerable resources were and will continue to be invested into establishing the training department and new methods of communication are being employed to ensure staff are kept up to date. The revamping of the internal newsletter "Our Concern" – which is now co-ordinated and distributed by the Training Department, is an example of this.

It is recognised that, although some training and development activities are delivered by line managers, there is still a need for a Corporate (or Charity based) Training and Development Plan which consolidates cross-service and corporate training and development activities and this is shown as a separate plan entitled "Annual Training and Development Report to March 2003". Copies are available from the Training Department.

The "Investor in People" standard is used as a benchmark against which the charity's progress in developing its employees can be measured. It is based on four clear principles: Commitment, Planning, Action and Evaluation. For individuals, it will focus on skills, abilities and experience in providing services to our service users.

In particular, we are looking to build on the benefits previously realised after our successful accreditation under the Investor in people initiative and it is vital that we produce human resources and training and development plans which focus on the improvement of people in

meeting departmental aims and ultimately the charity's strategic plan.

Implementation of the aforementioned initiatives should help us to achieve this.

Kindred Spirits – Greater Nottingham

The aim of the *Kindred Spirits* Scheme is to introduce older people to share their interests together. Clients can meet up on a one-to-one basis to alleviate social isolation and combat depression or poor mental health. The majority of clients (over 800 at the present time) are on their own, many have lost their partner and need to make a new start and have the opportunity to make new friends through the Scheme.

The Project covers the Greater Nottingham area and is staffed by a full-time Co-ordinator and a part-time Assistant.

Kindred Spirits has been running for over six years now and, through a monthly newsletter sent personally to each member, clients are made aware of the variety of activities which they could join in should they wish, along with other events in the Nottingham area which they can attend with their new-found friends.

Having enjoyed going out for Sunday Lunches, *Kindred Spirits* are now arranging mid-week lunches at a different local hostelry in a different area each month. These have proved just as popular and plans are afoot to increase these in the coming year.

Another new initiative established last year has been developed with Nottingham YMCA. Every Monday sees a group of

older people, the majority of which are *Kindred Spirits*, meet up at the YMCA gym. Qualified instructors assess their level of fitness and develop a tailored fitness programme. The service users have sole use of the gym facilities during these sessions. This activity is so successful we plan to develop it further next year with the introduction of yoga classes.

While the Annual Forums have always been well attended, it was suggested by one of the *Kindred Spirits* that Area Get-Togethers should be arranged so that people who lived locally could meet together and sort out their interest groups on the one day. There have been two so far and both have been well attended. They have proved very successful and another four are planned for other areas around Greater Nottingham.

In November, the Scheme was chosen as one of ten in the country (out of a selection of over 100) as a Centre of Excellence by Help the Aged. A researcher spent two days with the Co-ordinator and the *Kindred Spirits* themselves and was most impressed, not only with the organisation, but also in the amount of user involvement with the Scheme.

The *Kindred Spirits* themselves regularly organise and book bus trips and social evenings; plan and lead walks and rambles and become the contact for the classical music and matinee groups.

Three *Kindred Spirits* attend the Support and Advisory Group meetings each quarter (changing places after three meetings). There is a team of 15 *Kindred*

Spirits who help with the routine of packing and posting the newsletter.

Our visiting scheme has 12 *Kindred Spirits* who are willing to visit those who, because of ill health, are no longer able to take part or are sick and need a hospital visit.

All these activities help to make the clients feel that this scheme belongs to them and they have a voice which is heard loud and clear, thus making this project a true "Centre of Excellence".

Kindred Spirits – Mansfield

Kindred Spirits in Mansfield has grown considerably since it first began in February 2000. There are now over 250 members living in the Mansfield, Ashfield and surrounding areas.

The increasing membership has enabled us to offer a much wider variety of interests, outings and activities. Special interest groups now include dancing, theatre, walking and painting.

Due to the increased numbers, we are now able to provide *Kindred Spirit* bus trips and these have proved to be extremely popular. During 2002 there were visits to Bakewell, Skegness, Sudbury Hall and Chatsworth, along with river cruises and a Christmas Tea Dance at Thoresby Hall. Visits for 2002 include The Black Country Museum, Sandringham and Althorp.

Weekly coffee mornings, mid-week lunches and Sunday lunches are always well attended and for some *Kindred Spirits* are a focal point of their week.

Another huge success has been holidays. *Kindred Spirits* have already booked holidays in 2002 for Torquay in April, Warners Gunton Hall at Lowestoft in June and several *Kindred Spirits* have already booked for Turkey and Tinsel at Hayling Island.

Kindred Spirits offers isolated and vulnerable older people the opportunity to meet new friends, widen their social circle and enjoy the various outings and activities we have on offer.

Nottingham City Hospital Discharge Scheme

The Age Concern Hospital Discharge Scheme has been operating from Nottingham City Hospital for the last six years. Following the departure of Beatrice McEaney, a new Co-ordinator, Lesley Williams, joined the existing Co-ordinator, Lucy Dyer, in January 2002.

The Hospital Discharge Scheme provides free, short-term support to people aged 55 and over following a stay in the City Hospital. Volunteers visit older people in their own homes providing both emotional and practical support at what can be a very stressful time. Tasks that the volunteers will help with include:

- ❖ Shopping
- ❖ Pension collection
- ❖ Paying bills
- ❖ Prescription collection
- ❖ Social visits
- ❖ Monitoring

The Scheme is available to older people living in Nottingham City, Gedling, Rushcliffe, Broxtowe and Hucknall PCT

areas. They can live alone or with family, in private, council or warden aided accommodation and can be receiving assistance from other agencies, such as Social Services. The Hospital Discharge Scheme aims to complement these services, not replace them.

Patients are usually referred to the Scheme by nursing staff or hospital Social Workers. However, they accept referrals from other hospital professionals, statutory and voluntary agencies, family members, carers and the patients themselves. All adult wards at the City Hospital display the Scheme's posters and have leaflets available, and the Co-ordinators work hard to ensure that hospital staff are aware of the service and how to access it on behalf of the patients in their care.

Once a referral is made to the service, the Co-ordinators visit the patient on the ward to see what help is needed and when. Even if patients feel they do not want a visit from a volunteer, the Co-ordinators give them a leaflet with their contact number on and arrange a follow up telephone call after their discharge from hospital, so that help is available should the patient need it once they have returned home.

The Co-ordinators contact the volunteers who are available to visit on the requested day and able to travel to the required area. Once a volunteer agrees to a visit, the Co-ordinators give them the necessary details and ask them to telephone the client to introduce themselves and inform them when they will be visiting. In addition, all the volunteers carry identification badges. The Co-ordinators keep in close contact with the volunteers whilst they are

visiting to provide support and advice, if needed.

During the year April 2001 to March 2002 the Hospital Discharge Scheme helped 670 older people being discharged from Nottingham City Hospital. The average age of service users is 79 years.

On-going evaluation is carried out to ensure that the Hospital Discharge Scheme meets the needs of older people leaving hospital and that policies and procedures are being adhered to. In addition, hospital staff have been asked to evaluate the service from their perspective, especially accessing the service and satisfaction with the support provided. Comments from both staff and clients have been very encouraging.

Patients' Representative Services

The Patients' Representative Service at the Nottingham City Hospital continues to be busy and Jackie Shepherd saw 131 new patients during the last financial year. The service is for all patients over 60 years and their relatives/carers. It offers support, information and representation.

The service covers the medical wards on the South Corridor of the Nottingham City Hospital and the Sherwood Day Hospital. Issues raised include:

- ❖ Problems with discharge to Nursing Homes
- ❖ Complaints about quality of care on the wards
- ❖ Benefits

- ❖ Signposting to other schemes and support
- ❖ Assisting to find funding for equipment for use at home
- ❖ Arranging a solicitor

These cover just a few of the many varied issues raised by patients.

One example of a referral was as follows:

Jackie was asked to see a 63-year-old gentleman who was being very unco-operative to nursing staff and was distressed about being told he would need to move to a nursing home. This gentleman was very angry because he felt he was not in control of his own life any longer and was upset at how he was told he needed to move to a nursing home.

Jackie discussed with him the advantages and disadvantages of moving to a nursing home or going home to his flat.

She saw this gentleman a few times and over only a couple of days he decided he would move to a nursing home. He said if only he had been able to talk to Jackie before his decision would have been much easier to make, and he wouldn't have been rude to the nursing staff.

This gentleman is now waiting for a place to be allocated by Social Services. Jackie worked with the Social Worker and ward staff and kept this gentleman well informed and allowed him to make the choices that affected his life.

Julie Troake and Lynn Hoskins are the Patients' Representatives for Highbury, Lings Bar, Nottinghamshire Healthcare wards at the QMC, Peasehill Unit and Parkside and Meadowbank Day Hospitals.

During the past year Lynn and Julie have continued to receive a wide range of referrals from within both Nottinghamshire Healthcare Trust and Rushcliffe PCT. The representatives have received, on average, ten new cases each month. Many of these cases have been complex and required the representative to be involved over a long period of time, others have been quickly resolved or referred to other more appropriate services.

Issues raised during the past year have included:

- ❖ Older people with concerns about the care they receive whilst in hospital (including complaints about lack of information and attitudes of staff);
- ❖ Supporting individuals through difficult times in their lives;
- ❖ Obtaining and providing relevant information to ensure informed choices can be made;
- ❖ Finance and legal difficulties – clients have been referred to the appropriate agencies and supported throughout legal processes.

One example of a case last year was as follows:

A 79-year-old lady, with a terminal illness, had become estranged from her children. She needed help to put her legal affairs in order and to find an appropriate nursing home.

The Representative supported her through the process of making a will. She also helped this lady to find a nursing home and kept in touch with the family on her behalf to ensure her cat was being

cared for and to obtain clothing and other items from her home.

The family was contacted about the possibility of reconciliation but, unfortunately, this was not forthcoming.

Sadly, this lady died shortly after her transfer to a nursing home, her family problems unresolved.

The representatives have become more involved in initiatives to improve the services to older people within the Trusts. This includes attending ward improvement groups and involvement in the development of anti-ageist policies.

Over the past year the Patients' Representative providing a service to older people within Nottingham Healthcare NHS Trust's St. Francis Unit & St. Andrews Lodge has received nearly 200 referrals. These referrals have come mainly from the day hospital and ward based staff, consultants and community nurses.

The referrals can cover a variety of issues and concerns such as:

- ❖ Welfare benefits advice
- ❖ Advice on debt
- ❖ Legal advice, such as making a will, Living Will and applications for Enduring Power of Attorney or Court of Protection
- ❖ Appeals against sections under the Mental Health Act

- ❖ Social issues such as housing and transport
- ❖ Liaising with outside professional disciplines has also proved useful, i.e., Crime Prevention, fire protection

Although the scheme is not funded for community referrals, these have been accepted and referred on as appropriate, allowing older people with mental health problems a point of contact.

The following is an example of the kind of support provided by the service:

An older person was referred to the scheme following concerns over his financial situation and future placement.

The patient was unable to return home and nursing home care had been advised. Due to delusional and paranoid ideas against staff and some family members, support and mediation was required. Together with this was another matter involving the patient being left a substantial inheritance. The solicitor involved with the will raised concerns that he and the executors were unable to proceed with any matters concerning the will until they had written agreement from the patient.

The Patients' Representative liaised between the solicitors and consultant in the interest of the patient, and support for the patient, keeping them fully informed of developments. Currently, the Patients' Representative is supporting the patient and mediating between them and family and staff.

Residents' Representative Service

The Residents' Representative Service co-ordinator is Tom Makin.

The Residents' Representative Service provides advocacy, representation, advice support and information to residents in Nursing and Residential Homes within Nottingham Health Authority District. The service is available in over 150 Homes within Rushcliffe, Broxtowe, Gedling, Hucknall and the City.

The service is primarily available for residents who may need to discuss a problem or query in confidence, but enquiries are welcome from relatives, friends, care home staff and others.

The Residents' Representative deals with a wide range of issues, some of which can be quite serious. These are always dealt with in a free, confidential and independent manner.

Problems that have been dealt with this year include assisting people to move into or out of the care, financial problems associated with going into care, problems relating to the care received whilst in a nursing or residential home, possible or actual abuse, family disputes and problems relating to the level of service provided by the Local Authority or Health Authority or care home providers.

Achievements this year include:

- ❖ The successful placement of five new volunteers into Nursing Homes that care for those who are elderly mentally ill in order to promote the service and act as advocates for residents. The recruitment and placement of volunteers will continue

this year. The promotion of the service within these Homes has been assisted greatly by the good working relationship that Tom Makin has established with the managers in these Homes and the companies that own them. This has resulted in an increase in the number of referrals from these Homes.

- ❖ An increased awareness of the service within all areas of this sector through presentations, talks and lectures about the service and on the subject of advocacy generally to staff and management in care homes and within the NHS and social services.
- ❖ There has been an increase in cases in which the Residents' Representative has successfully assisted a resident to make a formal complaint to the bodies which oversee the running of care homes in this area and also those which oversee the work of the local authority. Most of these complaints have been partially or fully upheld and demonstrate the crucial role of advocacy in this sector. Without the Residents' Representative it is unlikely that these complaints would not have been instigated.
- ❖ The Residents' Representative has successfully reconvened a support and advisory group which consists of members of the local authority and health authority inspection units. This group oversees the work of the Residents' Representative and will add further direction to the service provided.
- ❖ The Residents' Representative has also begun to reassess the needs of

potential service users by the collation of statistics, which reflect both the work currently provided, and potential areas of demand. The service does not currently operate within North Nottinghamshire but we will be developing the service in this area in future.

- ❖ The number of cases dealt with per month has remained consistent with an average of 11 new service users being accepted each month. The total number of new service users in the year 2001/02 was 132. It should be noted that the cases dealt with that can be classed as comparatively serious in nature has increased in the last year, as mentioned above. This reflects a year in which many changes have been made to further develop this crucial service.

Senior Link

The Senior Link service is a joint project with Help the Aged. The service installs emergency telephone equipment into the homes of vulnerable older people. This allow them to summon assistance via a control centre which is staffed by Help the Aged 24 hours a day, 7 days a week.

This year has seen a steady increase of workload as Social Services are now referring more outer city cases for Senior Link units. We have also seen a change in the units themselves with the introduction of the new Horizon 11 system. These are a much-improved unit allowing duplex speech and the ability to send error messages to the Control Centre regarding unit faults and battery power levels.

During the Royal Visit to Bradbury House, Prince Charles tried out the service and expressed a keen interest in its operation.

During the last year we have undertaken 151 visits, out of which 118 units have been fitted. Unlike the previous year, a growing number of these have been fully funded by the service users, although a proportion of older people on low incomes have access to subsidised systems.

We are now in possession of our own leaflets with the emphasis on Bogus Caller Crime Prevention. It is expected that demand could well increase because of this. To counter any future problems regarding waiting times, it is intended to train a volunteer to assist with the visiting and fitting process.

Staying Put

Staying Put is a Home Improvement Agency helping older people to remain safely and independently in their own homes.

Staying Put moved from their office at the voluntary Action Centre on Mansfield Road into a renovated building on Peachey Street, adjacent to Bradbury House in October 2001. Since then we have been able to improve our service to older people in Nottingham.

All older people who enquire about our services now receive an Information Pack which gives them certain options, including details on Disabled Facilities Grants, The Home Improvement Trust, The Home Maintenance Service and an Age Concern Insurance Service leaflet.

The service carries out essential repairs and improvements to older owner-occupiers' properties in the City of Nottingham. The agency works in partnership and is supported by Nottingham City Council, the Department of Transport, Local Government and Regions and a local trust, the Skerritt Trust.

Staying Put has had another busy year dealing with 1,082 enquiries from older people and helping 597 people to access grants that have helped them to remain safely and independently in their own homes. The total capital cost of this work was £630,000.

Staying Put staff refer older people, where appropriate, to the Healthy Housing Referral Project to enable them to access energy efficiency measures. During the last year individual members of staff won two first prizes, one second prize and two third prizes for numbers of people referred per quarter.

Staying Put has worked in partnership with Nottingham Health Authority with the Health and Living Project and helped another 29 older people to remain at home by liaising with health professionals such as the Occupational Therapists at the Disability Living Centre and the PADS Scheme (Preventative Adaptations Scheme) to install items such as second stair rails, grab rails and lever taps.

During the last year we supplied 14 bath lifters to older people. These have enabled some older people to be totally independent whilst having a bath. We will seek to secure additional funding to enable this service to be provided to more older people as we currently have a

number of individuals waiting to have one installed.

The amount of work carried out has once again been helped by the generous support of the Skerritt Trust and, together with the Staying Put Hardship Fund, has enabled us to assist 140 older people with small, essential repairs not covered by the statutory grants or to top up grants where there were insufficient funds.

Support Scheme

The Support Scheme continues to use trained volunteers in offering practical and emotional support to people over 60, living in the City area of Nottingham. The service is free, independent and confidential and respects the needs and wishes of the individual. The service aims to provide and maintain an improved quality of life for local older people.

During the period 2001/02, the Community Support Service has undergone a number of changes. Karen Stokes, the Co-ordinator for many years, moved to a new post nearer her home at the end of August 2001.

There had also been a reduction in the available number of volunteers, due to ill health, change of work and home commitments, but at the same time new volunteers have joined and are undertaking training.

The new Co-ordinator, Derek Green, came into post on 3rd September 2001 taking over a number of existing cases and a number of active volunteers. As in previous years, the scheme has continued to provide a starting point for

help over a wide range of issues. These fall into a number of categories such as housing, health, practical living and financial problems.

Housing problems were, in the main, people needing support in sorting out heating problems, home repairs, noisy neighbours and help to find alternative accommodation.

Where there is a health problem, help is given to organise care or assistance. Advice is given on aids or equipment to improve mobility in the home and to give greater safety in the home the provision of Senior Link Units is arranged. Practical help is given with a range of household tasks such as changing light bulbs or curtains and dusting where older people can no longer reach.

Help is also given to sort out financial difficulties and filling in forms. Where there is a need, people are referred on to other statutory and voluntary sector projects for more specialised help and advice.

During the past year the scheme has helped 382 people with advice, support or equipment in the City area.

Sybil Levin Centre

The Centre in Nottingham continues to open six days a week providing a varied programme for the over 55's.

Day Care continues to be provided five days per week (Monday, Wednesday to Saturday) with fifty day care places each week being offered for frail older people with priority given to those with dementia. We aim to extend the number

of places available next year to 65 places per week.

The centre service-users have access to our bathing service, hairdressing, chiropody, as well as a range of stimulating activities such as quizzes, word games, reminiscence therapy, sound recognition, giant crosswords, board games, etc.

The day centre users also went on a number of trips during the year such as Wollaton Park, Longdale Craft Centre, Sneinton Windmill, Christmas lights in Nottingham, Goose Fair, Newstead Abbey, Gunthorpe Bridge, Nottingham City Centre and Trent Bridge.

At Easter a variety of special events were organised including an Easter Bonnet Parade, hunt the Easter egg and best-painted egg.

At Christmas a variety of special events were organised including a special Christmas meal, carol singing and a gigantic pass-the-parcel! Last year more than 10,000 visits to the centre were recorded with over 4,000 home cooked meals provided and in excess of 20,000 drinks served.

The drop-in sessions continue to be popular. We have, again, worked in partnership with the Peoples College to hold courses on basic computing giving older people the opportunity to learn about computers. Other activities provided at the Centre include:

- ❖ Drawing and Art
- ❖ Movement to Music
- ❖ Line Dancing

- ❖ Skittles
- ❖ Table Games
- ❖ Coffee Mornings with Roy and Harry on the Organ
- ❖ Hairdressing
- ❖ Chiropody

Special one-day events and “taster” days included:

- ❖ Concerned About Your Safety Day
- ❖ Coffee Mornings
- ❖ Jumble Sales/Fayres
- ❖ Look After Your Health

Staff and volunteers at the Sybil Levin Centre take pride in giving a happy, warm, friendly, sensitive and very flexible approach to day care with planned activities which are both physically and mentally stimulating.

Here are a selection of comments made by service users and their carers:

“A really good atmosphere”

“I think everything at the Centre is wonderful”

“I consider yours has been the best contribution to my husbands care by any person or agency beyond home”

Trading

This has been a tough year, but a successful one for Age Concern Nottinghamshire Trading Limited.

More and more companies are waking up to the attraction of marketing to the older population and we could have done

without the traumas caused by the transfer of business to Norwich Union.

The poor service we received from Norwich Union in the first half of the year undoubtedly had a negative effect on customers and potential customers, especially in the all-important Home & Contents business. This was exacerbated by a reduction in promotional activity whilst the problems were being solved.

However, despite these difficulties, we have succeeded in further developing our business with commission income of £88,051 on insurance and other products represented a significant increase of £17,330 (+24.5%) compared with the previous financial year.

In part, this was due to the outstanding success of Utilities sales. The offer of a free kettle and light bulbs promoted via local press and three Energy Days provided opportunities for face-to-face contact with many potential customers. Not only did this activity generate valuable additional commission income but also equally important it gave us the opportunity to cross-sell Home & Contents and other insurance products.

Our Home and Contents insurance tailored especially for people aged over 50 continues to be the mainstay of our business but the number of new policies sold was some 25% less than in 2000/01 due to reduced marketing support and increased competition – this situation is being closely monitored by Age Concern Insurance Services.

Both Age Concern Funeral Plans – designed to offer peace of mind and value for money; and the Long Term Care

product – for people concerned about future care issues – have shown significant new business gains.

Thanks to a dedicated team of staff and volunteers, our West Bridgford shop has shown substantial growth with sales of £52,285 representing an increase of £8,311 (+19%) compared with the previous financial year. During 2001, we extended the range of goods sold at our Mansfield shop to include donated clothing and bric-a-brac in addition to books and candles. As a result, sales increased to £18,162 compared with £9,484 in 2000/01 – an increase of 91.5%.

A further £10,695 was generated by income from Arnold and Eastwood shops which are managed by Age Concern England.

Volunteers

A lot of work has taken place with regard to updating the infrastructure required to support a volunteer network. ACNN tries to ensure that it is always fair to its volunteers and regularly reviews the policies and procedures affecting them.

The introduction of a “Volunteer Handbook” and updated “Recruitment Guidelines for Project Co-ordinators” have helped greatly in this area to ensure there is fair and consistent treatment of volunteers and also to ensure that volunteers know where they can find further information and answers to any queries they may have. Special thanks go to the many volunteers and their co-ordinators who participated in the compiling of these documents.

The appointment of a dedicated volunteer co-ordinator is desperately required, ideally with the appointment of at least a part-time administrator to support the record keeping requirements, issue of identity cards, etc. This aspect has been included in the Five Year Strategic Plan. A separate initiative regarding funding for such a post has been undertaken and we await the outcome.

West Bridgford Visiting Scheme

The West Bridgford Visiting Scheme has been successfully operating for over two years. The service provides on-going, regular, often long-term volunteer support for older people living in their own homes. The aim of the service is to support older people to remain as independent as possible for as long as possible.

The Scheme provides a service to people living in the following areas:

- ❖ West Bridgford
- ❖ Edwalton
- ❖ Gamston

The Scheme is well publicised in the area in a variety of ways including:

- ❖ Posters, widely circulated
- ❖ Presentations within the local community and to appropriate professionals
- ❖ Regular articles in “Wots Wot”, a local free newspaper with a circulation of 1,500
- ❖ Articles in the “Evening Post” and ACNN newspapers
- ❖ Radio broadcasts
- ❖ Leaflets widely distributed

The Scheme supports a dedicated team of volunteers who, during the last year have started to attend regular volunteer support meetings.

The Scheme receives regular requests for the service from people outside of the West Bridgford area. This highlights the need for the Scheme to expand geographically. The Scheme continues to receive requests for its services from local Residential Homes, which it is unable to meet.

The Scheme receives regular positive feedback from service users. For many, the visits they receive are the only contact they have. The Scheme, for these people, is a lifeline.

Customer Complaints

ACNN aims to provide quality services to all older people in Nottingham and Nottinghamshire. We have a policy of encouraging service user feedback and comments. This is achieved through both formal and informal processes. Such as service user questionnaires, via support and advisory groups, user groups and by direct comments to staff and volunteers.

During the last year we have updated our complaints procedure and developed new, easy to follow guidance sheet which describes how to make a complaint and how it will be handled by the organisation.

The bulk of comments or complaints are dealt with at the time they are made in an informal way. Last year a total of three formal complaints were made. These were dealt with to the complainant’s satisfaction and lessons have been learnt, where appropriate.

We also received a number of comments from both older people and professionals working with older people. One recurring comment has been that some of our services are only available in certain geographical areas. Three services in particular have been identified that would appear, from comments, to be needed to expand into other areas:

- West Bridgford visiting scheme – requests that visiting schemes should be available elsewhere in the county.
- Gedling Carers support service – again requests for the service to be available in other areas outside of the Borough of Gedling
- Nottingham City Hospital Patients' Representative service – requests that the service should be available across the hospital not just in the day hospital and South corridor.

We recognise the frustration voiced by older people and others working with older people. We share this and our strategic plan has identified the need to expand these services to other areas, steps will be taken to seek to secure funding to make this a reality.

Statistics

The following gives an “at a glance” picture of some of the activities of Age Concern Nottingham and Nottinghamshire.

	2000/2001	2001/2002
Numbers of personal callers and telephone enquiries for information	29,739	31,143
Number of older people approaching the Support Scheme for help	212	382
No. of Support Scheme hours spent on client issues	1060	1076
Numbers of users of the Advice Service	11,400	15,000
Estimated value of the benefits gain from the Advice Service	£1.3 Million	£1.25 Million
Numbers of referrals accepted by the Senior Link Service	105	151
Numbers of people supported through the Advocacy Service	738	863
Number of people supported through the Gedling Carers Support Scheme	274	543
Numbers of volunteers supporting the Gedling Carers Support Scheme	29	24
Number of referrals accepted by the Kindred Spirits Scheme	300	444
Numbers of successful matches provided through the Kindred Spirits Scheme	398	304
Number of referrals received by the Hospital Discharge Scheme	812	670
Number of people assisted by the Hospital Discharge Scheme	778	670
Numbers of people supported by the Staying Put Scheme	804	780
Estimated number of day care places provided by Age Concern groups in Nottinghamshire	33,750	32,000
Estimated number of meals provided by, or through local Age Concern Groups	38,750	36,750
Number of jobs completed through the Home Maintenance Service	274	260

Statistics for the Worksop Day Care Provision	2001/2002				Total 01/02
	00/01	Day Care Mondays 1/4/01 to 31/3/02	Day Care Thursdays 1/4/01 to 31/7/01*	Dementia Day Care 1/8/01 to 31/3/02*	
No. days of day centre operation	96	45	22	29	96
No. day centre places available	1344	630	260	290	1180
Source of referral					
Self	10%	10%	10%	10%	
Relatives	-	-	-	-	
Social Services	90%	90%	90%	90%	
Total number of placements filled	1344	501	240	275	1016
% of day centre users suffering mental illness	50%	50%	50%	100%	62%
Age of users:					
60-69	10%	10%	10%	10%	10%
70-79	30%	30%	30%	30%	30%
80-89	40%	40%	40%	40%	40%
90 plus	20%	20%	20%	20%	20%
Gender of users:					
Female	80%	80%	80%	80%	80%
Male	20%	20%	20%	20%	20%
Ethnic Background:					
White	100%	100%	100%	100%	
No. people on waiting list at year end	4	0		0	0
No. volunteers available during year	4	2	2	2	4

*In August 2001, Carers Grant was received to run day care for people with mild to moderate forms of dementia reducing numbers to 10 per day from 1st August 2001 to 31st March 2002.

Equal Opportunities Policy

- (1) Age Concern Nottingham and Nottinghamshire recognises that in our society certain groups and individuals are subject to prejudice and discrimination.
- (2) Age Concern Nottingham and Nottinghamshire further recognises that certain groups and individuals are not fairly represented, either quantitatively or qualitatively, throughout a wide range of employment opportunities, activities and services benefits.
- (3) Age Concern Nottingham and Nottinghamshire believes that prejudice, ignorance, apathy and fear have led and continue to lead to either direct or indirect discrimination.
- (4) People suffer from discrimination for a number of reasons which can include colour, race, culture, class, age, gender, disability, sexual orientation, marital status, religious and political belief, HIV status, health or drug related problems, criminal record or place of residence.

Age Concern Nottingham and Nottinghamshire believes that such discrimination is wrong and should be actively opposed.
- (5) Discrimination denies human dignity, a freedom for people to be themselves, and a place in a free society. When even one person is deprived of these basic human rights we are all diminished.
- (6) Age Concern Nottingham and Nottinghamshire is primarily committed to the welfare of older people and to maintaining their individual dignity and their worth to society. The organisation is committed to policies of equal opportunity in service delivery and in employment practices and will not accept discrimination in its work with and for older people.
- (7) The organisation will seek, therefore, to eliminate discrimination in its management and employment practices, and through its relationships with contractors and suppliers, by taking account of the effects of discrimination, and by actively encouraging others to do the same.
- (8) Age Concern Nottingham and Nottinghamshire demonstrates its commitment to these statements by adopting a policy of Equal Opportunities and a programme of action both of which will be reviewed annually and, when necessary, revised.

Honorary Financial Advisors Report

With limited net current assets brought forward from 2001, this has been a



NOTTINGHAM AND NOTTINGHAMSHIRE

demanding year, financially, for the charity and the cash flow has had to be managed very carefully. Furthermore, along with most charities, fund raising has proved difficult and it was quite clear early in the year that we would be very unlikely to meet our targeted fund raising figure.

Consequently, stringent cuts were made in budgeted expenditure with every possible economy being effected.

Nevertheless, it was still necessary, early in the second half of the year, to consider staff reductions. The trustees decided that any reductions should make a significant saving against unrestricted expenditure and protect direct services as far as possible. Following a consultation exercise the position of Service Manager (County) was made redundant. The Trustees took this action very reluctantly. These steps, obviously, adversely affected staff morale, but it was considered necessary to maintain the financial stability of the organisation.

It was also necessary to increase the bank loan to complete the renovations and improvements to the property which has been reflected, to some extent, in an increase in the value of the asset, and to increase the overdraft facility from £50,000 to £100,000. This to ensure that the charity remained both regular with the bank and with regard to restricted current assets and, regrettably, to cover late payments by debtors and funders.

Fortunately, the savings in rent following the completion of the renovation work have more than covered the increased loan repayments and the bank current account has always worked well within

the agreed overdraft facility with good swings into credit from time to time.

The overall position of the charity remains sound with net assets representing some five months turnover. The limited unrestricted assets have led the trustees to set a robust budget for the year 2002/03 with an aim to provide a net inflow of £50,000 in unrestricted funds, which we are satisfied, should be achieved.

The aim over the next three years is to increase unrestricted reserves to the level where they will cover at least two months running costs of unrestricted expenditure (excluding Staying Put capital). This will require very careful management.

The charity has carried out the usual annual financial risk assessment together with a much wider risk assessment across the whole of the organisation. This has enabled the trustees to identify the major risks to which the charity is exposed, review these risks and establish systems and measures to ensure the risks are mitigated. The charity has also adopted a revised written reserves policy that can be found under the report of the Directors in the financial section of the annual report.

The trading company performed well last year with an increase in commission income of 24.5%. The donation made to the charity amounted to £29,000. The West Bridgford charity shop also showed excellent sales making a profit of £13,319, with the Mansfield shop showing improvements in activity over the year.

With the measures taken during the last financial year to reduce expenditure I am optimistic that during the next financial

year we will be in a position to further increase our services and support to local older people to enhance their quality of life.

Eric Edwards
Honorary Financial Advisor

Future Plans

Over the coming year we aim to develop the following areas of work:

- ⇒ Establish new day care facilities for two days per week for older people with dementia in Mansfield
- ⇒ Begin to establish a new network of luncheon clubs within Ashfield District
- ⇒ Appoint a new part time fundraising manager to concentrate on applications to grant making trusts and other funding bodies
- ⇒ Recruit fundraisers who will concentrate on individual fundraising and events.
- ⇒ Secure additional funding to allow the development of new services, in line with our revised five-year strategic plan.
- ⇒ Begin to develop an accredited traders register for older people across the county.
- ⇒ Attain the Community Legal Services quality mark for our advice service.
- ⇒ Establish systems and procedures to ensure appropriate reporting and

investigation of allegations of abuse of older people in line with the guidance issued by the Nottinghamshire Committee for the Protection of Vulnerable Adults.

- ⇒ Build the unrestricted current reserves of the charity to £50,000, in line with our reserves policy.
- ⇒ Establish an IT suite at Bradbury House to provide IT training for older people and staff/volunteers.
- ⇒ Identify ways to work in partnership with other Age Concerns within the region to enhance our delivery of services to local older people.
- ⇒ Seek to expand our provision of Advice and Information services to older people in the county.
- ⇒ Identify ways in which we can better meet the needs of older people from Black and Ethnic Minority communities.

Mick Tinkler
Chief Executive