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Acknowledgement:

The Trustees would like to express their appreciation to Nottingham City Council, Nottinghamshire County Council, Nottingham and Nottinghamshire NHS Trusts 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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12 Shakespeare Street
Nottingham
NG1 4FQ



NOTTINGHAM AND NOTTINGHAMSHIRE

Telephone: (0115) 844 0011
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Email: info@ageconcernnotts.org.uk
Internet: ageconcernnotts.org.uk

Registered Charity No: 1067881
A company limited by guarantee,
Registration No. 3455485

President: Mr E Barnes
(from 15/7/02)

Vice Presidents:

Mrs I Aynsley
Mrs O Baines
Mrs P Davies
Mr D Elliott
Mrs J Hackett
Mr G Hayes
Rev R Hoye
Mr D A Lee

Mrs J Lewis
Mr T Martin
Mr T Parr
Mrs U Roper
Mr L Stevens
Miss M Timson
Mrs V Wright

Board of Trustee Directors:

Mr C N Cullen (Chair)
Mrs S I Warzinska (Vice-Chair)
Mr E G Edwards (Hon Fin 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 I Tinkler
(Chief Executive and Company Secretary)

Non-Trustee Members:

Mr J Allin
Dr D Arey
Mr D Atkinson
Mr V Coaker MP

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



NOTTINGHAM AND NOTTINGHAMSHIRE

Dr T Masud

**Date of Annual General Meeting
2.00 p.m. on 11th July 2003 at Bradbury House**

Mrs P Davies
Rev R Hitchings
Mrs K Hoyland

STAFF OF AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE

AGE
Concern

NOTTINGHAM AND NOTTINGHAMSHIRE

Management Team

Chief Executive	:	Mick Tinkler
Human Resources Manager	:	Mandy Malcolm (to 25/07/02)
Finance and Administration Manager	:	Michelle Watson
Service Manager	:	Ken Hazard
Service Manager	:	Lis Lawrence
Service Manager	:	Diane Trinder
Income Generation Manager	:	Spencer Fox*

Staff

Margaret Allinson	Cook (Sybil Levin Centre) (to 31/12/02)
Hannah Baguley	Support Worker (First Link) (from 07/11/02)
Abbie Ball	Support Worker (First Link) (from 13/02/03)
Jackie Ball	Office Cleaner (to 09/07/02)
Darren Barker	Assistant Manager (Staying Put)
Dorothy Belmont	Assistant Shop Manager (Northern Office)
Adrian Bingley	Ashfield Luncheon Club Organiser (from 24/09/02)
Gayle Bird	Receptionist (Bradbury House)
Lynn Bland	Clerical Assistant (Bradbury House)
Susan Bloomfield	Support Worker (from 13/02/03)
Christine Bradley	Office Cleaner (Bradbury House)
Paul Brotherton	First Link Co-ordinator (from 04/11/02)
Geoff Budd	Driver/Handyperson (Sybil Levin Centre) (to 18/08/02)
David Callow	Fund Raising Manager (to 03/01/03)
Maria Carter	Receptionist (Bradbury House)
Sarah Chapman	Office Cleaner (Northern Office)
Sandra Clark	Patients' Representative (St. Francis/St. Andrews)
Ruth Coffey	Patients' Representative (Highbury Hospital) (from 02/12/02)
Kate Collins	Kindred Spirits Administrator (to 21/06/02)
Esther Collison	Centre Cleaner (Sybil Levin Centre)
Glenys Conway	Care Assistant (Lancaster Group) (from 12/11/02)
Simon Cook	First Link Co-ordinator (from 27/01/03)
Carol Cotton	Gedling Carers Service Co-ordinator (Bradbury House) (from 14/05/02)
Nigel Cruickshank	Support Worker (First Link) (from 17/12/02)
Joanne Dawson	Shop Manager (Mansfield) (from 09/09/02)
Graham Dennett	First Link Administrator (from 21/10/02)
Susan Dilks	West Bridgford Visiting Service Co-ordinator (to 28/06/02)
Tara Dunseath	Human Resources Administrator (from 23/09/02)
Satbir Dusanj	Support Worker (First Link) (from 17/12/02)
Jackie Dyer	Cook (Sybil Levin Centre) (from 13/01/03)

Lucy Dyer	Discharge Service Co-ordinator (to 30/08/02)
Sharon Ewen	Training Service Administrator (Bradbury House) and Support Worker (First Link) (from 31/01/03)
Bob Foreman	Support Worker (First Link) (from 29/10/02)
Jean Foreman	Clerical Assistant (Finance) (Bradbury House)
Andrea Foster	Support Worker (First Link) (from 17/12/02)
Glenys Gitsham	Assistant Shop Manager (Northern Office)
Jill Gray	Care Assistant (Sybil Levin Centre) (to 24/03/03)
Marion Gray	Kindred Spirits Co-ordinator (to 21/12/02)
Derek Green	Senior Link & Support Service Co-ordinator
Chris Hawkes*	Trading Co-ordinator (Bradbury House)
Sheila Horan	Support Worker (First Link) (from 17/12/02)
Lynn Hoskins	Support Worker (First Link) (from 17/12/02)
Paul Howard	Housing Co-ordinator (Staying Put)
Margaret Humphreys	PA/Secretary (Bradbury House)
Tina Hurt	Support Worker (First Link) (from 19/11/02)
Sophie James	Kindred Spirits Co-ordinator (Bradbury House) (from 30/12/02)
Averil Johnson	Support Worker (First Link) (from 17/12/02)
Carol Jordan	Support Worker (First Link) (from 13/02/03)
Zabina Kauser	Advice and Information Co-ordinator (from 18/11/02)
Ken Keeton	Home Maintenance (Staying Put)
Anne Keighery	Administrator (Staying Put) (to 25/09/02)
Francis Kemp	Care Assistant (Sybil Levin Centre)
Jean Kerslake	Deputy Manager (West Bridgford Shop)
Sandra Knowlden	Residents Representative (Bradbury House (from 02/12/02)
Anthony Loggenberg*	Area Trading Manager (Mansfield) (from 26/03/03)
Tina McTighe	Support Worker (from 13/02/03)
Tom Makin	Residents' Representative (to 30/08/02)
John Matthew	Senior Caseworker (Staying Put)
Suzanne Matthews	Support Worker (First Link) (from 13/02/03)
Gail Maxfield	Development Manager (Bradbury House)
Duncan McFie	Day Centre Organiser (Lancaster Group) (to 16/09/02)
Susan Milner	Care Assistant (Manton)
Diana Moore	Day Centre Organiser (Lancaster Group)
Tracy Morley	Kindred Spirits (Mansfield) Co-ordinator
Anne Moss	Centre Manager (Sybil Levin Centre)
Narender Nalajala	Support Worker (First Link) (from 17/12/02)
Joyce Ndirangu	Support Worker (First Link) (from 17/12/02)
Joanne Nowell	Discharge Service Co-ordinator (City Hospital) (from 01/10/02)
Hazel Parkes	Mansfield Day Centre Care Assistant (from 21/08/02)

Janet Parkin	Senior Day Centre Worker (Sybil Levin Centre)
Veronica Peel	Support Worker (First Link) (from 13/02/03)
Jackie Phillips	Care Assistant (Sybil Levin Centre) (from 07/10/02)
Teresa Pitick	Support Worker (First Link) (from 17/12/02)
Katharine Purdue	Support Worker (from 13/02/03)
Michelle Sanderson	Deputy Centre Manager (Sybil Levin Centre)
Frank Shepherd	Support Worker (from 13/02/03)
Jackie Shepherd	Patients' Representative (City Hospital)
Marie Smith	Housing Adviser (Staying Put)
Judith Southall	Finance Assistant (Bradbury House)
Audrey Stanley	Manager (West Bridgford Shop)
Joyce Steel	Support Worker (First Link) (from 07/11/02)
Nicola Storey	Day Centre Organiser (Manton)
Iris Thompson	Care Assistant (Sybil Levin Centre)
Eileen Tomany	Training Service Co-ordinator (Bradbury House)
Steve Towe	Mansfield Day Centre Organiser (from 07/08/02)
Julie Troake	Patients' Representative (Highbury Hospital)
Anne Turner-Harrod	West Bridgford Visiting Service Co-ordinator (Bradbury House) (from 02/09/02)
Adele Walker	Housing Adviser (Staying Put)
Donna Waters	Kindred Spirits Project Assistant (Bradbury House) (from 09/09/02) and Support Worker (from 14/10/03)
Jeanette Watts	Support Worker (First Link) (from 14/12/02)
Lesley Williams	Discharge Service Co-ordinator (City Hospital)
Janet Woodward	Support Worker (First Link) (from 17/12/02)
Brian Yeatman	Driver (Sybil Levin Centre)
Dawn Yeatman	Care Assistant (Sybil Levin Centre)

*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

I write this report at the end of an extremely successful year for the charity. Thanks to the hard work of my fellow Trustees and our managers we have been able to develop new services to increase

Chair of Trustees Report



NOTTINGHAM AND NOTTINGHAMSHIRE

the level of support to older people across the city and county.

The last year has seen the addition of two new Non-Trustee Members, Vernon Coaker and David Atkinson. We also saw the retirement of Trevor Parr as our President, although I am pleased to be able to report that Trevor has agreed to remain connected with the charity as a Vice-President.

Our new President, Eric Barnes, has had a busy year which has involved a steep learning curve as he has sought to learn about the work of ACNN. He has been active with a range of engagements and much work behind the scenes, in particular in connection with our Age Discrimination Campaign that has targeted the business community.

ACNN continues to play an active part in the work of Age Concern locally, regionally and nationally. Our Chief Executive continues with his role as Chair of Age Concern East Midlands and has recently been elected to the Age Concern National Business Committee. Eric Edwards continues as our representative on the national Age Concern Assembly, the National Council on Ageing and Age Concern East Midlands, as well as being a Trustee of Age Concern England. Eric Cliffe has undertaken a considerable amount of work in support of the Age Concern quality framework “Quality Counts” in his role with the Committee of the Regions.

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 almost every area identified:

⇒ We have established new day care facilities for two days per week for older people with dementia in Mansfield

⇒ We have established a network of four of the planned ten luncheon clubs within Ashfield District

⇒ We have secured additional funding to allow the development of new services, in line with our revised five-year strategic plan.

⇒ We have developed an accredited traders register for older people across the county which will be launched shortly.

⇒ We have attained the Community Legal Services quality mark for our advice service.

⇒ We have established 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.

⇒ We have exceeded the target of building the unrestricted current reserves of the charity to £50,000, in line with our reserves policy.

⇒ We have established an IT suite at Bradbury House to provide IT training for older people and staff/volunteers.

⇒ We continue to identify new ways to work in partnership with other Age Concerns within the region to enhance

our delivery of services to local older people.

⇒ We have expanded our provision of Advice and Information services to older people with the appointment of a new A&I Co-ordinator.

⇒ We have established a working group to develop ways in which we can better meet the needs of older people from Black and Ethnic Minority communities.

In addition to the above we have also established a significant new support service in Nottingham, First Link. This service aims to assist older people to remain safely and securely in their own homes. This has led to the appointment of 35 new full-time equivalent posts over the last six months. The service can provide over 1,000 hours of support to vulnerable older people each week.

The continued development of our work at a time where funding is difficult to secure demonstrates the dynamic nature of the charity, which is so ably led by our Chief Executive Mick Tinkler.

I would wish to record our thanks to the funders of our work, Nottingham City Council, Nottinghamshire County Council, the local NHS Trusts, local companies, a range of Charitable Trusts and many individuals, too numerous to mention by name. Without this on-going support we would not be able to carry out the vital work across Nottingham and Nottinghamshire to improve the quality of life of our older citizens.

ACNN has been an active campaigner in putting forward the perspective of older people. This has involved work at a

strategic level within Nottingham and Nottinghamshire in areas such as health and social care, the National Service Framework for Older People, intermediate care, falls prevention, accident prevention, black and minority ethnic elders work, supporting people and influencing the work of the Pensions Service.

The dedication and commitment of our Board of Trustees, all of whom give their time as volunteers, must be noted. They have once again ensured the charity is well governed and given clear direction.

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
Ashfield Luncheon Clubs

This is a new venture for ACNN with funding from the Lottery's New Opportunities Fund through the Ashfield Links Forum. We aim to establish ten new Luncheon Clubs in the Ashfield District over a three-year period.

The project started in September 2002 and has been more successful than even we could have hoped. The Luncheon Club Co-ordinator, Adrian Bingley, working with our Development Manager, Gail Maxfield, developed four Luncheon Clubs by the end of March in the Ashfield,

Underwood and Skegby areas with a fifth club starting in Jacksdale in May.

The attendance at each Luncheon Club averages twenty with numbers continuing to increase. The commitment of the eight volunteers recruited locally to help run the clubs has played a major part in the success of the Luncheon Clubs.

ACNN has plans to establish five more Luncheon Clubs in the future and will be taking on another staff member to enable development of this work.

Health and Social Care staff and people living in the Ashfield District have welcomed the new service with information about the service and how to access it being available in the form of leaflets, posters, by word of mouth and through local Social Services.

Carers Support Service (Gedling)

During the last year the service has continued to grow. We now support, in some way, 189 people and have 28 volunteers with the potential for both to grow over the coming months. Referrals come from a variety of sources; it is particularly encouraging that Health colleagues are now referring more people than ever before.

From feedback received, there is no doubt that this service is beneficial to the survival of carers. One carer recently said:

“I don’t know what I would have done without Age Concern volunteers, the

arrangements were so straightforward and uncomplicated”

Also, on visiting another carer who had struggled for many years alone, he said that **he was totally overcome that this kind of support was there for him**. One of our volunteers enables him to have a three-hour break each week from his caring role, during which he takes great delight in doing his gardening.

After giving a presentation recently at the Community Care Forum in Ravenshead and then Ready Call, which is a visiting service for older people in Ravenshead, we are exploring ways in which we can work in partnership with them. The Service Co-ordinator, Carol Cotton will be attending a village information day during April. This will then be followed up by an afternoon for anyone who may be interested in carers support.

Carol gave a number of other talks and presentations over the year, one of which was in Newstead at their Parish Council meeting. The presentation was very well received and a number of contacts will be followed up. Carol has also attended two advice surgeries in Carlton and Arnold along with the PCT, the Carers Federation and the Pensions and Benefits Advisory Service. Working in partnership in this way is an effective way of addressing the complex needs of Carers.

The display boards have been put to much use over the year and the service now also has some new eye catching posters for display in the Borough.

This service continues to be supported financially by Nottinghamshire County Council Grant Aid.

It is hoped that, during carers week, in June this year Carol will be working in partnership with Gedling PCT to offer some “pampering” sessions for carers which may include massage, aromatherapy, etc.

The volunteer force has grown significantly in the past year and we are extremely grateful to them for the time they give. Two of the volunteers hold down full time jobs and two are university students. The Volunteer Support Group meetings, held every two months, are very well attended. With volunteers working in isolation they very much value an opportunity to meet together and share experiences. We also arrange social events throughout the year, 18 volunteers attended our Christmas Lunch. There are now two volunteers and one carer sitting on the Support and Advisory Group for the service as it is felt to be important to have feedback from those who provide, as well as those who receive the service.

There is no doubt that this service is beneficial to carers for both their continuing health and ability to continue in their caring role. We are confident that this service will continue to grow, partly because people are now living for longer and will, therefore, need more care services and also because of the emphasis in giving people more choice to remain in their own homes for longer.

Statistics for Gedling Carers Support Service	2001/ 2002	2002 / 2003
Total No. of People	543*	189

Supported		
Carers)	52
Cared for) 52	52
Volunteers)	28
No. of new Carers Referred	20	20
Source of New Referrals:		
Self	5	6
Health	2	8
Social Services	11	4
Age Concern	1	2
Other	1	0
Age of new referrals		
50-59	1	2
60-69	3	1
70-79	7	7
80-89	9	9
90+	0	1
Gender of new refs		
Male	7	8
Female	13	12
Ethnic Background		
White British	18	18
White Irish		
White Welsh		
White Polish	1	2
Caribbean	1	0
No. of enquiries/ non-referrals	32	9
No. of talks/special events	61	67
No of Hours spent on talks and presentations	134	147
No of volunteers recruited	5	15
Total no. of volunteers	24	28
Total no. of hours of volunteer support	1,498	1,726

(*including people attending all talks & presentations)

Central Services

Once again we have had a busy year within the Central Services Team. Sadly, the Human Resources Manager, Mandy Malcolm, left the charity during July. However, we welcomed Tara Dunseath as Human Resources Administrator. Due to the high demand on the Human Resources Department, this new post is full-time.

Judith Southall, one of the team's Clerical Assistants, quickly settled into her new role as Finance Assistance during the beginning of the year, with her clerical duties being split between Lynn Bland and Jean Foreman.

The location of Bradbury House has become more widely known, as is shown by the number of visitors to our Reception increasing to 9,247 (a rise of 6% compared to 2001/02). As new services have been developed, the number of telephone calls dealt with by Central Services has increased this year to 23,691 (a rise of 6% compared to 2001/02).

As new services have been developed during the year, the administration involved in recruitment to enable their provision has increased greatly. These new services and staff has led to an increase in the workload for all of the Central Services Team, who have coped well with the increased demands.

During the next year we will be appointing another clerical worker to help cope with the increased workload and to enable the team to offer more support to all existing projects and any new services that are developed.

Community Support Service

The Community Support Service continues in a changed format having being integrated with the Home Service. A small group of volunteers offers short-term practical support to people over 60 living in the City area of Nottingham with an accent on cases with an advocacy slant. The service is independent and

confidential, respecting the needs and wishes of the individual. The service aims to provide and maintain an improved quality of life.

As in previous years, the Service has continued to provide a starting point for help over a wide range of issues.

These include:

- ❖ Housing
- ❖ Health
- ❖ Practical living
- ❖ Financial problems

Housing problems were, in the main, people needing support sorting out heating problems, home repairs, noisy neighbours and help to find alternative accommodation. Since the inception of First Link, most housing problems have transferred to their case list.

Where there is a health problem, help is given to organise care/help, advice is given on aids or equipment to improve mobility in the home and also Senior Link Units are provided which give greater safety in the home. This would appear to becoming a growth area working around intermediate care casework.

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 out 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 Service has helped 370 people with advice, support or equipment in the City area. At present, there are six active, long-term cases. Many cases can be dealt with quickly over one or two visits.

Counselling Service

This is a new service set up in January 2003 in partnership with the Sherwood Institute. Two volunteer counsellors are available for two days a week to provide a free and confidential counselling service for older people.

The service supports older people through difficulties, including:

- ❖ Bereavement
- ❖ Loss
- ❖ Relationship Issues
- ❖ Emotional Difficulties

Currently, four older people are using this service. However, it is anticipated that the service will expand during the year as more volunteer counsellors become available.

Day Care

Kingston Close in Manton, Worksop, continues to offer two days day care per week. Both groups offer a service for local people from the Worksop area, Mondays catering for people with general day care needs and Thursdays providing a specialist service for carers of people with mild to moderate forms of dementia.

This day care service is supported financially by Nottinghamshire County Council.

The quality of the service provision has resulted in a high demand for places, with staff and volunteers offering activities which include exercise, games, quizzes, pub meals and days out at the seaside.

This year themed breakfasts have been served, e.g., on Shrove Tuesday, pancakes were on the menu and St. David's Day saw Welsh rarebit made with brown ale! These breakfasts have proved extremely popular with service users. On Thursdays a hairdressing service is also available to service users.

The Lancaster Day Centre is on Burton Road in Gedling. The group is made up of up to 10 local people each day from around the Gedling District. They attend the Centre on Mondays or Saturdays where the staff and volunteers offer an assortment of activities including boules, floor games, musical bingo and quizzes.

Close working relationships with Gedling Social Services and St. Francis Hospital have enabled the service to adapt to the needs of local carers and every effort is made to provide a service suited to their needs. Recent development could see the service changing from Saturday to Friday which would provide breaks to a greater number of carers. The addition of escorted transport on Fridays will also add to the suitability of the service for more carers.

This service, which is funded by Nottinghamshire County Council, provides individual care to service users

enabling their carers to have a break. Carers who no longer need the service often pop in on Saturday mornings for a cup of tea and a chat with old friends.

Last September saw the opening of Rose Hill, a new day centre to support carers of people with mild to moderate forms of dementia. The centre offers day care for two days per week, Wednesday and Friday, and is based at the Dallas Street Resource Centre in Mansfield. Gail Maxfield, our Development Manager, worked with Mansfield District Social Services Department to develop the day centre which is funded through Nottingham County Council Carers Grant. Such was the demand for day care in Mansfield, both days quickly reached capacity. We are currently seeking to secure funding for a third day.

The staff at Rose Hill offer activities for the group, which include:

- ❖ Art and Crafts
- ❖ Exercise
- ❖ Table Games
- ❖ Sing-a-Longs

A visit to the local pantomime in Mansfield was the highlight at Christmas and since then visits have been made to Rufford Park, local garden centres and a picnic at Chatsworth House.

The Age Concern minibus provides transport for the group with a driver and escort. We would like to thank Nottinghamshire Fire and Rescue Service who kindly allow us to garage the minibus at Mansfield fire station.

Development Services

The work of Gail Maxfield, ACNN's Development Manager, is still focused mainly in the North Nottinghamshire area, though recently a proposal for a day centre in Stapleford has expanded her work into Broxtowe.

The Development Manager will be working over the coming year to develop further services across North Nottinghamshire. It is hoped to secure funding in the future to provide quality services in the Newark & Sherwood area, Hucknall and Ashfield.

Work carried out by the Development Manager has helped to secure the funding of a Home Maintenance Service in Bassetlaw.

Gail has built up close working relationships with both statutory and voluntary agencies. She has attended meetings with the Ashfield and Bassetlaw Primary Care Trusts working on the National Service Framework for Older People. She is a member of the North Nottinghamshire NSF Standard 6 Falls Working Group and a member of Bassetlaw Community Health Council. Gail represents ACNN on Nottinghamshire County Council's Older Peoples Advisory Group (OPAG), the Mansfield Wise Owls Forum, the North Nottinghamshire Carers Advisory Group, the North Nottinghamshire Black and Ethnic Minorities Group (BEMAG) and is Vice-Chair of the Action for Rural Care and Health (ARCH).

Gail also organised two open forum meetings during the year. These bring together voluntary sector groups working

with older people from across the city and county. The aim of the forum is to exchange information, share good practice and inform each other of new developments.

Equal Opportunities

A lot has been achieved over the past year in the area of Equal Opportunities. A new monitoring form has been introduced which standardises monitoring across the organisation. A new database is also in place for recording and analysing equal opportunities monitoring information with respect to recruitment.

A large number of posts have been filled over the past year, including First Link (Service Co-ordinators, Support Workers, Advice and Information Worker and Admin. staff), Care Assistants, Hospital Discharge Co-ordinator, Human Resources Administrator, Kindred Spirits Co-ordinator and Assistant, Luncheon Club Co-ordinators, Shop Manager and Patients Representatives. The following shows an analysis of recent job applicants.

GENDER OF JOB APPLICANTS		
Male	57	25.2%
Female	169	74.7%

DISABILITY OF APPLICANTS		
Yes	16	7%
No	199	88%
No Response	11	4.8%

ETHNIC BACKGROUND OF JOB APPLICANTS		
Australian	1	0.4%
Black African	1	0.4%
Black Caribbean	5	2.2%
Chinese	2	0.8%
Indian	7	3.0%
Irish	6	2.6%
Italian	1	0.4%
White and Black Asian	1	0.4%
White and Black Caribbean	4	1.7%
Pakistani	2	0.8%
Palestinian	1	0.4%
Sri Lankan	2	0.8%
Italian/Polish	1	0.4%
White British	191	84.5%
No response	1	0.4%

AGE RANGE OF JOB APPLICANTS		
Under 20	5	2.2%
21-29	41	18.1%
30-39	50	22.1%
40-49	66	29.2%
50-59	51	22.5%
60-69	9	3.9%
No response	4	1.7%

SEXUAL ORIENTATION OF JOB APPLICANTS		
Lesbian	1	0.4%
Gay	4	1.7%
Bisexual	2	0.8%
Heterosexual	185	81.8%
Prefer not to say	12	5.3%
No response	22	9.7%

AREA OF RESIDENCE OF JOB APPLICANTS		
Ashfield	20	8.8%
Broxtowe	7	3.0%
Nottingham	81	35.8%
Derbyshire	7	3.0%
Essex	1	0.4%
Gedling	40	17.6%
Leicestershire	3	1.3%
Mansfield	15	6.6%
Newark & Sherwood	7	3.0%
Rushcliffe	21	9.2%
Other	6	2.5%
No response	18	7.9%
Nottingham City		35.8%
Nottinghamshire County		48.6%

ACNN has a number of developments planned for the forthcoming year. Developing closer working links with local Black and Minority Ethnic (BME) groups is a priority area. To facilitate this a BME conference is being organised, which will highlight the work of ACNN to BME communities. From the conference, representatives from BME communities will be invited to become members of a Nottinghamshire-wide BME forum, the purpose of which will be to:

- ❖ Raise awareness of specific issues affecting BME elders
- ❖ Be a consultation group regarding development of ACNN services
- ❖ Be a focus group to carry out research into the specific needs of BME elders
- ❖ Act as independent auditors of ACNN services to assess their accessibility to people from BME groups.
- ❖ Evaluate national social policy and legislation

- ❖ Identify and facilitate ways ACNN and BME groups can work in closer partnership

Analysis of Current Staff

The following is a breakdown of the current staff.

GENDER		
Male	14	19.7%
Female	56	78.8%
No response	1	1.4%

DISABILITY		
Yes	8	11.2%
No	62	87.3%
No response	1	1.4%

ETHNIC BACKGROUND		
Black African	1	1.4%
Black Caribbean	1	1.4%
White and Black Caribbean	1	1.4%
White British	12	16.9%
White English	52	73.2%
White Scottish	2	2.8%
White Welsh	2	2.8%

AGE RANGE		
Under 20	0	
21-29	8	11.2%
30-39	16	22.5%
40-49	26	36.6%
50-59	17	23.9%
60-69	4	5.6%

SEXUAL ORIENTATION		
Lesbian	2	2.8%
Gay	0	
Bisexual	2	2.8%

Heterosexual	59	83%
Prefer not to say	3	4.2%
No response	5	7%

AREA OF RESIDENCE		
Ashfield	3	4.2%
Broxtowe	3	4.2%
Derbyshire	8	11.2%
Gedling	13	18.3%
Leicestershire	2	2.8%
Mansfield	1	1.4%
Newark & Sherwood	2	2.8%
Nottingham	24	33.8%
Rushcliffe	15	21.1%

First Link

A new addition has been made to Age Concern's services in the form of the First Link Home Support Service offering help and support to older people living in Nottingham.

ACNN has a Service Level Agreement with Nottingham City Council to "provide a support service to enable vulnerable tenants..... to better maintain their tenancy". A target figure of 120 service users on board by March 31st 2003 was set and First Link is set to exceed that target considerably. At the time of writing, First Link has 144 officially sanctioned service users with that figure set to rise to approximately 160 when Council processing is complete. Over 150 people are accessing the service at the present time.

First Link came into operation in early November 2002. Graham Dennett was the first team member appointed to

administer the service. Graham put into place office procedures, designed forms, managed administration, developed computer systems and has liaised with many agencies and staff in taking referrals and giving out information.

Paul Brotherton was appointed as Service Co-ordinator and set about increasing the number of referrals, targeting Housing Departments, Social Services, The Pension Service, Warden Aided Complexes and voluntary groups, giving talks and presentations. A second Co-ordinator, Simon Cook, joined the team in January.

The initial group of Support Workers to be employed were inducted on November 7th and began the work of visiting clients out in the community.

First Link now has 27 Support Workers and more are to be interviewed shortly. The Support Workers bring a variety of skills and backgrounds to the team. Amongst the team are people with experience in social work, counselling, health care work, educational welfare, benefit work, reflexology, physiotherapy, hairdressing, homeless resettlement, supporting people with alcohol problems, working with ex-offenders and we even have a serving fire fighter.

Allied to this is a whole range of life skills with the ages of workers ranging from 22 to 69.

This is in addition to the skills of the Co-ordinating team who have experience in mental health work, mediation, homeless support and supporting victims of crime.

Service users are currently entitled to up to ten hours support a week. Our role is to assist service users in many areas in order to help them keep their independence and maintain their tenancies. Support Workers help with such things as collecting pensions and prescriptions, shopping, accessing benefits by assisting with forms, correspondence, small amounts of cleaning, encouraging healthy eating, sorting out finances, accessing home improvements, arranging appointments and many other tasks. The only area Support Workers cannot assist in is that of personal care. Other than this, the service is very much client-led and there is a large amount of flexibility involved on a day-to-day basis.

Another main area involves Support Workers advocating for clients with other agencies such as Nottingham City Council, Social Services and Occupational Therapy. One service user recently had ramps fitted and gates changed to improve access to his property after his Support Worker negotiated with Nottingham City Council.

A significant area of involvement is in encouraging older people to remain active by helping them get out of their homes, either to socialise or simply for mental stimulation. Remaining physically and mentally active helps maintain or improve general health and well-being. Our service users visit garden centres or even friends and relatives. One client asked to be supported in visiting the theatre for the first time in years. Another, who had to give up her daily swim some months ago due to immobility has been helped by a Support Worker return to the pool. She

was so pleased that she actually cried when thanking the Support worker.

Another service user has said their Support Worker has:

“Changed her life completely”

and the service

“has stopped me from having to go into a home”

There have been a number of other success stories:

- ❖ A Support Worker has saved someone’s life by getting assistance after finding a service user seriously ill

Support workers have also helped clients:

- ❖ move home
- ❖ gain their full benefit entitlements with one particular client receiving back-payments of £1,800

Support Workers have found themselves dealing with a number of challenging situations including:

- ❖ Domestic violence
- ❖ Alcohol issues
- ❖ Mental health issues

All these issues require great skill and delicacy in order to achieve results.

From 1st April 2003, the funding for the service changed from Transitional Housing Benefit to Nottingham City Council’s Supporting People Grant. With this change, we are now able to support

any older person living in Nottingham, regardless of tenure or income.

Much has been achieved in a small time span and First Link hopes to carry its success forward in the future.

Fund Raising Report

The charity benefited from a significant increase in donations to £235,508 in 2002/2003, an increase of £104,751 (+80%) compared with the previous financial year.

However, this increase was primarily due to two substantial legacies totalling £127,396. Excluding these legacies, the serious decline in donations reported in the previous year has continued – from £114,048 to £108,112 (-5%) – with donations from both individuals and the corporate sector being affected by the difficult economic conditions.

Donations received from charitable trusts have remained at broadly the same level as last year and we are grateful to these, and indeed to everyone, who has continued to support us.

A new part-time Fund Raising Manager joined us at the beginning of the year but left to pursue his other charitable interests in December 2002.

Subsequently, it was decided not to re-appoint a Fund Raising Manager, as we have been fortunate in recruiting a volunteer with previous experience of approaching charitable trusts. We are also in the process of developing a legacy fund raising strategy geared to securing pledges in the wills of as many people as possible, albeit as part of a longer-term

strategy. We have been successful in enlisting the help of a volunteer to support us in this particular work also.

Home Maintenance Service

The Home Maintenance Service continues to be in demand from older people in Greater Nottingham and the aim of the service is to carry out small jobs for older people such as fixing grab-rails, second stair rails, smoke alarms, door chains and window locks. Our Handyman Ken Keeton is often asked to re-visit a client to carry out other jobs.

Marie Smith, one of Staying Put's Housing Advisors, continues to support Ken by taking details of the jobs, planning his workload, completing the relevant paperwork and monitoring the levels of income. This has not only improved Ken's time efficiency but also ensures that we give our clients a first class service.

Ken continues to use the electric van which reduces running costs and 352 jobs have been completed during the last financial year compared to 260 the year before. We have also referred 168 older people to our approved gardeners and 174 to our approved decorators.

These figures are down on the previous years of 349 and 300 respectively, as it has been very difficult to ensure a reliable efficient service from many gardeners and decorators despite the fact that Marie has continued to try and find reliable tradesmen.

The service relies on donations from individuals, companies and charitable trusts. We are grateful to The Skerritt Trust who have continued to support the

Home Maintenance Service financially. We were also successful with a bid to The W.G.Edwards Charitable Trust last year who donated £10,000 towards the service.

Home Service

The Home Service Pilot Project has the aim of comparing ways that very different Age Concerns could fit a model service into their existing organisations. During the three-year pilot period, each project provides data for the Department of Health on a three-monthly basis and the six Co-ordinators from around the country meet every two months to discuss progress. The project is monitored by an independent assessor who will evaluate all the problems and successes of each pilot to produce a useful final model.

The Home Service Pilot has, during this last year, concentrated on designing the database needed to provide the Trade Register Lists and the vetting mechanisms which are to be the basis of the service we will provide for older people.

An attractive leaflet and a simple advice sheet inform people of the steps they should take when dealing with traders and companies carrying out work on their properties has been designed and printed.

The administrative work is supported by two volunteers who are contacting companies and traders wishing to be added to the list. Although it is early days, the list is starting to grow and it is hoped to be able to publicise it very shortly.

At the present time, there are forty-two traders on the main list of Council vetted companies with six companies, at present, in the vetting process. It is expected that these companies are not only ethical companies but that they will work to the Age Concern Code of Practice so giving older people a fair deal.

Human Resources

The year 2002-2003 has been one of extensive expansion in the area of human resources, most notably with the First Link service. In April 2002, Age Concern Nottingham and Nottinghamshire employed 58 people. That figure had risen to 85 by April 2003. This equates to a 68% rise in staff numbers.

Between October 2002 and April 2003, twenty-nine posts have been created within the First Link service. The recruitment for this service was staggered to increase staff numbers as the service users increased. This recruitment method has worked well and has helped to ensure the target for service users was exceeded. The support workers recruited were chosen especially for their wide-ranging skills and experiences.

Other new services have also meant an increase in staff numbers, namely, with the Mansfield Day Care Service (2 posts), Ashfield Luncheon Clubs (2 posts) and a peripatetic clerical service for Bradbury House (1 post).

With the increase in the number of staff and volunteers we appointed a new full time HR Administrator, Tara Dunseath, in September last year.

In April 2003 The Charity introduced its new Service of flexible working hours which aims to give greater flexibility to staff's working hours and the Organisations ability to provide a flexible service and ensures that Age Concern Nottingham and Nottinghamshire are continually striving towards flexible and family friendly policies. This Service will be piloted for six months and will be reviewed in October 2003.

The Charity was reviewed in May 2002 for the *Investors in People* standard and successfully maintained this. We will be reviewed, again, for *Investors in People* status on the 14th and 15th July 2003 having opted to be reviewed annually so as to ensure we are continuously striving toward communicating with and developing our staff and volunteers.

Investors in People is based on the four principles of Commitment, Planning, Action and Evaluation. It is fully expected that the Charity will be reviewed successfully in July.

Information and Advice Service

In March 2003 an Operational Plan for the Information and Advice (I & A) Service for 2002-2003 was prepared. At the end of that document a number of objectives for the service to achieve by March 2003 were set out. Many of those objectives were achieved!

During the year, the I & A Service did respond to over 8,000 requests for advice or information; we did work through the complex and demanding process of submitting an application for Community Legal Service accreditation, being awarded the status of a service provider at the fairly exalted level of "Advice with

Casework" in respect of Welfare Benefits work; and we did engage in Information and Advice work on a regional basis, working with other Age Concern Organisations to establish common priorities, responses to challenges and sharing our experiences and expertise with the wider Age Concern movement through the National Information and Advice Services Network.

We continued to produce a quarterly newspaper – Lifestyle – and distributed this widely, and strove, within our fairly tight resources, to provide a support service to ACNN colleagues linked to other project areas whilst remaining accessible to the public in respect of the provision of free, accurate and confidential information and advice services.

From April 2002, following the expiry of funding for I & A staff at the Northern Office, the I & A Service began to operate with one member of staff and a reduced number of volunteers. Our "target" for the year in respect of welfare benefit entitlements secured for service users was £650,000-£750,000, but we are delighted to be able to report that benefit gains topped £1,000,000! As usual, the bulk of these benefit gains related to disability payments such as Attendance Allowance and Disability Living Allowance awards but we also undertook a lot of work in respect of means-tested benefits.

A change in benefit regulations took place in October 2002 which opened the way for some people aged 65+ to apply for Invalid Care Allowance (ICA) and in the last six months of the year we were assiduous in seeking opportunities to make use of this new opportunity – actually, the

regulations linking ICA to awards of means-tested benefits are very complex and we had to undertake a great deal of extra case work and the expenditure of significant amounts of time (needing to make two or three visits to some households when, previously, only one visit would have been required and spending four to five hours on the completion of claim forms, in some cases, when previously only two hours may have been required), but benefit gains could be quite spectacular – over £160 per week in extra benefit entitlements being secured for one pensioner couple, both of whom are physically disabled.

There is no doubt that our team (staff and volunteers) left the “comfort zone” far behind during the year and that more casework than could reasonably be required was undertaken. Other agencies engaged in the provision of I & A services, similarly, seemed to be snowed under so that the “referring on” of clients to other advisors became a virtual impossibility.

The establishment of First Link (mentioned elsewhere in this Annual Report) gave an opportunity to employ a second Welfare Rights Advice Worker, Zabina Kauser, who was appointed in November 2002 to work with First Link clients but beyond that service, to take on casework for the wider I & A Service. Her enthusiasm, energy and good humour made a substantial difference to I & A Service “figures” for the year and helped us to meet and exceed many of those aspirational targets set out in the operational Plan for 2002/03.

The fact remains, sadly, that we have not yet succeeded in securing funding for an I

& A worker in the North of the County and, as a consequence, we have not been able to undertake as much work in Mansfield, Bassetlaw and Newark as in the last few years. Our priorities for the year ahead must be to try to secure funding for work in those areas and to strengthen the support given to existing volunteers whilst seeking to recruit new volunteer advice workers.

October 2003 sees the introduction of the new Pension Credit System, a major change in benefit structures and entitlements for older people. This will generate a great deal of work for us and will probably be the defining characteristic of the year for I & A Service Workers.

Finally, a word of grateful thanks to the volunteers who have continued to support the service during a difficult year. 2003/04 is likely to be a bumpy ride, so hold tight everyone!

Kindred Spirits Service

The Kindred Spirits Service has been operating since 1995 (the service became operational in the north of the county three years ago). Currently 1,147 older people use the service.

The aim of Kindred Spirits is to help older people out of social isolation. An older person can often find himself or herself socially isolated. This, in turn, can lead to extreme loneliness and may result in depression. The primary aim of Kindred Spirits is to combat this loneliness. It offers the opportunity to meet and make friends with others who are in a similar situation. It opens up avenues that may

have been closed such as being able to go for a walk, go to a dance, etc. It also helps to widen older peoples social circle.

This is achieved in a variety of ways with the emphasis on relationship building between the service users themselves and encouraging and empowering them to lead more fulfilled lives. It is an innovative concept; ACNN is unique in being the only Age Concern project of its kind in the country.

“Kindred Spirits gives hope, a real tonic. I have forgotten what my life was like before I joined”

All service users receive a monthly newsletter with details of the Kindred Spirit activities for that month, most of which are organised by the service users themselves. These include coffee mornings, day trips, holidays, special interest group meetings, fitness classes, lunches, breakfasts and evening socials.

Outings continue to be very popular. In 2002 there were trips to The Black Country Museum, Sandringham House, Bakewell, Chatsworth and many more.

The Walking Group and Theatre Groups are now very well established. Holidays were very successful in 2002 with Kindred Spirits booking for Yarmouth, Eastbourne, Scotland, Torquay and the Isle of Wight.

“Kindred Spirits taught me how to mix and socialise. Totally altered my life for the better”

One of the highlights of the year was the marriage of two Kindred Spirit members. Both joined the Service following bereavements, both were extremely lonely. They met at a coffee morning and their wedding, which was attended by 50 Kindred Spirits, took place in September.

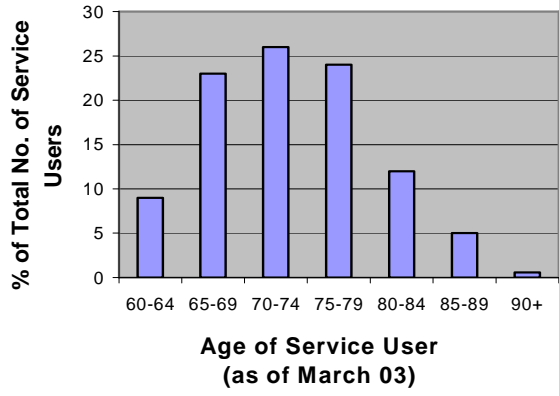
In 2002/03 the project took on 320 new service users and received an average of 30 applications a month. An article in the Evening Post in September 2002 resulted in a huge immediate response of 60 applications and many more in the months that followed.

The majority of service users are widowed/single people although the Service is open to all who fulfil the criteria (applicants must be over 60 and able to support themselves sufficiently during any activity so as not be an undue burden to other service users).

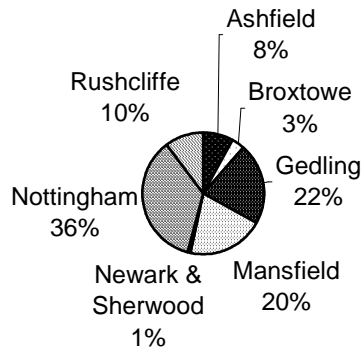
“It has made a big difference. Life is much more enjoyable”

The following table and graphs show the present distribution of service users ages and locations.

Age Distribution of Kindred Spirit Service Users



Kindred Spirits Users



Feedback from service users shows the Kindred Spirits Project is life changing, worthwhile, and achieves its aims.

“You don’t need to be alone anymore..... it just improves your life”

Kindred Spirits gives people a chance to get a little bit more out of their lives.

ACNN would like to gratefully acknowledge Nottinghamshire County Council for their financial support of the Kindred Spirits Service.

Nottingham City Hospital Discharge Service

Nottinghamshire Area	Total No of service users by area	% of Service Users in Area (as of Mar 03)
Ashfield	91	8%
Broxtowe	40	3%
Gedling	248	22%
Mansfield	232	20%
Newark & Sherwood	9	1%
Nottingham	410	36%
Rushcliffe	117	10%

The ACNN Hospital Discharge Service has been operating from Nottingham City Hospital for the last seven years. Following the departure of Lucy Dyer, a

new Co-ordinator, Joanne Nowell, joined the existing Co-ordinator, Lesley Williams, in October 2002.

In December 2002, the Discharge Service welcomed its 10,000th service user. This resulted in widespread publicity throughout the Nottingham City Hospital and a reception hosted by ACNN’s President, Eric Barnes, was held at Bradbury House.

The 10,000th service user was brought to Bradbury House by a chauffeur driven car provided by Experian and presented with a bouquet of flowers. Many professions from around the Hospital, including Social Workers, Nurses and Managers, attended the lunch, along with staff from Age Concern.

The President of Age Concern, Mr. Eric Barnes; the Voluntary Service Manager of the City Hospital, Mr. Simon Needham; Caroline Jordan of Nottingham Primary Care Trust and Malcolm Dillon of Nottinghamshire County Council made speeches.

An article also appeared on the front page of the National Age Concern Network magazine which resulted in many enquiries and visits from other Discharge Services around Britain.

The Hospital Discharge Service continues to provide free, short-term support to people aged 55 and over following a stay in the City Hospital.

Volunteers visit older people in their 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
- ❖ Meal preparation

Nottingham City, Gedling, Rushcliffe and Broxtowe & Hucknall Primary Care Trusts (PCTs) fund the service. The service is available to older people living in the areas covered by these PCT's. 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 Service aims to complement these services not replace them.

Patients are referred to the service by nursing staff or hospital Social Workers. However, referrals are accepted from other hospital professionals, statutory and voluntary agencies, family members, carers and the patients themselves.

All adult wards at the City Hospital display the service's posters and have leaflets available, and a successful update programme is in place to ensure all new staff are informed of the service. Link Nurses who are based on the wards continue to inform the Co-ordinators of staff changes.

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 that 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. The Co-ordinators keep in close contact with the volunteers whilst they are visiting to provide support and advice if needed.

During the year the Hospital Discharge Service helped 702 older people being discharged from the City Hospital (compared to 670 last year), the average age of these people being 78.

On-going evaluation is carried out to ensure that the Hospital Discharge Service 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 service users have been very encouraging.

Examples of comments from service users are:

"The volunteer was very helpful and friendly and I looked forward to her visits"

"The visits were greatly appreciated"

“I think the Service is excellent. Coming out of hospital and living alone is rather daunting and the support given was a boost”.

Patients’ Representative Services

The Patients’ Representative service at the Nottingham City Hospital has been targeted at patients who are over 60 years, their relatives or carers on the South Corridor wards or Sherwood Day Hospital. ACNN would like to thank Nottingham City Hospital for the funding they provide for this service. The Co-ordinator of the Service is Jackie Shepherd who has, on average, 20 open cases each month.

The Patients’ Representative provides an Advocacy, Support, and Information Service for older people. Often the Representative can offer an impartial ear to a client who has serious decisions to make about their life without prejudice or bias.

All too often older people’s wishes go unheard or worse, ignored. This may be through wanting the best for a relation or patient. Just because you are old you still have freedom of choice but may not have the energy or ability to see through your needs and requirements.

This is the most important role of the Age Concern Patients’ Representative, to represent the views and opinions of their client. Often older people are afraid or feel unable to speak up for themselves. The Service is a free and confidential service

that provides an independent person to speak up on behalf of older people and provide support.

One example of a referral was as follows:

A 72-year-old gentleman was referred to Jackie while attending the Day Hospital. He had been an in-patient at the hospital and had moved into a residential home. His home had been sold but after only a very short time at the home he felt he was able to be more independent. He wanted to move back into the community but needed help and information to be able to do this. Jackie was able to give him information on warden-aided complexes etc. With this information his family took a new interest with their fathers care.

With the help of his family and Age Concern he is now living in a bungalow and says he’s had:

“a new lease of life, thanks to Age Concern”

Ruth Coffey and Julie Troake are the Patients’ Representatives based at Highbury Hospital. Ruth joined the service at the start of December 2002 and covers wards at Highbury, Gibson Day Hospital and Peasehill Unit. She also takes referrals for Bramwell Day Unit at Chilwell which opened in February 2003.

Julie visits the Nottinghamshire Healthcare Trust wards at the QMC, Lings Bar Hospital and Parkside Day Centre. She also provides a service to wards at Lings Bar that are part of the Rushcliffe Primary Care Trust (PCT).

On average, the Representatives receive ten new referrals each month from within both Nottinghamshire Healthcare Trust and Rushcliffe PCT. The service is funded jointly by each of these NHS Trusts.

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

The family of a patient from an ethnic minority background experienced difficulties in understanding procedures and information written in English regarding financial and benefit issues. The Patients' Representative was able to explain the wording of these official documents thus enabling the patient and family to access appropriate support.

A second example concerns a lady who was supported upon discharge from hospital. Her choices were considered and she decided to go into residential care for a six week trial period. She was further supported in her decision to return home. Information was provided to gain access to various services to retain her independence at home.

Julie and Ruth have become involved in several opportunities to promote the service, including a recent talk to post-graduate nurses regarding their advocacy role. They are also continuing to develop the new Support and Advisory Group with a broad range of aims including providing a forum to identify themes regarding standards of care.

Sandra Clarke is the Patients' Representative based at the St. Francis Unit and St. Andrews Lodge. The service

is funded by Nottinghamshire Healthcare NHS Trust.

The service has continued to receive referrals which remain consistent with the number received last year, averaging at around eight per month, a total of 98 for the year. Referrals have come from ward staff, day hospital service users and their families, medical staff and social services. Community nurses continue to use the Service as a point of contact for information.

The following is an example of a referral received by the service:

An older person was informed of the service by nursing staff after being admitted to hospital under Section 2 of the Mental Health Act. They were unhappy about being detained against their will. The patient referred themselves via nursing staff and Sandra met with the patient to discuss the appeals mechanism and establish what they wanted to do.

After a lengthy discussion, the patient decided not to appeal. However, the patient raised other issues. They were concerned that, due to the suddenness of coming into hospital, they had been unable to bring a change of clothes or toiletries or money. They had no relatives living in the area. After communicating with hospital staff, Sandra referred the case to Social Services as a matter of urgency. The Social Worker and Sandra went to the patient's home to collect the items required, including bank and pension books. During the visit a very large amount of cash was found just

lying around the house. This was collected and dealt with accordingly.

It was also noted that the patient's front door was not easy to gain entry by or to secure. Sandra referred this on to the ACNN's Staying Put Service. Staying Put visited the client at home and provided some practical support. The patient was kept informed of all developments throughout.

Once dressed in their own clothes and with the ability to purchase items such as a newspaper and some sweets, the patient felt more dignified and a little more in control.

The patient was accompanied by Sandra at a ward round and their section was reviewed, being regraded to informal. The patient has recently been discharged home with a support package and attends the day hospital twice a week.

There are a number of issues and themes which are common to all of the Patient Representative Services. Common issues raised by service users include:

- ❖ Communication between health care professionals and patients/relatives
- ❖ Complaints about quality of care on the wards
- ❖ Arranging solicitors
- ❖ Appeals against sections
- ❖ Signposting to other Services and support
- ❖ Pensions and Benefits information
- ❖ Support finding suitable residential homes
- ❖ Supporting patients/advocacy regarding staying in their own home

- ❖ Information on complaints procedures and liaising with family and staff

The service has been able to respond to these common issues with positive outcomes including:

- ❖ Benefits re-instated
- ❖ Patients empowered to make informed choices regarding their care
- ❖ Patient enabled to access independent legal advice
- ❖ On-going support provided for someone making difficult decisions

Residents' Representative Service

The Residents' Representative Service has been provided for the last 11 years. It is currently co-ordinated by Sandra Knowlden who commenced in the post on 2nd December 2002.

The Residents' Representative Service provides free, confidential and independent support, advocacy and information to older people aged over 60 years, living in a Residential or Nursing Home. Priority is given to EMI registered homes and to older people with a mental health need.

The service covers the Broxtowe, Gedling, Hucknall, Rushcliffe and Nottingham City areas, although telephone/written enquiries outside of these areas are often received and support and information is given.

The service is available, primarily, for Residential/Nursing Home residents but contact is also welcomed from relatives, carers or friends who may feel that an

older person is in need of independent support, information or advocacy.

We would like to thank Nottingham City Council and Nottinghamshire County Council for the funding that they provide for this service.

The Co-ordinator often liaises with and receives referrals from social workers, home staff and other professionals involved with the resident's care. Internal referrals are also received from the Patients' Representatives based at the Nottingham City and Highbury Hospitals.

Some of the problems that were dealt with last year included:

- ❖ Offering support and information to families and residents when choosing a care home including legal, financial concerns and family disputes.
- ❖ Dealing with queries and complaints about care home fees and the standard of care being provided to residents as well as offering support and information to their relatives via relative support groups.
- ❖ Ensuring residents are given the opportunity to put their personal opinions forward and assist by providing adequate support and information to enable them to make informed choices.

Work is continually being carried out to increase awareness and raise the profile of the service via the provision of posters and leaflets, networking with other appropriate agencies and maintaining

regular contact with the care homes in the area.

The Residents' Representative Service records detailed statistics to determine the extent of the work being currently provided as well as enabling the service to plan for future areas of demand.

The service received 144 new referrals last year with an average of around 12 new referrals a month. In addition, numerous telephone queries are received requesting information and support about various issues relating to care homes, as well as the personal callers who require assistance from this service.

The new Co-ordinator has made links with the Care Standards Commission and has been involved with a number of joint inspections visits. The CSC ensures all homes have information about the Residents Representative Service.

Senior Link

The Senior Link Service is a joint project with Help the Aged. The system provides an emergency response at the touch of a pendant button via a dedicated control centre which is staffed 24 hours a day, all year round and also acts as a deterrent against bogus caller crime. This is carried out through the call centre validating the caller's credentials and informing the police if there is concern for the client's safety.

The service is unique in providing a complete package to older people by visiting them in their own homes, filling out the paperwork and also providing the installation and initial training in the use

of the Senior Link Units. The units are available to any older person living in Nottingham or Nottinghamshire.

This year has seen a steady increase in numbers with the new Horizon II units performing very well. The Co-ordinator is now supported by a trained volunteer who helps to fit units one day a week.

At the year-end there has been a noticeable increase in demand for units from 151 in 2001/02 to 183 in 2002/03. This, we feel, is due to the decision by most District Councils to increase their rates.

Out of the 183 initial visits to clients 145 units have been fitted. Reasons for none service supply are varied:

- ❖ Hospitalisation
- ❖ Lack of key-holders
- ❖ Existing pull cord systems
- ❖ Change of mind.

We would like to thank Help the Aged for their continued support for this joint project.

Staying Put

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

The service carries out essential repairs and improvements to older owner-occupier's properties in the City of Nottingham. The agency works in partnership with, and is supported by, Nottingham City Council, The Department of Transport Local

Government and Regions and a local trust, The Skerritt Trust.

All older people who enquire about our services continue to receive an information pack giving them all the relevant details about applying for a Home Repairs Assistance Grant along with other information such as the Home Improvement Trust, The Home Maintenance Service and Age Concern's Insurance Services.

Staying Put had not been fully staffed for over a year and in August 2002 Paul Howard joined the team as Housing Co-ordinator and this enabled us to work more effectively in visiting older people who were on the waiting list. Darren Barker became Assistant Manager and implemented some new procedures that enabled us to improve our service to older people.

In September 2002 Ann Keighery retired after 7 years service. Following a review of the Staying Put Support Team we created two full-time Housing Advisor posts instead of the three part-time administrative posts. This took effect from October 2002 and has been very beneficial for all concerned with improved efficiency.

Staying Put has had yet another busy year dealing with 1,682 enquiries from older people and helping 535 older people to access grants that have helped them remain safely and independently in their own homes.

The total capital cost of this work during 2002/03 was £596,065.

Staying Put staff continue to refer older people, where appropriate, to The Healthy Housing Referral Project to enable them to access energy efficiency measures and during this financial year John Matthew, Senior Caseworker, attended a course run by National Energy Action, to enable him to train paid staff and volunteers on Energy Saving Measures so they could advise older people on these issues.

Staying Put also continues to work with The Disability Living Centre and the Occupational Therapists have been extremely helpful in assessing older people for bathlifters as we continue to install them in older peoples' homes. We have, over the last year, had 6 bathlifters returned to us and with the help from the DLC been able to get them out again into older peoples' homes, usually within two weeks. We now have 20 bath lifters in use across the Greater Nottingham area. We also continue to work in partnership with PADS (Preventative Adaptations Service) to install items such as second stair rails, lever taps etc.

The Skerritt Trust continues to be of great support to Staying Put and they have generously agreed to purchase some bathlifters where the client is on a very low income and where we cannot find any other funding source. The Skerritt Trust has also enabled us to assist 331 older people with the small, essential repairs not covered by the statutory grants or to top up grants where there were insufficient funds.

One example of the work of Staying Put relates to a 91 year old client who was referred by the ROBIN team (Reduction of Burglary in Nottingham), after an

attempted distraction burglary. They reported that her windows and two external doors were rotten and they could not carry out any security measures to the house.

A caseworker visited as a matter of urgency as the family had also contacted Age Concern Nottingham & Nottinghamshire to see if we could offer any further help or advice.

The caseworker found both the front and back doors in a state of disrepair with poor locks. The front lounge window and the kitchen window at the rear of the property were rotten and could easily be forced by an intruder. The client was unable to open the kitchen window herself to provide ventilation, as the opening was too high.

A schedule of works was completed and sent out to tender and following approval from Nottingham City Council the following work was carried out:

- New front door
- New back door
- New lounge window
- New kitchen window

The new doors incorporated a high security locking system and the windows supplied were double-glazed and internally beaded to prevent the glass being removed from the outside.

During the visits by the caseworker a member of the family told him that the client had been unable to have a bath for several months and asked if the caseworker could suggest anything. He told them about the possibility of a bath

lifter and what they needed to do to facilitate this.

Subsequently an Occupational Therapist visited from The Disabilities Living Centre and explained to the client how to use the equipment and how to transfer safely on and off the seat.

The family were told the cost of this piece of equipment and although the client could not afford to buy one, her family all put in an amount each and with a small amount provided by the Skerritt Trust, a bath lifter was purchased for her use.

Sybil Levin Centre

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

Day Care continues to be very popular and in the past year we have provided 3,380 day care places with priority given to older people with dementia. After being assessed for day care, people are allocated between one and five days per week depending on their needs. The Centre provides a warm, friendly day with planned activities or maybe a trip out in our minibus. In the past year we have been to Matlock, pub lunches, Christmas lunch and the pantomime. We have visited garden centres and taken many trips for a drink and ice cream by the river.

Comments from those receiving day care and their carers include:

“The Centre has made my father’s quality of life so much better”

“Everyone goes out of their way to help both clients and carers far beyond their actual duties”

“I would like to thank all the staff for caring and for their help and support”

“My father would come every day if he could”

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.

The drop-in sessions continue to be popular with attendance levels at sessions amounting to over 5,000 during the year. These activities include:

- ❖ Music to Movement
- ❖ Line Dancing
- ❖ Drop-in Days
- ❖ Quizzes
- ❖ Bingo
- ❖ Card Games
- ❖ Scrabble

Continuing our partnership with Peoples College we now provide training in the following areas:

- ❖ Computers for Beginners
- ❖ Clait Computer Course
- ❖ Drawing and Painting
- ❖ Conversational French

with classes in Keep Fit and Arts and Crafts coming soon.

We continue to provide:

- ❖ Hairdressing by appointment
- ❖ Bathing Service for people who cannot safely bathe at home
- ❖ Chiropody service (free with a doctor's referral)
- ❖ Home cooked meals (we have served over 4,200 meals this year)
- ❖ Drop-in Centre

Trading

Despite the continuing economic turmoil and uncertainty of the last few months, coupled with the fact that we are facing a much tougher environment in the market place – particularly for our Home and Contents product – we have succeeded in further developing our trading business.

Commission income of £103,995, deriving from insurance and other products, represents an increase of £15,944(+18%) compared with the previous financial year. The main reasons for this were:

- ❖ Most of the problems we had with Norwich Union last year are behind us
- ❖ Improvements to existing products and new products and services, necessary to develop our business have been introduced, including:
 - the arrival of a new revised and cheaper Motor Breakdown product with nearly £60 difference in the premium compared with the AA and RAC
 - a new Age Concern Cash Plan launched in October 2002

geared to helping people meet the costs of maintaining their health and improving their quality of life by paying back up to half of all healthcare expenses covered by the plan

- a new insurance option for meeting funeral expenses by means of an affordable monthly premium set at the beginning of the Plan.

Overall, the development and marketing of the Funeral Plan product is producing encouraging results

- a number of adjustments to motor premiums were made during the year, as a consequence of which the renewal rate for policies has exceeded 80% and the conversion rate for new business is now exceeding 30%

- ❖ The big push on Energy products has continued through the winter months, sales being boosted by the combined effect of direct mail, advertising and a number of Open Days

Following a management restructure at our Mansfield shop in September 2002, and a decision to expand the range of donated goods sold to include second-hand furniture, average monthly sales quadrupled, resulting in total sales of £34,335 – an increase of 89%. As a consequence, the deficit reduced from £11,186 to a deficit of £5,321 and we are, therefore, on course to achieve a breakeven position, or better, in 2003/04.

Sales and a surplus of £51,342 and £13,516 respectively at our West Bridgford shop were virtually identical with the previous financial year, thereby consolidating the substantial gains achieved in that year. A further £17,086 was generated by our Eastwood and Arnold shops which are jointly owned by Age Concern England, Arnold in particular performing exceptionally well and now one of Age Concern's top ten shops nationally.

Training Services

During our second year of existence, the training department has continued to grow in strength, achieving greater credibility and a reputation for excellent value within the sector.

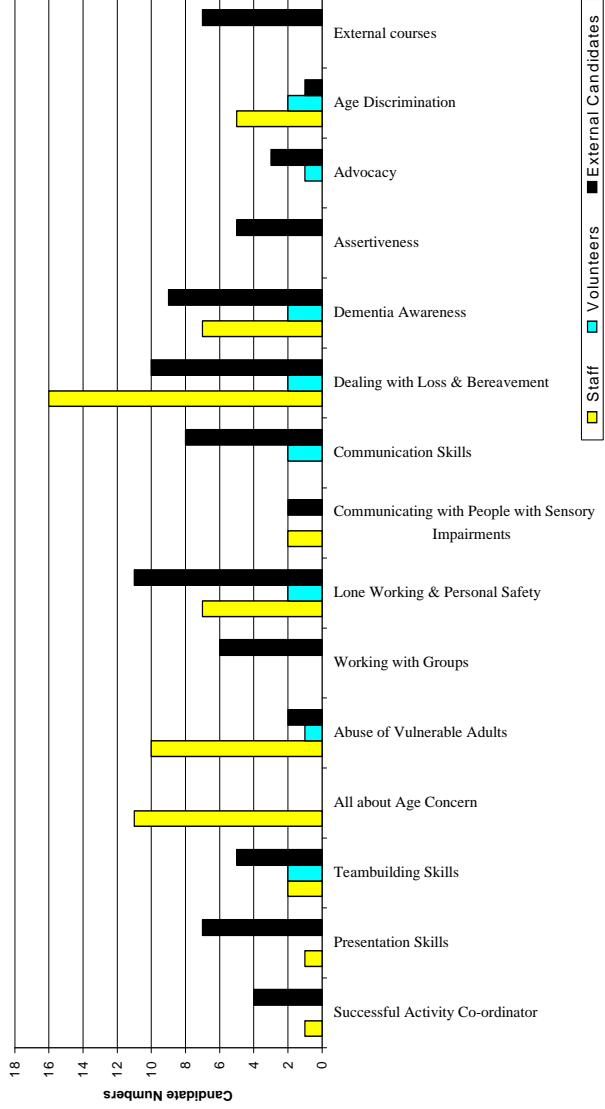
Courses cover a wide range of topics, from generic soft skills courses to the more specialist ones, and take-up has steadily improved over the year, as can be seen from the graphs below.

In addition to delivering these courses in-house, more and more organisations

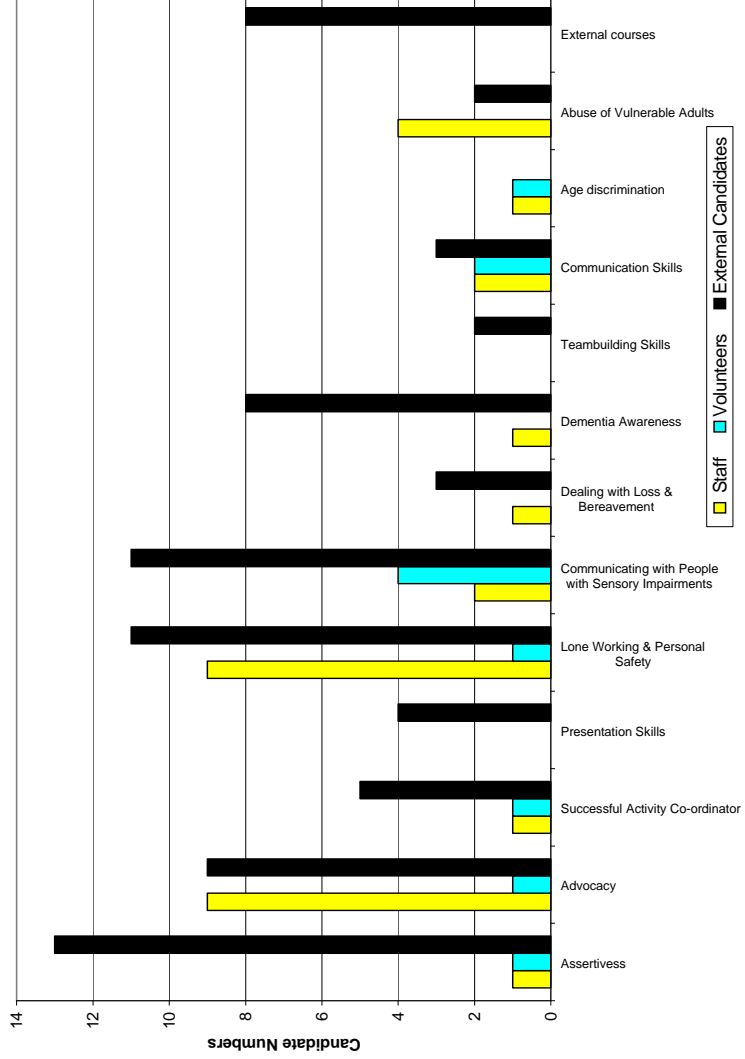
are requesting that we deliver tailored courses to their own staff/volunteers. Whilst providing a small income for ACNN, one of the greatest values in this is the recognition of our credibility, flexibility, reliability and value for money.

A new venture this year has been the establishment of a small IT suite, in partnership with People's College, and we have been offering IT taster sessions for older people, followed by 15 week 'Computing from Scratch' courses, since June of last year. These courses have proved so popular that we often need to operate a waiting list. To enhance the current provision, we have received funding from Age Concern England to upgrade the printer and 3 of the PCs, and to install Broadband Internet access to the suite. This will not only enable Internet and e-mail training for older people to take place but also provide excellent opportunities for ACNN staff and volunteers to keep their own IT skills up to date.

Course take-up September 2002 - March 2003



Course bookings to July 2003



Volunteers

The Infrastructure for supporting volunteers within the charity continues to develop. A number of systems and procedures are in place, which support the work of the volunteers and ensures they are supported and feel part of the charity as a whole.

The volunteer resource group meets on a regular basis to review these procedures and to ensure they meet the needs of the charity and the growing volunteer team. The priority areas for the forthcoming year include:

- ❖ Standardising volunteer recruitment practices across the organisation
- ❖ Appointing a Co-ordinator with a role to oversee volunteering across the organisation
- ❖ Organising a number of social events to thank the volunteers for their valuable and continuing support.

The range of support provided by the volunteers continues to grow with volunteer support in the following areas:

- ❖ Home visiting
- ❖ Benefits
- ❖ Luncheon Clubs
- ❖ Day care
- ❖ Administration
- ❖ Fundraising
- ❖ Residential and Nursing Homes visiting
- ❖ Senior Link
- ❖ Trading
- ❖ Shops

Volunteers are regularly asked to give feedback regarding their experiences of volunteering with ACNN. A volunteer recently commented that:

“I found volunteering very interesting and enjoyable. It gave me a chance to get to know other people. I got a buzz from knowing I was helping; being able to put something back”

West Bridgford Visiting Service

The West Bridgford Visiting Service has had another successful year befriending the lonely, housebound and often isolated of West Bridgford, Edwalton and Gamston.

Anne Turner-Harrod took over as Co-ordinator of the Service in September 2003. Anne has continued to develop the Project and we now have twenty active volunteers, visiting around twenty-six clients. The total number of hours support was 1,348. The volunteers come from a variety of backgrounds from single, working people, young mothers, right through to retired people. The volunteers receive a comprehensive induction programme and are encouraged to attend regular support meetings with the Co-ordinator.

Publicising the Service is a priority and regular articles are published in local papers, along with the distribution of posters and leaflets to local shops, libraries, GP surgeries, etc. Last October we also held two recruitment/awareness mornings at a local supermarket. These mornings centred on providing information about the Service and talking

to people considering volunteering. A number of displays were also held at local libraries/community halls.

Referrals continue to be received from a variety of sources including Social Services, GPs, Community Nurses and friends/relatives.

Important links have been formed with other local groups and agencies; this provides the opportunity to form partnerships and signpost clients for other services, such as Social Services day care/home care. Presentations have been given as a way to publicise the Service and raise awareness.

Many clients have also benefited from Age Concern products and services such as Kindred Spirits, Advice and Information, Home Maintenance Service and Insurance Services.

The project has enhanced many peoples' lives and provided another service that can be accessed by those who may not otherwise receive support. It is anticipated that over the next year the Service will continue to grow, developing further links within the local area.

Comments from clients include:

"I really look forward to the weekly visit from my volunteer, we have become great friends"

"At the age of 94 I had become very isolated and lonely, the Service has been a lifeline"

Examples of comments from referring agencies are as follows:

"Many older people do not fit within the Social Services criteria, the Visiting Service provides us with another option"

"I really support the Service and am grateful to have this service for my patients"

Customer Complaints

The Charity welcomes feedback and complaints from the users of our services. During the last year we received numerous helpful comments about ways in which we could improve our services. We also received informal complaints about our services, which were largely made to staff, and volunteers who directly provide the services and were dealt with accordingly.

For the year ending 31st March 2003 we received one formal complaint that was dealt with in accordance with our complaints procedure.

ACNN continues to seek to improve the services that it provides, we also continue to seek ways in which we can further involve older people in the planning, development and running of our services. With this in mind, a working group has been established to audit the ways in which service users are involved with ACNN to ensure the good practice that exists in many areas of the charity is replicated, where appropriate, right across the organisation. One of the key recommendations of the working group is the proposal to establish an older persons reference group; the terms of reference for this are currently being agreed. It is

anticipated that the Chair of this group will become a non-trustee member to ensure a direct input into the Board of Trustees.

Statistics

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



NOTTINGHAM AND NOTTINGHAMSHIRE

	2001/02	2002/03
No. of personal callers and telephone enquiries for information	31,143	39,938
No. of older people approaching the Support Service for help	382	370
No. of Support Service hours spent on client issues	1,076	1,036
No. of users of the Advice Service	15,000	10,000
Estimated value of the benefit gains from the Advice Service	£1.25m	£1m+
No. of units fitted by the Senior Link Service	151	183
No. of people supported through the Advocacy Service	863	974
No. of people supported through the Gedling Carers Support Service	543*	131
No. of volunteers supporting the Gedling Carers Support Service	24	28
No. of people who regularly received visits from the Visiting Service	17	24
Total no. of visits made by the Visiting Service	391	570
Total no. of visiting hours provided by the Visiting Service	890	1,348
No. of individuals accepted by the Kindred Spirits Service	444	432
No. of successful matches provided through the Kindred Spirits Service	304	292
No. of people assisted by the Hospital Discharge Service	670	702
No. of people supported by the Staying Put Service	780	877
No. of jobs completed through the Home Maintenance Service	260	350
No. of people assisted by an approved gardener	349	168
No. of people assisted by an approved decorator	300	174
No. of volunteers available for all services	116	133
No. of volunteers recruited and trained for all services	116	133
No. of volunteer hours provided for all services	34,800	39,900

(*including all talks & presentations)

Day Care – Kingston Close, Manton	Day Care (Mondays)		Dementia Day Care (Thursdays)	
	2001/02	2002/03	2001/02*	2002/03
No. days of day centre operation	45	47	29	48
No. day centre places available	630	658	290	480
Source of Referral: Self	10%	10%	10%	-



NOTTINGHAM AND NOTTINGHAMSHIRE

	Relatives	-	-	-	-
	Social Services	90%	90%	90%	100%
Total number of placements filled		501	448	275	434
% of day centre users suffering mental illness		50%	100%	100%	100%
Age of users:					
	60-69	10%	-	10%	-
	70-79	30%	20%	-	20%
	80-89	40%	50%	40%	50%
	90 plus	20%	30%	20%	30%
Gender of Users:					
	Female	80%	70%	80%	70%
	Male	20%	30%	20%	30%
Ethnic Background:					
	White	100%	100%	100%	100%
No. of people of waiting list at year end		0	0	0	0
No. of volunteers available during year		2	1	2	1
No. of carers supported		19	24	25	39

(* part year from August 2001)

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.

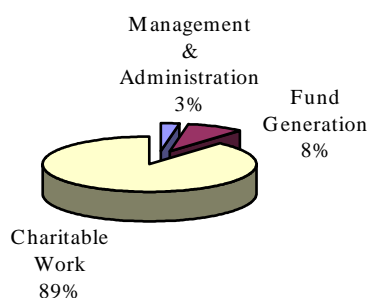
Honorary Financial Advisor's Report

Financially this has been a much-improved year for the charity with net current assets totalling £184,543 at the year-end, considerably exceeding the target of £50,000 set at the start of the year. It also increases total unrestricted reserves to some three months expenditure in accordance with the charity's current reserves policy.

This improvement in reserves has arisen from a considerable improvement in fund raising, particularly legacies which totalled some £127,000 for the year, and continued tight control over expenditure.

The following graph illustrates that the bulk of expenditure for the year was spent

Expenditure Percentage Split



on direct charitable work (89%), with management and administration costs being kept to a minimum.

The overall income for the charity during the last year was £1,857,295 with expenditure amounting to £1,665,371.

The £191,924 net surplus for the year has added to the overall strength of the

charity where the strong financial base – net assets now represent some six months expenditure – should provide for continued growth in the future. The overall reserves of the charity are in line with our reserves policy.

The bank loan continues to reduce in accordance with the agreed terms. The overdraft facility remains in force but this has not been used during the financial year.

The trading company continues to make good progress, this year making a donation of £48,620 to the charity, an increase of £20,000 on 2002.

The West Bridgford shop maintains good sales with net profit for the year of £13,493. With the introduction of second-hand furniture sales at the Mansfield shop have considerably improved over the latter part of the year. This improvement is expected to continue and should result in a useful net profit in future years. It should be noted that the Trustees have authorised the deficit budgets over the last few years at the Mansfield shop as this property also serves as the Northern office base for the charity and is therefore of strategic importance.

The charity has carried out its usual risk assessment and all necessary measures have been taken and systems are in place to ensure that any potential risks are minimised.

The Trustees have also designated funds this year following a review of the cyclical maintenance provision for our property. Designated sinking funds have been established for both the Sybil Levin

Centre and Bradbury House (including Peachey Street). These funds will be built up over the coming years to ensure our properties are kept in good repair.

We have experienced considerable problems with security at the Sybil Levin Centre over the last year. Following several break-ins, damage to vehicles and opportunists coming into the centre during the day, I am pleased to report that security measures have been improved, following a grant of £12,335 from Nottingham City Council.

We have also designated a sinking fund for our information technology fixed assets. This fund will be built up over a three year period to ensure we can afford to replace computers and other equipment as the need arises.

The other new designated fund that has been established by the Trustees is a sinking fund to enable the replacement of the minibus in the future when it has come to the end of its useful life.

The improved financial performance this year has enabled the charity to increase its services and support for older people and I remain optimistic that these service and support will continue to increase in the next financial year thus further enhancing the quality of life for older people in the City and County.

Eric Edwards
Honorary Financial Advisor

Future Plans

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

- ⇒ Develop the community support service by appointing a full-time co-ordinator;
- ⇒ Ensure consistent development of volunteering practice across the organisation by appointing a volunteer co-ordinator;
- ⇒ Hold a conference to examine issues associated with black and minority ethnic (BME) elders and establish a countywide BME Elders forum;
- ⇒ Appoint a new peripatetic administrative assistant to strengthen the central services team;
- ⇒ Establish new day care provision in Stapleford and Newark;
- ⇒ Review the organisation's involvement of older people policy and strategy and establish an older persons reference group;
- ⇒ Recruit additional support workers for the First Link service to enable it to operate at full capacity;
- ⇒ As new services are developed, seek to appoint a fourth Service Manager to strengthen the senior management team;
- ⇒ Increase the charity's financial reserves in line with our reserves policy;
- ⇒ Develop a further four luncheon clubs in Ashfield;

- ⇒ Develop a Home Safety Service;
- ⇒ Review and develop the home safety checklist for use throughout the city and county;
- ⇒ Develop a legacy promotion strategy and begin a legacy awareness campaign;
- ⇒ Seek to increase trading activity in the Mansfield area;
- ⇒ Provide additional support to older people following discharge from hospital;
- ⇒ Appoint a group support worker to provide assistance to Age Concern and other voluntary sector groups working with older people;
- ⇒ Develop additional interview rooms at Bradbury House to enable the expansion of the counselling service;
- ⇒ Secure additional funding to allow the development of new services, in line with our five year strategic plan.

Mick Tinkler
Chief Executive



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