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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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Nottingham  
NG1 4FQ

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Internet: [ageconcernnotts.org.uk](http://ageconcernnotts.org.uk)

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

**President:** Mr E Barnes

**Vice Presidents:**

Mrs I Aynsley  
Mrs O Baines  
Mrs P Davies  
Mr D Elliott  
Mrs J Hackett  
Rev R Hoyer  
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 Warzynska (Vice-Chair)  
Mr E G Edwards (Hon Fin Adviser)  
Mr D G Hancock

Mrs B St C Harlow  
Dr E E Cliffe (to 16/3/04)  
Mr A Ghelani  
Dr P Cansfield (from 16/3/04)

**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  
Dr E Cliffe (from 16/3/04)  
Mr V Coaker MP

Mrs P Davies  
Rev R Hitchings  
Mrs K Hoyland  
Dr T Masud

**Age Concern Nottinghamshire Trading Limited  
Board of Directors**

Mr R G Batterbury (Chair)  
Mr E G Edwards  
Mrs S W Warzynska

**In Attendance:**

Mr M I Tinkler (Company Secretary)

**Date of Annual General Meeting  
2.00 p.m. on 15<sup>th</sup> July 2004  
at the Nottingham Mechanics Centre,  
North Sherwood Street, Nottingham**

## Staff of Age Concern Nottingham and Nottinghamshire (31/3/04)

### Senior Management Team

|                                    |                  |
|------------------------------------|------------------|
| Chief Executive                    | Mick Tinkler     |
| Finance and Administration Manager | Michelle Elliott |
| Service Manager                    | Ken Hazard       |
| Service Manager                    | Lis Lawrence     |
| Service Manager                    | Chris Salter     |
| Service Manager                    | Diane Trinder    |

### Staff

|                   |  |
|-------------------|--|
| Alison Allen      | Training Service Administrator (Bradbury House)                  |
| Hannah Baguley    | Support Worker (First Link)                                      |
| Carole Bailey     | Deputy Shop Manager (Eastwood)                                   |
| Paula Bailey      | Safe & Sound Co-ordinator (Bradbury House)                       |
| Abbie Ball        | Support Worker (First Link)                                      |
| Darren Barker     | Assistant Manager - Staying Put (Peachey Street)                 |
| Dorothy Belmont   | Assistant Shop Manager (Northern Office)                         |
| Adrian Bingley    | Ashfield Luncheon Club Organiser                                 |
| Gayle Bird        | Receptionist (Bradbury House)                                    |
| Mark Blaney*      | PPI Forum Co-ordinator (Beeston)                                 |
| Susan Bloomfield  | Support Worker (First Link)                                      |
| Tim Bond          | Assistant Safe & Sound Service Co-ordinator (Bradbury House)     |
| Hilary Bostock    | Ashfield Luncheon Clubs Project Worker                           |
| Christine Bradley | Office Cleaner (Bradbury House)                                  |
| Helen Branson     | Direct Payments Administrator (Northern Office)                  |
| Lisa Bromwich     | Support Worker (First Link)                                      |
| Paul Brotherton   | First Link Co-ordinator (Peachey Street)                         |
| Angela Brown      | West Bridgford Visiting Service Co-ordinator (Bradbury House)    |
| Lynn Burton       | Shop Manager (Eastwood)  |
| David Buxton      | Support Worker (First Link)                                      |
| Anthony Chapman   | Support Worker (First Link)                                      |
| Sarah Chapman     | Office Cleaner (Northern Office)                                 |
| Jackie Clarke     | Support Worker (First Link)                                      |
| Sandra Clark      | Patients' Representative (St. Francis/St. Andrews)               |
| Ruth Coffey       | Patients' Representative (Highbury Hospital)                     |
| Glenys Conway     | Care Assistant (Lancaster Group) and Support Worker (First Link) |
| Simon Cook        | Assistant Manager – First Link (Peachey Street)                  |
| Carol Cotton      | Gedling Carers' Service Co-ordinator (Bradbury House)            |



Nottingham and  
Nottinghamshire

|                         |   |
|-------------------------|---|
| Katie Cresswell         | Support Worker (First Link)                                     |
| Nigel Cruickshank       | Discharge Service Co-ordinator (City Hospital)                  |
| Denise Cuitto           | Residents' Representative (Bradbury House)                      |
| Joanne Dawson           | Shop Manager (Mansfield)  |
| Graham Dennett          | First Link Administrator (Peachey Street)                       |
| Susan Dilks             | Community Support Service Co-ordinator                          |
| Tara Dunseath           | Human Resources Manager   |
| Jackie Dyer             | Cook (Sybil Levin Centre)                                       |
| Sharon Ewen             | Support Worker (First Link)                                     |
| Donna Fairclough        | Support Worker (First Link)                                     |
| Bob Foreman             | Support Worker (First Link)                                     |
| Jean Foreman            | Clerical Assistant (Finance) (Bradbury House)                   |
| Andrea Foster           | Support Worker (First Link)                                     |
| Brian Foster            | Home Maintenance (Staying Put)                                  |
| Paul Gallanagh          | Housing Co-ordinator (Staying Put) (Peachey Street)             |
| Glenys Gitsham          | Assistant Shop Manager (Northern Office)                        |
| Kevin Grant*            | PPI Forum Co-ordinator (Beeston)                                |
| Kate Greaves*           | PPI Forum Administrator (Beeston)                               |
| Derek Green             | Senior Link & Home Service Co-ordinator                         |
| Joanne Greenwood        | Support Worker (First Link)                                     |
| Trevor Hackworth        | Assistant Safe & Sound Service Co-ordinator<br>(Bradbury House) |
| Susan Harrington-Tucker | Support Worker (First Link)                                     |
| Tim Hatton*             | PPI Forum Co-ordinator (Beeston)                                |
| Chris Hawkes*           | Trading Co-ordinator (Bradbury House)                           |
| Rosie Holroyd           | Support Worker (First Link)                                     |
| Sheila Horan            | Support Worker (First Link)                                     |
| Paul Howard             | First Link Co-ordinator   |
| Margaret Humphreys      | PA/Secretary (Bradbury House)                                   |
| Sophie James            | Kindred Spirits Co-ordinator (Bradbury<br>House)                |
| Averil Johnson          | Support Worker (First Link)                                     |
| Carol Jordan            | Support Worker (First Link)                                     |
| Samina Kauser           | Support Worker (First Link)                                     |
| Zabina Kauser           | Advice and Information Co-ordinator (Bradbury<br>House)         |
| Ken Keeton              | Home Maintenance (Staying Put)                                  |
| Jean Kerslake           | Deputy Shop Manager (West Bridgford)                            |
| Anthony Loggenberg*     | Area Trading Manager (Mansfield)                                |
| Marie McAuley           | Support Worker (First Link)                                     |
| Jackie McGuinness       | Support Worker (First Link)                                     |
| Sandra McLelland*       | PPI Project Manager (Beeston)                                   |
| Tina McTighe            | Support Worker (First Link)                                     |
| Diane Marshall          | Support Worker (First Link)                                     |
| John Matthew            | Senior Caseworker (Staying Put) (Bradbury House)                |

|                    |   |
|--------------------|---|
| Gail Maxfield      | Development Manager (Bradbury House)  |
| Clare Mellors      | Day Care Assistant – Worksop Day Centre and Aynsley-Wright Day Centre                                   |
| Susan Milner       | Care Assistant (Manton)   |
| Gerry Molumby*     | PPI Forum Co-ordinator (Beeston)  |
| Diana Moore        | Day Centre Organiser (Lancaster Group)  |
| Tracy Morley       | Kindred Spirits Co-ordinator (Northern Office)  |
| Anne Moss          | Day Care Manager (Sybil Levin Centre)   |
| Joyce Ndirangu     | Support Worker (First Link)   |
| Tim O'Connor       | Support Worker (First Link)   |
| Loretta Parker     | Training Service Co-ordinator (Bradbury House)  |
| Hazel Parkes       | Centre Organiser (The Cora Reilly Day Centre) and Care Assistant (The Rose Hill Day Centre)             |
| Ruth Parkes        | First Link Co-ordinator (Peachey Street)  |
| Clive Parkin*      | Sales and Marketing Manager (Bradbury House)  |
| Janet Parkin       | Senior Day Centre Worker (Sybil Levin Centre)   |
| Jackie Pearce      | Support Worker (First Link)   |
| Jackie Phillips    | Care Assistant (Sybil Levin Centre)   |
| Teresa Pitick      | Support Worker (First Link)   |
| Angela Platton     | Support Worker (First Link)   |
| Kate Purdue        | Support Worker  |
| Michelle Sanderson | Deputy Centre Manager (Sybil Levin Centre)  |
| Sarita Saparia     | Support Worker (First Link)   |
| Joanne Scott       | Kindred Spirits Assistant (Bradbury House)  |
| Frank Shepherd     | Support Worker (First Link)   |
| Jackie Shepherd    | Patients' Representative (City Hospital)  |
| Wendy Sim-Smith    | Care Assistant (Aynsley Wright Day Centre)  |
| Marie Smith        | Housing Adviser (Staying Put) (Peachey Street)  |
| Jenny Snow         | Receptionist (Bradbury House)   |
| Judith Southall    | Finance Assistant (Bradbury House)  |
| Audrey Stanley     | Shop Manager (West Bridgford)   |
| Nicola Stapleford  | Deputy Shop Manager (Eastwood)  |
| Joyce Steel        | Support Worker (First Link)   |
| Christine Stokes   | Ashfield Luncheon Clubs Project Worker  |
| Nicola Storey      | Day Centre Organiser (Manton and The Aynsley Wright Day Centres)  |
| Phyllis Sweet      | Care Assistant (Sybil Levin Centre)   |
| Linda Taylor       | Peripatetic Clerical Assistant (Bradbury House)   |
| Gillian Thomas     | Support Worker (First Link)   |
| Iris Thompson      | Care Assistant (Sybil Levin Centre)   |
| Eileen Tomany      | Training Service Manager (Bradbury House)   |
| Steve Towe         | Centre Organiser (Rose Hill and Aynsley Wright Day Centres) and Care Assistant (Cora Reilly Day Centre) |

|                     |   |
|---------------------|---|
| Julie Troake        | Patients' Representative (Highbury Hospital)    |
| Anne Turner-Harrold | Direct Payments Manager (Northern Office)       |
| Adele Walker        | Housing Adviser (Staying Put) (Peachey Street)  |
| Denise Walls        | Support Worker (First Link)                     |
| Jeanette Watts      | Support Worker (First Link)                     |
| Nicky Wheddon       | Group Support Worker                            |
| Lesley Williams     | Discharge Service Co-ordinator (City Hospital)  |
| Kevin Winship       | A & I Co-ordinator (Northern Office)            |
| Brian Yeatman       | Handyperson/Driver/Cleaner (Sybil Levin Centre) |
| Dawn Yeatman        | Care Assistant (Sybil Levin Centre)             |
| Gill Yeatman*       | PPI Office Cleaner (Beeston)                    |

\*Employed by Age Concern Nottinghamshire Trading Limited

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

Solicitors: Freethcartwright LLP, Cumberland Court, 80 Mount Street,  
Nottingham NG1 6HH

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



## Chair of Trustees Report

As you will see from the content of this year's annual report the last year has seen the continued growth of our support to local older people. The excellent work of the charity is the result of considerable hard work by my fellow Trustees and our professional staff and volunteers.

The last year has seen considerable growth in the number of staff and volunteers providing a whole range of services to local older people. The average number of full-time equivalent staff employed to provide direct charitable services has risen from 39 in 2002/3 to 75 during the last financial year.

During March 2004 Dr Eric Cliffe stepped down as a Trustee, although he has agreed to continue his involvement with the charity as a non-trustee member. The Board will miss the contribution made by Dr Cliffe and I would like to publicly thank him for his significant contribution to the charity during his term of office as a Trustee.

We welcome Dr Peter Cansfield to the Board of Trustees and I feel confident that his expertise will be a real asset to the charity.

The charity was recently rocked by two items of sad news. Carl Brown, one of our First Link Support Workers sadly passed away, very suddenly, following a heart attack. Carl joined ACNN during the summer of 2003; he made a significant contribution to our work and

is missed by his colleagues and clients.

The second piece of sad news is that one of our vice-presidents, Gordon Hayes, also passed away. Gordon was a supporter of the work of ACNN and Age Concern in Arnold for many years. Gordon has suffered for many years with poor health; we will all miss him.

Looking back at the "Future Plans" section of our last annual report demonstrates how much the charity has achieved with all areas identified being achieved:

- ✓ We appointed a full-time Community Support Service Co-ordinator
- ✓ We appointed a part-time Volunteer Co-ordinator
- ✓ We held a very successful conference to discuss issues relating to Black and Minority Ethnic (BME) Elders
- ✓ We established a BME Elders forum
- ✓ We strengthened the central services team with the establishment of a new peripatetic clerical worker position
- ✓ We opened new day provision in Stapleford and Newark
- ✓ We strengthened the way in which we ensure older people

- can contribute to the development of the charity, including the establishment of an Older Persons' Advisory Group
- ✓ We have recruited additional support workers for our First Link service to bring the team up to 30 full-time equivalents
  - ✓ We appointed a fourth Service Manager, Chris Salter, to strengthen the senior management team
  - ✓ We have increased the charity's financial reserves in line with our reserves policy. The reserve level is now just over three months running costs
  - ✓ We opened four additional luncheon clubs in Ashfield
  - ✓ We have established a new Home Safety Service – Safe and Sound
  - ✓ We have developed a home safety checklist
  - ✓ We have reviewed our legacy promotion strategy and will shortly begin a legacy awareness campaign
  - ✓ The trading activity in Mansfield has increased, although there is still much scope to further develop this activity
  - ✓ Additional support to older people leaving hospital in the

South of the County has been provided with the appointment of a second handyperson

- ✓ A new part-time group support worker has been appointed to provide assistance to local Age Concern groups and other voluntary sector groups working with older people
- ✓ New interview rooms have been established at Bradbury House and Peachey Street and a dedicated counselling room has been built
- ✓ We continue to develop our services in line with our strategic plan

With growing numbers of older people the development of our work needs to continue. We could not achieve the level of activity detailed in this report without the continued financial support of many individuals, charitable trusts, local companies, local NHS Trusts, the City and County Councils and Central Government. On behalf of the older people who benefit from the work of the charity that is enabled by this financial support I would like to thank all of our supporters.

The continued success of the charity is a result of a combined effort by so many people. I would like to particularly thank Mick Tinkler our Chief Executive for his excellent leadership, together with the significant contribution of our senior management team.

We will continue to seek to improve and extend the support we provide to older people across Nottingham and Nottinghamshire as we seek to enhance their quality of life and promote their well-being.

**Nigel Cullen**  
**Chair**

### **Ashfield Luncheon Clubs**

The Healthy Living Initiative, based in Ashfield District and funded by the New Opportunity Fund (NOF), is now in the third year of existence. Within this the Luncheon Club Service has achieved most of the original targets. Adrian Bingley, the Scheme Organiser, supported by Gail Maxfield, has now set up all ten Luncheon Clubs. The final two, Willets Close and Homestead have recently opened their doors to new members.

Four new clubs were open by the end of March 2003, with a further four clubs opened by August 2003. A ninth club opened in March 2004 and the final and tenth club will open in April 2004. The Service has, therefore, reached the targeted number of Luncheon Clubs within the remit of the Service.

Attendance levels have been steadily growing over the past year with an average of 265 lunches served each week. The average attendance per

lunch club is now 27 with the largest club, New Cross, frequently serving 38 meals.

As the clubs have grown so too have the numbers of volunteers involved with them. This is an important part of the original concept of community involvement in the Service. The number of volunteers helping with the Lunch Clubs has risen from four at the start of the year to 14 at present. Additionally, there are now further helpers from Willow Wood Day Centre who successfully assist at Nuncar Gate, Willets Court and Homestead Luncheon Clubs.

There have been a number of staff changes during the year. Kate Winterton, who made a very positive contribution during the year, has now moved on and we are pleased that two new staff, Hilary Bostock and Christine Stokes, have joined us and settled in very well.

We continue to monitor the service providing full attendance details to NOF. We have also carried out questionnaire surveys to ensure that the Service meets the outcome targets set by NOF.

The questionnaires show that the majority of service users found the service friendly and the food met their dietary needs; over 80% said that they had met new people and made new friends. A high percentage said they benefited from the information available on activities and healthy living, but a lower percentage had

taken up new activities; 83% of members were over 65 years old.

The funding support for this service ends at the end of January 2005. We are now actively looking for a range of funding to ensure that this worthwhile service can continue to offer older people in the Ashfield District healthy meals and a pleasant environment to meet and make new friends.

*For further information contact Chris Salter on 0115 841 4484.*

### **Carers' Support Service (Gedling)**

During the past year the service has continued to thrive; we now support, in one way or another, 174 people and have 30 volunteers. Referrals continue to come in at a steady pace at an average of 3 or 4 per month. Social Services continue to be the main source of referrals.

This service is beneficial to the lives of the carers we support.

One person who was caring for her mother who had Alzheimer's, but who herself had terminal cancer, rang up to see if we could provide someone to sit with her mum whilst she had her chemotherapy treatment. We were able to do this, which gave her peace of mind that her mother was safe.

As time went on, the daughter's condition deteriorated and we were able to step up the support we offered. We were able to give her emotional and practical support when it came to

settling her mum in a nursing home and also being alongside her in the hospice until she died. She would continually say:

***"I don't know what I would have done without the support of Age Concern these last months, I just would not have been able to cope"***

We were able to make a difficult and sad situation a little easier to deal with.

The Gedling Carers' Support Service Co-ordinator, Carol Cotton, during the year gave a number of talks and presentations together with displays including the Arnold Carnival and the Gedling Show. Carol recently launched a Carers' Newsletter which will be produced three or four times per year.

It is hoped that during Carers' Week this year we will be able to organise a day of pampering for carers, e.g., hair, make-up, nail painting along with health checks and a massage.

We now have 30 active volunteers; a number of these volunteers sit with two cared-for people each week.

Two volunteers and a carer sit on the support and advisory group and their input is very beneficial for the service.

It is envisaged that the service will be needed more and more in the future as other services are stretched and unable to meet the growing demands of carers.

| <b>Statistics for Gedling Carers Support Service</b> | <b>2002/2003</b> | <b>2003/2004</b> |
|--|------------------|------------------|
| <b>Total No. of People Supported:</b>                | 189              | 174              |
| Carers   | 52               | 58               |
| Cared for  | 52               | 59               |
| Volunteers   | 28               | 30               |
| <b>No of new Carers Ref'ed:</b>                      | 20               | 32               |
| <b>Source of new referrals:</b>                      |                  |                  |
| Self   | 6                | 9                |
| Health   | 8                | 6                |
| Social Services                                      | 4                | 15               |
| Age Concern  | 2                | 2                |
| Other  | 0                | 0                |
| <b>Age of new referrals:</b>                         |                  |                  |
| 50-59  | 2                | 5                |
| 60-69  | 1                | 4                |
| 70-79  | 7                | 12               |
| 80-89  | 9                | 10               |
| 90+  | 1                | 1                |
| <b>Gender of new referrals:</b>                      |                  |                  |
| Male   | 8                | 19               |
| Female   | 12               | 13               |
| <b>Ethnic Background:</b>                            |                  |                  |
| White British  | 18               | 30               |
| White Irish  | 0                |                  |
| White Welsh  | 0                |                  |
| White Polish   | 2                | 1                |
| Caribbean  | 0                | 1                |
| <b>No. of enquiries/non-referrals:</b>               | 9                | 20               |
| <b>No. of talks/special events:</b>                  | 67               | 70               |
| <b>No. of hours spent on talks/presentations:</b>    | 147              | 178              |
| <b>No. of vols recruited:</b>                        | 15               | 8                |
| <b>Total no. of volunteers:</b>                      | 28               | 37               |
| <b>Total no. of hours of volunteer support</b>       | 1,726            | 3,562.5          |

*For further information contact Diane Trinder on 0115 841 4471.*

## **Central Services**

The last year has been a difficult one for the Central Services Team, due to long periods of staff absence. However, the team coped extremely

well working together to ensure that a high standard support service was given to the charity.

Sadly, we said goodbye to Maria Carter and Lynn Bland who left the team in March 2004 and January 2004 respectively. Maria had been one of our job share Receptionist/Advisers since November 1992 and she played a major part in setting up the reception. Lynn Bland had been a Clerical Assistant based at Bradbury House since July 1999.

Due to these staff changes in the team, and increased workloads as the charity expands, the Central Services Team will be restructured with new posts being advertised during April 2004.

During the next year we will aim to appoint a new full-time Administrator, a new full-time Finance/Human Resources Assistant and a replacement part-time Receptionist/Adviser. The strengthened team structure should enable us to cope with the increased workload that we have experienced as the charity expands.

The number of visitors to our Reception decreased slightly to 9,165 (a fall of 1% compared to 2002/03). As new services have been developed the number of telephone calls dealt with by Central Services has increased again this year to 24,720 (a rise of 4% compared to 2002/03).

*For further information contact Michelle Elliot on 0115 841 4465.*

## Community Support Service

The Community Support Service has been re-launched and expanded as we welcome Susan Dilks back to Age Concern as the Service Co-ordinator.

The aim of the Community Support Service is to provide practical and emotional support to people over the age of 60 who live in the City of Nottingham. The Service also helps people to make informed choices and decisions and assists them to access the help they need in order to remain living independently at home.

There are many ways in which the Community Support Service helps people. Just a few examples are:

- ❖ Befriending
- ❖ Shopping
- ❖ Pension collection
- ❖ Paying bills
- ❖ Completing paperwork and making telephone calls
- ❖ Changing light bulbs
- ❖ Taking down curtains for washing
- ❖ Longer term support following illness or bereavement

Most of the referrals to the Community Support Service come from the First Link Service. However, referrals are also made by other Age Concern services, e.g., the City Hospital Discharge Service and the Patients' Representative Service. Several statutory organisations have made referrals to the Service and clients have also self-referred or been referred by relatives.

The Community Support Service also acts as a signpost to other organisations and services.

Since Susan was appointed in August 2003, 54 clients have been supported and 15 volunteers have been recruited.

This service could not operate without its dedicated team of volunteers. Each of them offer Age Concern one to two hours of their time every week and see at least one client on a regular basis.

The volunteers attend support meetings every other month. These are very useful for volunteer visitors who work in isolation and give everyone an opportunity to meet, catch up with news and share experiences.

At Christmas, Susan organised an informal buffet lunch for the volunteers which everyone enjoyed very much. A garden party is planned for May and, hopefully, more social events will be organised in the future as the team grows.

Susan has organised displays at the University of Nottingham and Nottingham Trent University, several community centres and libraries and has publicised and promoted the Community Support Service across the City of Nottingham.

One volunteer who is a Nottingham University student visits a gentleman in his nineties. They share a love of art and have many conversations around this subject.



Another gentleman, also in his nineties, enjoys music and has accompanied his volunteer visitor (also a university student) to her orchestra practices and performances. Each of these clients describe their visitor as:

***“a breath of fresh air”***

Both these examples illustrate that good companionship can successfully span the many decades between client and volunteer.

One Community Support Service client was recently bereaved and then suffered a heart attack. Her confidence was virtually non-existent. The volunteer visitor accompanies her on shopping trips and they have a chat and a cup of coffee afterwards. Slowly, the client’s confidence is returning and her health is improving. She describes the Community Support Service as:

***“a lifeline at a desperate point in my life”***

*For further information contact Susan Dilks on 0115 859 9268.*

## **Counselling Service**

Throughout the period covered by this report, the Counselling Service was, essentially, in a developmental stage.

In the previous year, the efforts of Diane Trinder had resulted in links being established with some local Counselling and Psychotherapy training agencies. One such body,

The Sherwood Institute, provided us with a Student Counsellor who was available for the whole of the year until her placement finished in March 2004.

At the start of the year, principally because of the limited availability of suitable office accommodation within which to carry out so sensitive and confidential a process, the number of people able to benefit from the service was deliberately kept to a minimum. A total of three clients were provided with counselling during the period.

This proved to be a worthwhile strategy as it allowed a close scrutiny of the functioning of the service, which has been of priceless value, subsequently, in providing background experience from which to plan for future growth.

From February 2004, the service was greatly enhanced by the completion of the brand new counselling room at Bradbury House. This is an excellent facility with full disabled access, which has been especially designed in the light of therapeutic considerations.

The availability of the new accommodation, together with practical experience gained by the charity during the student placement, has allowed the formulation of a plan for the development of the service, which could yield much fruit in the near future.

A structure and set of guiding principles have been produced which govern the service. This has enabled us, as an organisation, to become

members of The British Association for Counselling and Psychotherapy. This status both confirms that we are committed to the highest professional and ethical standards and makes us an attractive location for student placements and qualified volunteers seeking new or varied experience.

Over the next year we aim to employ a new part-time Counselling Service Co-ordinator who will seek to recruit up to ten volunteer counsellors.

All residents of the City and County aged over sixty will be eligible to apply through an open referral system. Most general issues, such as bereavement, should fall within the scope of the service, but people requiring psychiatric or more specialised psychological treatment will have to be referred to other appropriate agencies.

Every effort will be made to ensure that the service is accessible to as wide a referral base as possible.

*For further information contact Paul Brotherton on 0115 859 9208.*

## **Day Care**

Last year we provided 8,480 day care places with priority given to older people with dementia. With most of our people having at least one carer, this means we have provided a service to over 17,000 people.

At the moment most of our day centres are full and some have waiting lists. The average age of people in our day care is 80.8 years old. After being

assessed as needing the service, people are offered between one and five days care per week, depending on their needs and the needs of their carers.

At the Sybil Levin Centre, thirty people use the sixty-five places available, giving support to both the older people accessing the day care and to their carers.

Referrals for day care come from social services, hospitals, doctors and carers. The cost of £3.50 includes transport, drinks, lunch and activities.

Day care gives older people the opportunity to meet other people and to socialise in a warm and friendly atmosphere. This also gives their carers a well deserved rest from caring, enabling carers to have time for themselves to pursue their hobbies or to recharge their batteries knowing the person they care for will be safe at the centre.

Age Concern value and appreciate our volunteers. At the centres we have volunteers who help people who use the centre. They help in the kitchen, snack bar, play the organ, escort on trips out, plan and assist in activities in day care and, most importantly, sit, chat and listen.

This year, the service users, volunteers and staff at the Sybil Levin Centre were particularly successful with their fundraising activities which included bring-and-buy sales and bric-a-brac stalls with homemade cakes, which always get sold out first.



The fundraising generated £1,062 which has been set aside for proposed alterations to the building and a further £927 which was used for general running costs and special events at the centre.

Over the past year, the volunteers and staff at the Sybil Levin Centre have been on many trips organised by Michelle Sanderson to appreciate their contribution. These have included meals, the theatre, dog racing and games nights.

During the last year an additional day care centre was established in Newark. The Aynsley-Wright Centre provides ten day care places twice a week for people in the early stages of dementia. This service provides a vital break for carers.

This service was made possible through the partnership of ACNN and Nottinghamshire County Council Social Services Department. After a quiet start, the Aynsley-Wright Centre is now full with a waiting list on both days. The service is funded through Nottinghamshire County Council Carers Grant.

Last year saw the opening of another new day care facility, the Cora Reilly Day Centre in Stapleford. This former Social Services Day Centre is at Peatfield Court and was re-opened by ACNN with support from Nottinghamshire County Council Social Service Department and Broxtowe District Council Housing Department.

Both of these new day centres were the result of much hard work by our Development Manager, Gail Maxfield. The two new centres join our other centres that operate in the County area in Manton, Mansfield and Carlton. All the centres provide good quality care which is not only beneficial to the service users but a welcome break for their carers.

All ACNN day care facilities provide a full range of mentally and physically stimulating activities suitable for the needs and abilities of the people in the groups. These include:

- ❖ Keep Fit
- ❖ Reminiscing
- ❖ Bingo
- ❖ Card Games
- ❖ Dominoes
- ❖ Quizzes
- ❖ Skittles
- ❖ Carpet Bowls

Day trips are very popular and all the centres have access to a minibus. Between them they have been to Skegness, Cleethorpes, Matlock, Clumber Park, Chatsworth House, Carburton Tea Rooms, Attenborough Nature Reserve with trips out for pub lunches, to the Pantomime, for ice cream by the river and to local garden centres, to name but a few.

Comments received from the people, 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, help and support”***

***“My father would come every day if he could”***

***“Mum now has something to talk about. She’s a different woman”***

We gratefully acknowledge the funding provided by the following organisations which enables the centres to provide good quality care and activities, both educational and physical for all older people:

- ❖ Barclays Bank (Community Service Volunteers)
- ❖ City of Nottingham Leisure and Community Services
- ❖ Donations from family and friends of people who have used the centres
- ❖ Nottingham City Council Social Services Department
- ❖ Nottinghamshire County Council Social Services Department

*For further information contact Anne Moss on 0115 978 0011.*

## **Development Services**

Over the past twelve months, the role of the Development Manager, Gail Maxfield, has become more focused on service development.

After the success of the Rosehill Day Centre in Mansfield, ACNN has focused its development on providing day care for carers of people with mild to moderate forms of dementia. As reported above our day care provision has been further developed with the opening of centres in Stapleford and Newark last year.

ACNN is actively participating in the development of Older Persons’ Forums around the County. Gail has had involvement with the first stages of Older Persons’ Forums in Mansfield, Bassetlaw, Kirkby-in-Ashfield, Sutton District, Newark & Sherwood and Rushcliffe. She attends as many forum meetings as possible as ACNN has a strong commitment to Forums, seeing them as leading the way for older people to have input into services and issues in their local community.

Gail continues to have close working relationships with both voluntary and statutory agencies. At present she represents ACNN at groups around the County which include Mansfield Accident Prevention Group, Nottinghamshire Older Persons Action Group, Ashfield Links, Action on Rural Care and Health (ARCH), Ashfield PCT’s Independence in Older Persons Group, Ashfield and Bassetlaw Peer Mentoring Group.

*For further information contact Gail Maxfield on 0115 841 4474.*

## Direct Payments Support Service

In the early part of 2003/04 we were in negotiations with the County Council (Social Services) concerning funding for a new service to encourage older people (aged 65 plus) to take up the option of Direct Payments for Social Welfare and Community Care.

Direct Payments are a cash-value alternative to “hours” of Community Care most frequently provided through traditional local authority home care or day care services or through agency workers.

Direct Payments can be complicated to set up and frequently involve the recipients taking on the role of an employer – recruiting personal assistants in respect of agreed tasks and managing the way their support package is provided.

Nationwide, older people have been slow to take up this option; often social services staff have taken the view that they (older people) “will not be interested” or “will not be able to manage”. Age Concern has challenged this view and, to their credit, Nottinghamshire Social Services were willing to consider financing an ACNN service to raise awareness of Direct Payments and support people who are in receipt of payments.

Whilst planning this service, ACNN and Nottinghamshire Social Services Department became aware of Department of Health funding through

a Section 64 Grant to establish precisely the kind of service that we had been planning.

ACNN submitted a grant application, supported by Nottinghamshire Social Services Department, and happily we heard in September 2003 that we had secured funding for an eighteen-month period (October 2003 to March 2005). Our target, over a period of eighteen months, was to encourage 80 older people to take up the option of Direct Payments. We also determined to create an information pack for Direct Payment users which could also act as a training resource for social welfare providers.

Anne Turner-Harrod and Helen Branson took up the posts of Direct Payments’ Manager and Administrative Assistant in the mid to late Autumn and achieved excellent results within a short period of time – helping eighteen individuals secure Direct Payments by the end of March with several others in the process of applying.

Anne and Helen have made progress with the information pack and have established strong and increasingly effective working relations with staff at Social Services area teams. They have worked with colleagues based at the Direct Payment Support Service to provide robust training to social services staff.

At the end of the financial year, it seemed likely that our Direct Payments Support Service would achieve a highly successful outcome

but from the very start of the new financial year we were faced with the prospect of County Council financial structures which seemed likely to severely limit access to Direct Payments so putting the ultimate success of our service in jeopardy. For the Direct Payment Support Service this is our most pressing challenge as we enter 2004/05.

*For further information contact Anne Turner-Harrod on 01623 488212.*

## **Equal Opportunities**

Age Concern Nottingham and Nottinghamshire has seen two major developments over the past year in the area of Equal Opportunities.

The Black and Minority Ethnic Elders (BMEE) Forum has been established. Currently, there are seven Forum members representing a variety of BME communities.

The Forum had its inaugural meeting in January and are currently developing a work plan for the forthcoming year. The Forum members are currently consulting with BME communities regarding a name for the Forum.

Forum members will arrange to meet with BME community groups to discuss the work of the Forum and leave a questionnaire for wider information/consultation. The work of the Forum has been featured on FIZA Radio.

The second initiative is the establishment of an Older People's Advisory Group.

ACNN is committed to actively involving older people directly in evaluating and shaping service provision, as well as using its expertise to monitor, evaluate and consult regarding the charity as a whole.

Older people are already actively involved with a number of aspects of the charity, particular emphasis being on the following:

- ❖ Involvement in what and how services are delivered
- ❖ Involvement in service evaluation
- ❖ Involvement in recruitment and selection of staff
- ❖ Involvement in the production of information and publicity
- ❖ Acting as a consultation group
- ❖ Involvement in the ACNN older people's advisory group
- ❖ Being represented on support and advisory groups
- ❖ Being represented on the Board of Trustees
- ❖ Being represented on older people's forums
- ❖ Having the opportunity to comment on the organisation via suggestion boxes in Bradbury House and all out-posted offices
- ❖ Having the opportunity to complete satisfaction surveys/questionnaires

The purpose of the Older People's Advisory Group is to:

- ❖ Evaluate ACNN services

- ❖ Be a consultation group regarding the development of new services
- ❖ Assist in making recommendations for future developments
- ❖ Evaluate national social policy and legislation
- ❖ Carry out research into the specific needs of older people
- ❖ Raise awareness of specific issues affecting older people

- ❖ Home Safety Team
- ❖ Hospital Discharge Service
- ❖ Luncheon Club Staff
- ❖ Patient and Public Involvement
- ❖ Service Manager
- ❖ Staying Put
- ❖ Training Department
- ❖ West Bridgford Visiting Scheme

The Older People's Advisory Group also had its inaugural meeting in January. There are currently eight members of the group. At the first meeting the focus of the group was discussed. It was agreed that as a starting point it was important to evaluate current services and group members have identified particular areas of interest within the organisation to evaluate. We carried out Access Audits at all of our premises during the last year. This enabled us to identify ways in which we could improve access to them by people with disabilities. An action plan has now been drawn up to take forward this area of work.

A total of 551 people applied for posts with ACNN during the year. These were to fill the following posts:

- ❖ Administration staff
- ❖ Advocacy Team
- ❖ Care Assistants
- ❖ Central Services
- ❖ Cleaner
- ❖ Community Support Service
- ❖ Direct Payments Team
- ❖ Executive Officer
- ❖ First Link Team
- ❖ Handy person

The following shows an analysis of these applicants:

| Gender of Job Applicants |     |       |
|--------------------------|-----|-------|
| Female                   | 332 | 60%   |
| Male                     | 216 | 39.5% |
| No response              | 3   | 0.5%  |

| Job Applicants with a disability |     |       |
|----------------------------------|-----|-------|
| Yes                              | 35  | 6%    |
| No                               | 493 | 89.5% |
| No response                      | 23  | 4.5%  |

| Ethnic Background of Job Applicants |     |       |
|-------------------------------------|-----|-------|
| Indian                              | 9   | 1.6%  |
| Pakistani                           | 10  | 1.8%  |
| Other Asian background              | 5   | 0.9%  |
| Asian British                       | 2   | 0.3%  |
| Black British                       | 1   | 0.1%  |
| White British                       | 91  | 16.5% |
| White English                       | 367 | 66%   |
| White Irish                         | 7   | 1.2%  |
| White Scottish                      | 6   | 1%    |
| White Welsh                         | 9   | 1.6%  |
| White and Black Caribbean           | 8   |       |
| White and Black African             | 2   | 0.3%  |
| Black Caribbean                     | 5   | 0.9%  |
| Black African                       | 8   | 1.4%  |
| Chinese                             | 5   | 0.9%  |
| Other                               | 16  | 2.9%  |
| No Response                         | 0   |       |

| Age Range of Job Applicants |     |       |
|-----------------------------|-----|-------|
| Under 20                    | 10  | 1.8%  |
| 21 – 29                     | 100 | 18%   |
| 30 - 39                     | 111 | 20%   |
| 40 – 49                     | 145 | 26%   |
| 50 – 59                     | 112 | 20.3% |
| 60 – 69                     | 45  | 8%    |
| Above 70                    | 20  | 3.6%  |
| No Response                 | 4   | 0.7%  |

| Sexual Orientation of Job Applicants |     |       |
|--------------------------------------|-----|-------|
| Lesbian                              | 5   | 0.9%  |
| Gay                                  | 2   | 0.3%  |
| Bisexual                             | 2   | 0.3%  |
| Heterosexual                         | 459 | 83%   |
| Prefer not to say                    | 17  | 3%    |
| No response                          | 66  | 11.9% |

| Area of Residence of Job Applicants |     |       |
|-------------------------------------|-----|-------|
| Ashfield                            | 41  | 7.4%  |
| Broxtowe                            | 59  | 10.7% |
| Bassetlaw                           | 10  | 1.8%  |
| Nottingham                          | 151 | 27.4% |
| Derbyshire                          | 39  | 7%    |
| Gedling                             | 72  | 13%   |
| Mansfield                           | 25  | 4.5%  |
| Newark and Sherwood                 | 23  | 4.1%  |
| Rushcliffe                          | 60  | 10.8% |
| Other                               | 30  | 5.4%  |
| No Response                         | 41  | 7.4%  |
|                                     |     |       |
| Nottingham City                     |     | 27.4% |
| Nottinghamshire County              |     | 52.6% |

For further information contact Diane Trinder on 0115 841 4471.

## First Link

First Link provides a home visiting service for people within Nottingham City aged sixty-five and over.

The service, which is now over a year old, secured a contract with Nottingham City Council Supporting People department to provide support to 169 service users in April of last year.

First Link aims to promote the independence of older people by enabling them to remain in their own homes. The support offered is short term and seeks to empower people to be able to live more fulfilling and comfortable lives.

The service is free, informal and tailored to the specific needs of each individual.

The service has continued to grow throughout the past year and some staff changes have been made. A new post of Assistant Manager was created and Simon Cook appointed. First Link now boasts three Co-ordinators with Paul Howard and Ruth Parkes joining Paul Brotherton. A new Clerical Assistant post has also been created to assist our Administrator Graham Dennett.

The office-based staff provide support and guidance to our team of forty Community-based Support Workers who provide direct support to our service users, usually visiting people at home on a weekly basis.



The support staff bring a large range of different skills and experiences to First Link which is mutually beneficial to other staff and service users.

Service users are currently entitled to an average of six hours' support a week. Our aim is to assist service users in many areas in order to help them keep their independence and maintain their accommodation.

First Link closely follows the Supporting People criteria in the way that service users are assisted. Our role is to offer short-term housing related support focusing on empowering clients to take a greater control over their lives. Our Support Workers work towards agreed outcomes involving the service user at all stages.

The support offered is diverse and sometimes very challenging. There are some clients refusing intervention from other services but who are happy to have our help. Support Workers have found themselves dealing with a number of challenging situations. For example:

- ❖ Domestic violence
- ❖ Alcohol issues
- ❖ Mental health issues
- ❖ Bereavement
- ❖ People who have been victims of crime
- ❖ Financial abuse
- ❖ Neighbourhood disputes
- ❖ Family conflicts
- ❖ Disability and Health issues

All these situations require great skill, tact and delicacy in order to achieve results.

Many service users have sent us thank you letters expressing their gratitude. The following are just some of the inspiring comments received:

***“First Link turned my life around”***

***“makes you feel better in health”***

***“has made a big difference to my life”***

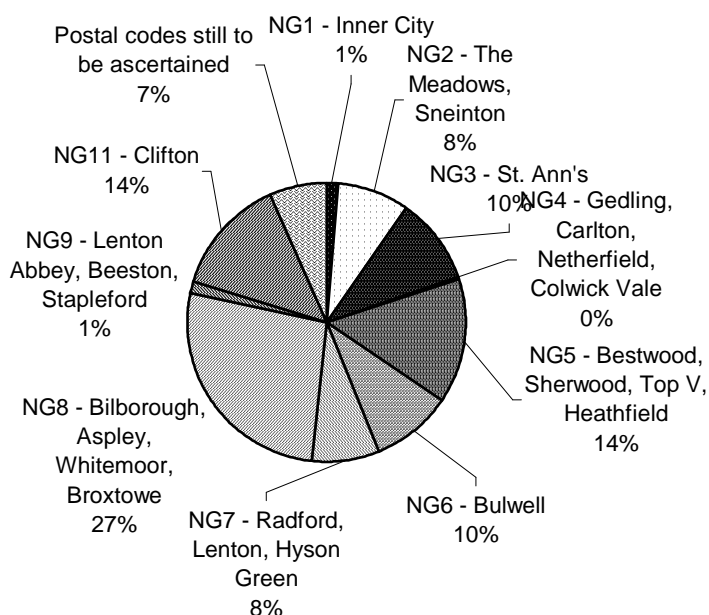
***“I can't thank you enough for being there”***

It is kind words like these, plus the numerous donations that are sent in to Age Concern that assures us all at First Link that we are providing a valuable service to the local community.

The past year has been an eventful one that has seen First Link grow to its full capacity. What does the future hold for First Link? There will, hopefully, be a period of consolidation where we continue to place the emphasis on short-term housing related support. First Link will, in the near future, also have a user group to oversee its development and also hopes to continue to foster greater links with Black & Minority Ethnic groups and individuals.

The following graphs illustrate the area in which our current service users live and also who has referred to the scheme thus far.

## Location of Service Users



For further information regarding the First Link Service contact Simon Cook on 0115 859 9202.

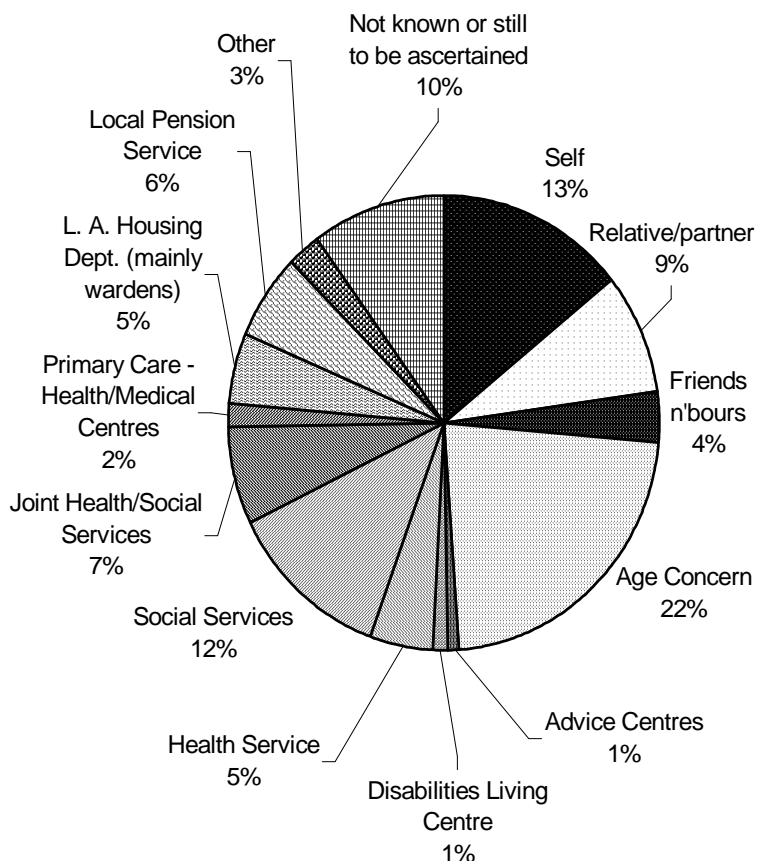
## Fund Raising Report

The charity had a total of £124,866 of donations and legacies during 2003/4. This compares to income of £235,508 in 2002/3 giving a reduction in donations and legacies of £110,642.

It should be noted that the income in 2002/3 included two substantial legacies amounting to £127,396. If these are excluded the income for 2002/3 was £108,112. The underlying trend, excluding these two legacies, shows a small increase of 15%.

Age Concern England conducted a pilot Street Fundraising initiative in the East Midlands which resulted in a share of the income generated to ACNN of £2,379.

## First Link Referrers



We continue to receive support from a number of grant making trusts that ensure we can continue to provide our services.

Our volunteer fundraiser, Hughbert Edge, continues to assist us with our fundraising efforts, in particular researching and applying for funds from grant making trusts.

A wide-ranging review of fundraising by Age Concerns across the country has taken place at a national level by the Age Concern Income Generation Partnership. The review has now published recommendations that are



currently being considered by our Board of Trustees.

If the Board decides to participate in the new fundraising initiatives this would offer a mechanism to develop our legacy fundraising, fundraising from individuals, corporate fundraising and event fundraising.

Two other major national initiatives look set to be established in 2005. Both are confidential at the present time but these are likely to have a positive impact on our fundraising in the future.

*For further information contact David Timcke on 0115 841 4485*

## **Group Support Worker**

A Group Support Worker was appointed in October to primarily support Age Concern federation member groups in the county. There are currently seven Age Concern federation member groups throughout the county, which are based at Carlton, Eastwood, Harworth, Hucknall, Mansfield, Newark and Warsop.

The Group Support Worker, Nicky Wheddon, has been working with groups to establish the support that they require. To date, a considerable amount of support has been requested in areas such as:

- ❖ assistance with employment contracts
- ❖ setting up policies and procedures
- ❖ health & safety matters

- ❖ fundraising
- ❖ assistance at meetings
- ❖ assistance with transport problems
- ❖ requests for information on a variety of subjects including CRB checks, JANet, insurance, accounting and employment law

Nicky has already been able to provide some assistance to groups. This has included starting to set up policies and procedures, employment contracts, providing support at meetings with statutory bodies and providing some of the advice and information that groups have requested.

The Support Worker has liaised with Age Concern England (ACE) to help one group claim a legacy and, with the help of Gail Maxfield, the Development Officer, has prevented the closure of a day centre.

In response to groups' requests for help with fundraising, a fundraising workshop was held and Nicky Wheddon supported Derek Ferguson, the groups' regional representative with this event.

The Support Worker is encouraging an environment of mutual support amongst the groups and establishing closer links between the groups and ACNN. She is trying to make groups aware of the support that is available to them from ACE and the federation and helping groups to take advantage of ACE fundraising activities.

Over the coming year the Support Worker will assist groups with the issues they have highlighted. With the

backing of ACNN, Nicky has arranged a Health and Safety Workshop for the Trustees of groups, which is due to take place in June.

A further workshop is scheduled for July to cover the new Age Concern Quality Standards checks that are due to commence in September this year.

ACNN was pleased to support the following organisations with their work with older people and have assisted them in obtaining funding from Age Concern nationally:

- ❖ Broxtowe African Caribbean Social Organisation (£120 towards the purchase Arts & Crafts material)
- ❖ Skegby Community Luncheon Club (£1,000 towards the employment costs of a Kitchen Supervisor/Cook)
- ❖ Rainworth Over 50's Club (£60 towards the purchase of tapes, cds and a hand microphone)
- ❖ Woodhouse Road Family Life Centre, Mansfield (£500 towards their Cultural Reminiscence activities)
- ❖ Blidworth Darby & Joan (£120 towards the purchase of a tea urn)
- ❖ Costhorpe Vintage Club, Worksop (£120 short tennis/badminton equipment)
- ❖ Ravenshead Day Centre (£800 towards chiropody visits)

*For further information contact Nicky Wheddon on 0115 972 4813.*

## **Home Maintenance Service**

The Home Maintenance Service (Greater Nottingham) continues to be in great demand by older people.

The aim of the Service is to carry out small jobs for older people, for example:

- ❖ mending kitchen cupboards
- ❖ replacing taps and washers
- ❖ installing lever taps
- ❖ putting up shelving
- ❖ fixing grab rails and second stair rails

Marie Smith, one of Staying Put's Housing Advisers, continues to support Ken Keeton, our Handyperson, by taking details from clients and other referrers over the telephone and then planning the work, completing the relevant paperwork and monitoring all visits carried out by either contacting the client by telephone for feedback or sending out a Customer Satisfaction Questionnaire. This system continues to improve time efficiency and ensures that the client is informed of other choices available, if required.

Ken has carried out 397 jobs during the last financial year compared to 352 the year before. We have also referred 378 older people to our approved gardeners and 375 to our approved decorators.

The service relies on donations from individuals, companies and charitable trusts. We are again very grateful to the Skerritt Trust who continue to support the valuable work that the Home Maintenance Service provides across Greater Nottingham.

In September 2003, ACNN were fortunate to secure funds from Nottingham City Council, Social Services Access, Systems and Capacity Grant, to employ a second Handyperson. The initial sum was £10,000 ring-fenced money to be allocated for the Home Improvement Agency (Staying Put) and, with the support of our Project Officer, Nigel Tandy, from Nottingham City Council, we increased the amount to £37,000, purchased a new van and employed Brian Foster to work with Social Services, Nottingham City PCT, Intermediate Care, Nottingham City Hospital, The Queen's Medical Centre and Preventative Adaptations Scheme (PADS) to ensure safe discharges from hospital.

Brian started with ACNN in November 2003 and has already carried out 84 visits. Work undertaken has included such things as installing grab rails, banister rails, fitting chair raisers and replacing taps & washers.

Brian is also working with our Safe and Sound team to install various items of security and safety measures around clients' homes and has recently fitted over 70 ceiling burglar alarms supplied by Nottinghamshire Police for an area of Nottingham that has been a particular target for burglars.

A second Handyperson has been of great benefit across the City and older people are now only waiting a few days for a visit. The priority for Brian is to work with the above services to assist in the facilitation of safe discharges from hospital.

Again, Marie Smith supports this service by taking telephone calls, booking in jobs and generally advising the clients on the work we can do in addition to signposting them to other services where required.

*For further information contact Darren Barker on 0115 859 9265.*

## **Home Service**

The Home Service pilot, which has been running for three years, ended, as planned on 31<sup>st</sup> March this year. The service had the aim of comparing ways that six very different Age Concerns could fit a model service into their existing organisations.

During the three-year pilot period each service provided data for Age Concern England and The Department of Health on a three monthly basis, with the six co-ordinators meeting every two months to discuss progress.

The whole service has been monitored by an independent assessor who evaluates all the data together with the problems and the successes of each pilot. As a result of the pilot a final model and report has been produced to enable other Age Concerns across the country to learn from our experiences and develop similar services.

The Home Service Pilot Scheme was based on seven core services, many of which our organisation already catered for, with the exception of a vetted Traders List. It was decided that this would be an excellent service to provide at the end of the pilot scheme enabling our organisation to help in the fight against bogus callers and doorstep rogue traders.

To this end, we have been approaching various companies and services that carry out work in people's homes so that they will apply for inclusion in the register. The traders must be prepared to meet a number of requirements which are very similar to those needed by Nottingham City Council and the Trading Standards Quality Builders Scheme.

An attractive leaflet and a simple advice sheet has been produced explaining to older people how to contact the register and the steps they should take when dealing with traders and companies carrying out work on their properties.

On contacting our services, the client will be offered a number of companies from our lists with a request that we can contact them at a later date to carry out a satisfaction check on the work if they used any of the companies offered.

The administrative work is supported by one volunteer and by our Home Service Co-ordinator, Derek Green.

As from 1<sup>st</sup> April 2004, the Traders Register has replaced the previous

lists in circulation and, as from now, is fully operational with more companies applying to be added.

To date, 39 companies are fully vetted, 15 are currently in the vetting process, with a further 17 having requested application packs.

The types of applicants not only contain the building trades but include white goods repairs, removal companies, carpet fitters and, at long last, a mobile hairdresser.

Early signs are that it will be a very well used service as in the lead up to going live 34 clients have already had companies allocated, especially since a local community newspaper has given the service free publicity.

*For further information contact Derek Green on 0115 859 9267.*

## **Human Resources**

The effective management and development of people at work is seen as critical to successful organisational performance.

The last two years have seen a major change in the organisational structure of ACNN with an increase in staff numbers to nearly 150 in April 2004 from 85 in April 2003. This increase is the result of the expansion of existing services and the development of new ones.

With these major changes in mind, it was decided to undertake a study of staff attitudes towards the changes

using the Investors In People (IIP) review days. Our IIP assessor, Neil Gobby, questioned staff around key issues relating to the increase in staff numbers and services offered by ACNN. The results of this survey were encouraging in that the vast majority of staff feel the expansion of both people and services has been communicated effectively and is helping to increase awareness of their own roles and services to service users.

ACNN was successfully reviewed in July of 2003 for its IIP status with Mr Gobby commenting that there is a continuing high 'esprit de corps' of employed and volunteer staff. He attributes this to the managers and types of opportunities within ACNN.

The criminal records check process through the Criminal Records Bureau is now fully operational within ACNN. All new staff and volunteers are being checked where their role requires a check to be completed. The process has now been extended to include existing staff and volunteers. The following are new services developed by ACNN in 2003/4:

- ❖ Safe and Sound (3 posts)
- ❖ Direct Payments (2 posts)
- ❖ PPI (7 posts)
- ❖ Eastwood Shop (3 posts)

Notable expansion has happened within the following services:

- ❖ Training (1 post)
- ❖ Advice & Information (1 post)
- ❖ Group Support Worker (1 post)

#### ❖ First Link (4 posts)

Labour turnover continues to be well below average with an average annual percentage of 2.6% of staff leaving the Charity. In correlation to this, labour retention is well above average with the percentage of staff employed for one year or more at an annual average of 70%.

*For further information contact Tara Dunseath on 0115 841 4464.*

## **Information and Advice Service**

At the end of the Information and Advice Service report for 2002/03 it was forecast that 2003/04 would present us with a bumpy ride. This was accurate – but we have managed to come through it!

As we enter 2004/05 the Information and Advice Service is better resourced in terms of staff than ever before, has a strong and dedicated core of experienced volunteers which has been augmented by a crew of freshly trained volunteers. This means we are well placed to engage in campaigning and awareness raising on issues of interest and importance to older people, and which can be a strong support to colleagues providing other services throughout ACNN.

For the seventh year in succession, we succeeded in achieving welfare benefit gains of over £1,000,000 – well in excess, in fact, and, pleasingly, the year saw an increase in our activities in the north of the County.



Disability and Carer related benefits dominated casework, as usual, and home visits to help frail, disabled and housebound older people occupied the majority of the 1,400 hours of endeavour donated by the volunteers who remain crucial to the success of our service.

The introduction of Pension Credits, in succession to Income Support Minimum Income Guarantee, from October 2003, was a highly significant event and one for which we were well prepared, training in how to calculate entitlement to the new payment having been arranged well in advance. We worked closely with the Pension Service to promote take up of the new benefit and ran a number of “drop-in” advice sessions which particularly featured Pension Credits. Thousands of older people throughout Nottinghamshire will eventually feel some advantage as a result of this initiative; the “roll-out” of Pension Credit will continue for at least another year to eighteen months.

Zabina Kauser, who joined us as an Advice Worker in late 2002, has gained in experience during the last year and has been of great help in allowing us to offer Welfare Benefits advice to Asian elders – this is of particular importance as we strive, as an organisation, to develop links with, and services for, older members of minority ethnic groups. Access to Welfare Rights advice can often lead to relevant housing, health and social welfare provision.

During the year we maintained our involvement with the Age Concern Information and Advice Network (East Midlands). Of particular note, during the year, was our decision to take responsibility for producing a guide to advising on matters related to Residential and Nursing Home Care. This resulted in the appearance (February/March 2004) of a training resource entitled Paying for Care which is now in use throughout the Age Concern Federation.

In the early summer of 2003, we responded to an opportunity to engage with Help the Aged to construct a Welfare Benefits Take-Up Service for North Nottinghamshire (Ashfield, Mansfield, Bassetlaw, Newark & Sherwood areas).

The primary purpose of this service was to encourage take-up of the new Pension Credit by older people and this was to be accomplished by promotional activities – in speaking to members of pensioner clubs, societies, and health-related self-help groups; through advice work on behalf of individuals, and through partnership working with the Pension Service and with colleagues from other advice giving agencies.

That Help the Aged, who had secured British Gas funding for this work, should look to ACNN as a partner speaks volumes for the relationship that we have developed, in other areas of work, over the previous twelve years.

In October, Kevin Winship was appointed to this new post, giving us an Advice Worker in North Nottinghamshire for the first time in eighteen months. Kevin is based at our Northern Office in Mansfield and, over the course of two years, has a target of £1.5 million in benefit gains.

All in all, then, 2003/04 saw significant advances for the Information and Advice Service and we ended the year in a stronger position than had been the case at the start of the year. With good fortune we may grow further during the year ahead but, as always, we depend upon successful funding applications and competition is fierce.

*For further information contact Ken Hazard on 0115 841 4453.*

## **Kindred Spirits Service**

The aim of Kindred Spirits is to reduce the social isolation experienced by older people living in Nottinghamshire.

Those in Kindred Spirits receive a monthly newsletter detailing social activities in which they can participate. These include coffee mornings, bus trips, walks, theatre trips, lunches and local visits. Kindred Spirits are free to be involved as little or as much as they prefer. Many of the activities available are run by the Kindred Spirits themselves.

All Kindred Spirits are actively encouraged by the Co-ordinators to be involved in the service. For example, if there is a particular interest that they wish to pursue, they are encouraged to

discuss their idea with the Co-ordinators and be involved in the set-up and organisation of the activity.

There are currently 1300 older people using the Kindred Spirit Service with an average of 25 new referrals per month.

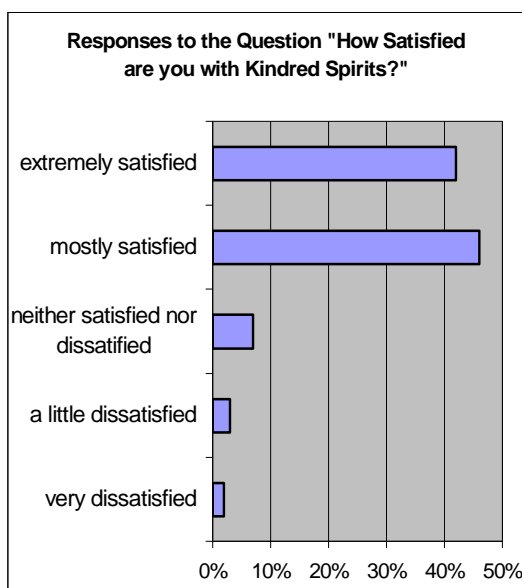
There has been a change in the referrals process this year. New applicants using the service in Nottingham are now given the choice of coming to an "Introduction Morning" at Bradbury House. Approximately 12 new applicants are invited and the Co-ordinator gives an overview of the service. These have been greeted immediately with much enthusiasm by attendees as they get to meet other Kindred Spirits. Home Visits are still available for those who prefer, but the vast majority of new applicants have so far opted to come to introduction mornings.

This year's annual forums have been very successful. Kindred Spirits had very productive discussions in groups resulting in valuable comments and feedback. It was also an excellent opportunity for the Co-ordinators to speak about the aims and future plans of the Kindred Spirits Service. A number of attendees described it as both a useful and enjoyable session.

Results from a recent service user satisfaction survey clearly demonstrate the continuing success of the service. For example, 89% of respondents said that before joining Kindred Spirits they would describe themselves as "**incredibly lonely**", "**often lonely**" or "**sometimes lonely**". When asked

how lonely they felt since joining Kindred Spirits 68% said that now they felt either **“not at all lonely”** or **“much less lonely than before”**. An additional 31% said they felt **“a bit less lonely than before”** and just 1% said they **“still felt lonely”**.

The following graph shows the percentage of people choosing a particular response when asked the question “How satisfied are you with Kindred Spirits?”.



The following are some quotes from Kindred Spirits from the survey:

***“I’ve got more friends now than I’ve had in my whole life!”***

***“It has helped me get over a great loss”***

***“This project has been one of the best things to happen in Nottinghamshire”***



***“Kindred Spirits opens up a new way of life for people living alone”***

***“Kindred Spirits opened up a social life I wouldn’t otherwise have had”***

For further information contact Tracy Morley on 01623 488211 for North Nottinghamshire or Sophie James on 0115 841 4473 for South Nottinghamshire.

## **Nottingham City Hospital Discharge Service**

The ACNN Hospital Discharge Service has been operating for the last eight years. Lesley Williams has been one of the Co-ordinators for the past two years. Nigel Cruickshank who formally worked as a support worker with our First Link service recently joined her.

The Hospital Discharge Service continues to provide free, short-term support to people aged 55 and over following a stay in Nottingham 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 volunteer can help with include:

- ❖ shopping
- ❖ pension collection
- ❖ paying bills
- ❖ prescription collection
- ❖ social visits
- ❖ monitoring



❖ light 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 areas covered by these PCTs. They can be receiving assistance from other agencies, such as Social Services, as the Hospital Discharge Service aims to complement these services not replace them.

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

All adult wards at the City Hospital display the service's posters and have leaflets available. A successful update programme is in place to ensure all new ward staff are informed of the service.

When a referral is made to the service, a Co-ordinator visits 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-ordinator gives them a leaflet with their contact number on and will arrange a follow-up telephone call after their discharge from hospital.

The Co-ordinators contact the volunteers with relevant details and ask them to phone the client to introduce themselves and arrange a time for a visit. The Co-ordinators

keep in close contact with the volunteers whilst they are visiting to provide support and advice if needed.

Volunteers are essential to the scheme. Therefore, support, training and meetings for volunteers are planned to ensure that their needs are looked after. During the year a number of campaigns to recruit volunteers have successfully found 10 new volunteers which brought the number of volunteers up to 30. We really appreciate the work that the volunteers undertake that makes such a difference to the quality of life of the older people who use the service.

During the year, the Hospital Discharge Service helped 697 older people being discharged from the City Hospital, the average age being 79.

On-going evaluation is carried out to ensure that the Hospital Discharge Service meets the needs of older people and the changing discharge pattern of the City Hospital. The Support and Advisory meeting that was held in January confirmed the positive value of the scheme to patients leaving the City Hospital. The scheme continues to be valued by social workers and ward staff.

*For further information contact Lesley Williams or Nigel Cruickshank on 0115 962 7993.*

## Patient and Public Involvement in Health Initiative

The Patient and Public Involvement in Health Forums (PPI) are exactly what they say they are – Forums to get patients and the public involved in, and to have a say in, health and health services within their own communities.

The Forums work by bringing people together from all walks of life, everyday-people who have experiences of using the NHS Services and would like to have their opinions heard. However, the Forums are different as they have been laid down by law and they are quite unique as they do have legal powers that can make a difference.

The Forums will have various roles in helping to shape the NHS Services:

- ❖ They will make recommendations and reports to the NHS which will be based on the views of the patients and carers who have been involved with a particular health service and also on the daily delivery of services that are on offer.
- ❖ They will shape decisions which are important. For instance, influencing local and national decisions, using a network of forums across the UK.
- ❖ They will provide advice and certain information to carers and patients about the services which affect them.

- ❖ They will be able to monitor many different areas but they will include the effectiveness of local patient and advice liaisons services (PALS)

The Forum Members get involved with the community and find out what their opinions are and, armed with this information, they can make a difference. The Forums are totally independent and not biased in any way. The Forum Members will watch over the quality of local healthcare.

The Department of Health set up the Commission for Patient and Public Involvement in Health (CPPIH) on 1<sup>st</sup> January 2003 to establish the 575 PPI Forums for each of the NHS Trusts in England.

The Commission invited organisations to bid for the contracts to support these Forums. Age Concern Nottinghamshire Trading Limited successfully tendered for the contract to become the Forum Support Organisation (FSO) for South Nottinghamshire. We support Forums associated with the following NHS Trusts:

- ❖ East Midlands Ambulance Service
- ❖ Rushcliffe PCT
- ❖ Gedling PCT
- ❖ Nottingham PCT
- ❖ Broxtowe and Hucknall PCT
- ❖ Queens Medical Centre
- ❖ Nottingham City Hospital

We work closely with the Carers Federation who are the FSO for forums associated with NHS trusts in the North Nottinghamshire area.

We recruited a team of seven people to support the forums:

- ❖ Sandra McLelland – Team Manager
- ❖ Kevin Grant – Forum Co-ordinator (East Midlands Ambulance Service)
- ❖ Mark Blaney – Forum Co-ordinator (Rushcliffe and Gedling PCTs)
- ❖ Tim Hatton – Forum Co-ordinator (Nottm City and Broxtowe and Hucknall PCTs)
- ❖ Gerry Molumby – Forum Co-ordinator (QMC and City Hospitals)
- ❖ Kate Greaves – Administrator
- ❖ Ian Elliot – Administrator

The Team are based in their recently acquired office on Humber Road, Beeston.

Over the past few months there has been an extensive recruitment process for people to join the Forums in the early days, the Team went out and about raising awareness of the PPI Forums by attending health days, having displays in supermarkets, leisure centres and many other public places. Recruitment is currently on-going and new members are still being recruited and joining existing Forums as and when the opportunity arises.

The Forum Co-ordinator roles are purely as a support function. They will assist the members in liaising with NHS authorities, set up meetings, carry out research, facilitate meetings, if required, and generally co-ordinate

whatever is requested via the Forums and their members.

A National Launch for this initiative was held in London on 11<sup>th</sup> February 2004 and this received radio/press coverage and was a very successful day with many senior officials, FSOs and Forum Members being present. Rosie Winterton MP, Minister of State for Health, met with and talked to Forum Members from across the country and had some very positive things to say about PPI and their hopes for the future.

The Team are very enthusiastic, hard working and committed to their new roles and are now looking forward to assisting the Forums so that they can reach their objectives and goals to reshape the NHS Services of the future.

*For further information contact Sandra McLelland on 0115 919 5823.*

## **Patients' Representative Services**

The Patients' Representative Service continues to provide an Advocacy, Information and Support Service for older people using the South Corridor of Nottingham City Hospital and Sherwood Day Hospital. ACNN would like to thank Nottingham City Hospital for the funding it provides for this service.

The co-ordinator of the service is Jackie Shepherd who has, on average, 20 open files each month. The hospital staff are very supportive of the

service and offer the following comments:

***“It is a good service which the patients find useful and supportive”***

***“The patients like a service in the hospital which is independent and represents older people”***

***“It is a service which always responds to patients’ concerns and worries, however large or small”***

The Patients’ Representative has recently been asked to be part of a scrutiny group where issues of concern for older patients are considered.

One example of our work relates to an 81 year old woman who lives alone who was referred to the service. She wanted to change her community care service provider as she had some issues regarding the care provision. The co-ordinator supported the patient to apply for Direct Payments, which was successful. This has enabled the patient to remain independent and have a choice with regard to her care.

Sandra Clarke is the Patients’ Representative based at the St. Francis Unit and St. Andrew’s Lodge. Nottinghamshire Healthcare NHS Trust supports this service financially.

The service remains busy providing support, information and representation to patients aged 60 years and over who have mental health problems. It covers the two admission assessment wards, the day

hospital and all three units at St. Andrew’s Lodge. The service also provides support to relatives.

Referrals this year remain consistent with an average of between three and five a month. The cases remain varied and wide ranging. One significant change noted this year is how some cases have become more complex requiring longer involvement by the Patients’ Representative to see issues through.

One example of a referral received by the service this year is as follows:

A patient on the ward currently finds himself homeless following his estrangement from his spouse and, more recently, eviction from his lodging following a bout of heavy drinking and then finding himself in a police cell before being admitted to hospital.

The patient had been convicted of grievous bodily harm against his spouse some months ago and had served a prison term for this crime.

Not only did he find himself homeless, he had no access to any money or belongings due to a court order preventing him from returning to the family home, or having any direct contact with his spouse. The patient had also lost a bankbook which was his only means of financial support.

The Patients’ Representative took instructions from the patient to contact a solicitor who had knowledge of the patient’s circumstances to establish

where divorce proceedings were at and to organise an appropriate time for him to return home to retrieve some of his belongings.

The Patients' Representative also ensured a social worker was allocated to help with trips home and to sort out the patient's state pension, as it was established that the patient had not been receiving what he was entitled to. The Patients' Representative is currently supporting the patient through his transition into care.

The Patients' Representative is not always able to obtain service user feedback, mainly due to the nature of the client's illness.

The feedback obtained from staff referrals is positive; they see the service as essential and useful for obtaining and highlighting other services available. They also support the independence of the service.

Ruth Coffey and Julie Troake are the Patients' Representatives based at Highbury Hospital. Ruth 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.

The two posts are part funded by Nottinghamshire Healthcare NHS Trust and Rushcliffe Primary Care Trust (PCT).

Funding has recently been made available from Nottinghamshire County Council Social Services Department

for Ruth to support Social Services clients at the Day Unit as well as Health Service clients.

Julie visits the Nottinghamshire Healthcare Trust wards at the QMC – B50 and A23. She also covers all the wards at Lings Bar Hospital at Gamston and Parkside Day Centre, which is also at Lings Bar. Some of the wards at Lings Bar are managed by Rushcliffe PCT.

On average, the Representatives receive fifteen new referrals each month from both Nottinghamshire Healthcare Trust and Rushcliffe PCT

Over the last year Julie and Ruth have attended a variety of meetings within the Trusts. Ruth attends monthly Essence of Care meetings within Nottinghamshire Healthcare Trust – a benchmarking initiative monitoring best care practice within Health settings. Julie attends the Rushcliffe PCT Older People's Mental Health Group.

A couple of examples of cases over the last year are as follows:

Ruth accompanied a visually impaired client to a court attendance. The client felt that having Age Concern support enabled him to represent himself with confidence and was satisfied with the outcome of the hearing.

Julie has supported carers and patients over various difficult discharge issues. One such case involved the wishes of the carer to support the patient at home with appropriate support.

Both Representatives have been involved in liaising with the Court of Protection to secure the best outcome for clients' financial interests and well-being.

Julie and Ruth continue to promote the service by giving talks to Healthcare professionals. The Support and Advisory Group meets on a quarterly basis and provides a forum in which to identify relevant themes and raise specific issues.

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

- ❖ Pension credit applications and Direct Payments
- ❖ Support finding suitable residential accommodation/nursing homes
- ❖ Supporting patients/advocacy regarding staying in their own homes
- ❖ Referral on to other support services
- ❖ Liaising with patient and advice liaisons services
- ❖ Appeals
- ❖ Arranging a solicitor
- ❖ Assisting in accessing funding for care and equipment for use at home
- ❖ Complaints about service quality

Positive outcomes include:

- ❖ Benefits reinstated
- ❖ Patients empowered to make informed choices regarding their care

- ❖ Delayed discharge issues resolved
- ❖ Patients enabled to access independent legal advice
- ❖ Ongoing support provided for older people who are having to make difficult decisions

*For further information contact Diane Trinder on 0115 841 4471.*

## **Residents' Representative Service**

The Residents' Representative Service Co-ordinator is Denise Cuitto, who has now been in post for three months.

The Residents' Representative Service provides advocacy, representation, advice, support and information primarily to older people with mental health issues living in care homes in Broxtowe, Gedling, Hucknall, Nottingham and Rushcliffe.

We are grateful to Nottingham City and Nottinghamshire County Social Services Departments who provide funding towards this service.

The service is available for residents who may need advice, advocacy, representation or who need to discuss in confidence, a problem or a query.

The service receives a large number of referrals each year from relatives, care home managers, other social care professionals and voluntary sector organisations.

The Residents' Representative deals with a wide range of issues, some of which can be serious. These are



always dealt with in a free, confidential and independent manner. Issues that have been dealt with this year include:

- ❖ assisting people to move residential homes
- ❖ advocating for residents who may be having problems relating to the care they receive
- ❖ advice in setting up enduring power of attorney
- ❖ support and representation regarding possible or actual financial abuse
- ❖ advocating for service users where disputes arise between themselves and other family members in relation to their residential/nursing care

The co-ordinator has sought to increase the levels of awareness about the services within homes and amongst other social care professionals. A mail shot of leaflets and information has been sent to all Residential and Nursing Homes in the City and in the south of the County we hope this will lead to an increase in awareness of the service.

The number of cases dealt with per month still remains constant with an average of 5.4 new referrals each month. The total number of people using the service this year is 388 and the number of new service users during 2003-2004 is approximately 70.

The service also dealt with a number of general enquiries to the service from people requiring advice, guidance and assistance.

There has been an increase in partnership working with social care professionals and managers of homes over the last year.

The Residents' Representative Service continues to have positive impartial communication with the National Care Standards Commission. We now have named contacts within this organisation who are aware of the work of the Residents Representative Service.

The Residents' Representative service, along with the Patients' Representative Services are now meeting monthly to share ideas, knowledge, experience and expertise to look at ways to develop their individual services still further for the benefit of service users.

All this work reflects a service that continues to grow in strength and popularity and this growth clearly shows the service to be crucial for those living in Residential and Nursing Homes.

*For further information contact Denise Cuitto on 0115 841 4468.*

## **Safe and Sound Service**

The Safe and Sound Home Safety Service was launched as a one-year pilot scheme in September 2003. It is aimed predominantly at homeowners, aged 60 years or over, living in the Nottingham City area.

The service helps older people to stay as safely and independently as

possible in their own home by visiting them to carry out a home safety check. This enables the Safe and Sound team to identify and advise on hazards that could lead to a fall or accident, with the focus being on prevention rather than reaction.

Safe and Sound is funded through the Neighbourhood Renewal Fund and Nottingham City Council's Voluntary Sector Investment Programme. Home safety and avoidable injuries is identified as a priority in Nottingham City Council's Strategy.

Our service fills a gap in services and is helping to raise the profile of home safety and avoidable injury, in line with the aims of the NHS National Plan 2000.

The service helps to reduce the number of older people requiring hospital and health services due to an accident in the home, thereby improving people's quality of life, independence and life expectancy.

The team consists of three full time staff, Paula Bailey, Home Safety Co-ordinator, together with Tim Bond and Trevor Hackworth, Assistant Home Safety Co-ordinators.

So far, the Safe and Sound team has undertaken 170 Home Safety Checks, well on the way to the target of 300 visits by the end of September 2004.

An example of the work of Safe and Sound involved a 71-year-old lady in St Ann's who was living on her own. Her main worries were about home

security and getting up and down the stairs.

Having looked around the home there were a few other issues too. There were no smoke alarms in the house, there were loose rugs and carpets and the electrics looked extremely old. We sent a referral form to the Preventative Adaptations Scheme (PADS) for them to fit a security chain to the front door, smoke alarms upstairs and downstairs, a second handrail to her stairs and threshold strips to secure carpets.

We advised that rugs should ideally be removed or at least taped down to avoid tripping over them. Lastly, we referred her to our Staying Put Service to see if she was eligible for a grant to re-wire her home.

Our service has managed to reach people in every Nottingham City Council ward and 19% of our visits have been to older people from non-white ethnic backgrounds. 55% of our service users have been aged 75 or over, of which 68% have been female. Of the people we have visited so far, 44% have had at least one fall in the past year.

One of the keys to our success so far has been the development of good partnerships with many external organisations involved in avoidable injury, including Intermediate Care at Nottingham City Primary Care Trust, the PADS, Disabilities Living Centre, Nottingham City Council Public Health, Housing and Social Services, Healthy Housing, Nottinghamshire Fire and



Rescue Service, Nottinghamshire Constabulary and Dr Jeanette Lilley, Lecturer in Applied Gerontology at the University of Nottingham's Division of Rehabilitation and Ageing.

One example of this joint working has involved Safe and Sound working with the police to install ceiling burglar alarms in a specific area of Nottingham that has a high burglary rate. Such joint working ensures that older people receive a comprehensive service to help them achieve improved quality of life.

The feedback that we have received suggests that our service is needed and is making a difference to older people's safety in the home. 100% of our service users have been satisfied with the service they received from Safe and Sound. Here are some of the feedback we have received:

***'An excellent service which has made us aware of safety issues in the home'.***

***'Very well informed and glad of the help'.***

***'I was feeling so poorly and depressed then you came and listened and advised me and it was like being visited by friends. Thank you very much'.***

We are endeavouring to secure further funding to enable this service to continue to benefit older people in Nottingham.

*For further information contact Paula Bailey on 0115 841 4475.*

## **Senior Link Service**

The Senior Link Service is a joint initiative with Help the Aged. The system not only provides for 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, it 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 providing the installation and initial training in the use of the Senior Link units.

There is still a growth in demand for the service and there has been a notable increase in the number of Social Services referrals, especially within the Mansfield area. This we feel is down to price and availability. There has also been an increase in the number of units purchased by clients who are unable to meet the criteria for a loan unit.

The Co-ordinator, Derek Green, is supported by a trained volunteer who helps during peak ordering periods for one day a week covering the Greater Nottingham area. During the Christmas period the Nottingham Senior Link Service fitted a record 31 units in the homes of clients.

This year, there have been 400 visits to clients of which 228 were initial visits, out of which the service has supplied and fitted 172 Senior Link units. Reasons for none service supply is varied, ranging from hospitalisation, lack of key holders, existing pull cord systems or a change of mind.

*For further information contact Derek Green on 0115 859 9267.*

## **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/occupiers' properties in the City of Nottingham. The agency works in partnership with, and is supported by, Nottingham City Council, the Supporting People Programme and the Skeritt Trust.

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

Paul Howard left Staying Put to move on to the First Link Service in August 2003 and we appointed Paul Gallanagh to the team in September. Paul's skills and experience have

added to the all-round knowledge of the Staying Put Team which enables us to give our service users a high standard of advice and support with their housing needs.

Staying Put has had another busy year dealing with 1,658 enquiries from older people and helping 285 older people access grants that have helped them remain safely and independently in their own homes. The total capital cost of this work during 2003/04 was £644,797.

Staying Put staff continue to refer older people, where appropriate, to the Healthy Housing Referral Project to enable them to access energy efficiency measures. John Matthew also continues to train staff and volunteers on Energy Saving in the home so they can advise older people of the benefits of energy efficiency.

Staying Put also continues to work with organisations such as the Disability Living Centre, where the occupational therapists have, again, been extremely helpful in assessing older people for bath lifters. The Safe and Sound Service now oversees all requests and visits for bath lifters. We now have 25 bath lifters in use across Greater Nottingham.

We also continue to work with (Preventative Adaptations Service (PADS) to install items such as grab rails and second stair rails and all members of the Staying Put team, along with other Service Co-ordinators, took part in an information exchange session with the PADS team during

March to ensure that all staff members could advise older people of what services are available to them.

One example of the work that Staying Put has carried out relates to an older gentleman in the early stages of dementia who was referred by Social Services. He lived alone in a three bedroomed house and when the caseworker visited the property the inspection revealed that the roof was beyond economical repair and some of the windows were rotten and that his only source of heating was a gas fire in one room. His family was also concerned about several issues and, after discussing how Staying Put could help, they offered to make a financial contribution as they wanted their father to remain safe and independent for as long as possible.

An Imminent Risk Grant was obtained to cover the roof and a Comfort Grant was approved to replace some windows, re-board the bathroom ceiling and carry out some re-pointing and plastering.

In addition, the client was referred to the Healthy Housing Referral Project (Warm Front) who surveyed the property for central heating and this was approved and the work carried out.

The Skerritt Trust continues to be of invaluable support to Staying Put and, due to its generosity, we have been able to assist another 115 older people with small essential repairs not covered by the statutory grants or to

top up grants where there are insufficient funds.

The Home Safety for Older People Team, which is linked to Nottingham City PCT, approached Lis Lawrence to be part of the Training Programme for district nurses. Lis has now carried out several presentations across the City area to district nurses raising awareness of the services provided by Age Concern Nottingham and Nottinghamshire.

*For further information contact Darren Barker on 0115 859 9265.*

## **Sybil Levin Centre**

The activities offered at the centre continue to be popular with attendance levels at sessions amounting to over 5,200 in the past year. Activities have included:

- ❖ Music to Movement
- ❖ Line Dancing
- ❖ Keep-Fit
- ❖ Yoga
- ❖ Coffee Mornings
- ❖ Open Days

Working in partnership with People's College, we have provided training in:

- ❖ Computers for Beginners
- ❖ A CLAIT Computer Course
- ❖ Desk Top Publishing
- ❖ Drawing and Painting
- ❖ French
- ❖ Keep-Fit
- ❖ Arts and Crafts

Other services available at the centre include:

- ❖ Hairdressing (by appointment)
- ❖ Bathing Scheme for people who cannot safely bathe at home
- ❖ Chiropody (free with a doctor's referral)
- ❖ Home cooked meals with choices of menu every time. This year we have served over 4,550 meals

Our thanks are extended to Barclays Bank who encourage their staff to volunteer and to become involved in community activities.

Ten Barclays staff and five of our volunteers recently arranged a day out for people who use the centre. They visited the Emmerdale set and Yorkshire TV Studios and lunched at Harry Ramsdens. A good time was had by all!

On Bonfire Night a party was held at the centre with food, refreshments and entertainment provided by Barclays Community Service Volunteers.

The centre continues to be supported financially by the Nottingham City Council Social Services Department. Although a significant amount of fundraising needs to be secured each year to enable us to continue to provide the vast range of services and support at the centre.

*For further information contact Anne Moss on 0115 978 0011.*

## Trading

Changes in the economic conditions and poor levels of consumer confidence regarding financial services companies and products, have created a tougher, more competitive market place, with the larger Insurance Companies chasing the 'grey pound' with even greater determination. This has had a noticeable effect on Insurance sales, with Age Concern's Home & Contents product, especially, experiencing year-on-year shrinkage approaching ten per cent nationally.

Against this background, ACNN has 'bucked the trend' and succeeded in further developing our business on all products, including worthwhile gains in Home & Contents business.

Commission income of £112,910, derived from insurance and other products, represents an increase of £8,915 (+8.5%) compared with the previous financial year. The reasons for this included:

- ❖ A stable team of staff and volunteers at the Nottingham office throughout 2003.
- ❖ A seamless management transition at the beginning of 2004.
- ❖ Well planned and productive theme days (Energy, Funeral, Security etc)
- ❖ Competitive products:
  - Home & Contents insurance enjoying excellent renewals as

a result of good levels of customer satisfaction.

- Almost double the number of Travel policies were written compared to the previous year. There has been a noticeable reduction in the number of insurance companies prepared to offer cover to the older traveller, especially those with medical conditions. Age Concern Insurance Services has introduced a new travel product – ‘Free Sprit’ – specifically tailored to provide cover for travellers with more serious medical conditions.
- Better planning and effective marketing have generated good growth in the sales of Pre-paid Funeral Plans.
- Energy sales have continued to respond to comprehensive marketing supporting local initiatives – Energy Days, Winter Warmth Week, etc.

Last year saw Spencer Fox our Income Generation Manager leave the charity. We welcomed Clive Parkin as our new full-time Sales and Marketing Manager.

The Mansfield shop has continued to sell a wide range of donated goods with an increased emphasis on second-hand furniture. Whilst the town of Mansfield is blessed with a large number of charity shops, none compare to the Age Concern shop with regard to furniture.

Total sales were £55,298, compared with £34,335 in the last financial year. Consequently Mansfield Shop, for the first time achieved a small surplus of £757 (£5,321 deficit in 2003/4)

Sales and surplus of £47,985 (£51,342) and £6,304 (£13,516) at our West Bridgford shop illustrate a reduced year-on-year performance.

The Eastwood Shop is now managed directly by ACNN, having previously been jointly operated in partnership with Age Concern England until 1<sup>st</sup> September 2003. Sales (since 1 September) were £32,132 yielding a surplus of £3,274.

The Arnold shop (jointly operated with Age Concern England) continues to perform exceptionally well and has maintained its place in Age Concern’s nationwide ‘Top Ten’ shops. Its contribution to ACNN, when added to the Eastwood Shop contribution (to 31st August 2003), amounted to £17,355 during the financial year.

*For further information contact Clive Parkin on 0115 841 4458.*

## **Training Services**

Despite administrative upheavals during its third year of existence, the Training Department continued to build on its reputation for quality and value within the sector, to such an extent that by the second half of the year it was necessary to employ an additional trainer. This additional capacity, however, was very quickly absorbed by an unprecedented demand for

services, not only for ACNN staff and volunteers, but also for other Voluntary Organisations, Health Services, Nottinghamshire County Council Social Services Department and the care sector. With this continued growth, ACNN Training can continue to build on its already established credibility and reputation for excellence and value within the sector.

On the General Training side, our portfolio of courses has again proved to be extremely popular and, with the addition of two new courses, we now offer 15 different subject areas in three main categories:

- ❖ **Soft skills** courses, like Teambuilding, Communication and Presentation Skills
- ❖ **Generic** courses like Advocacy, Dealing with Loss & Bereavement and those aimed at protecting Lone Workers
- ❖ **Specialist** courses aimed at providing support and protection for older people, e.g., Dealing with Dementia, Coping with Sensory Impairments and Recognising Abuse

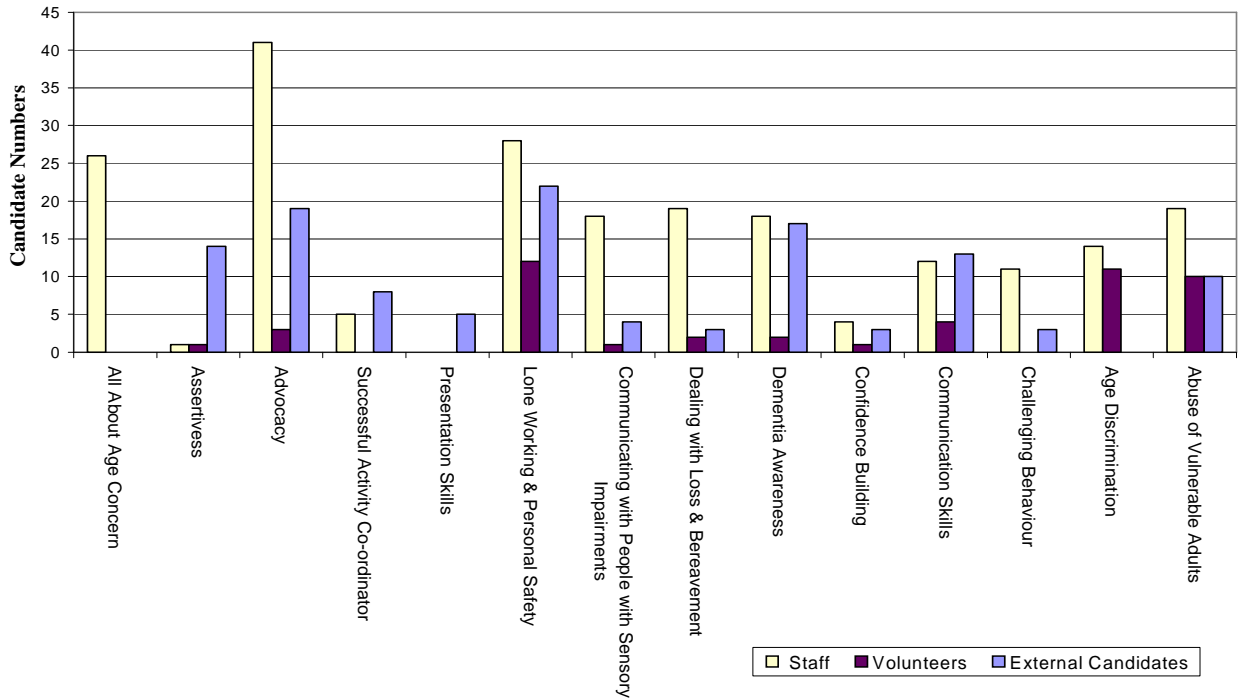
In addition to delivering courses in-house, more and more organisations are requesting that we deliver bespoke courses to their own staff and volunteers. Not only does the commissioning of our training services generate revenue, it also provides an excellent platform to enhance our credibility, reliability and value for money within an extremely competitive market.

Over the last year we delivered the following courses to benefit other organisations' staff/volunteers:

- 7 Lone Working Courses
- 4 Understanding dementia courses
- 3 Teambuilding courses
- 1 Challenging behaviour course
- 1 Advocacy course



Course take-up April 2003 to March 2004



Our clients in the last year include:

- ❖ Sutton Lodge Care Home
- ❖ Age Concern North Staffordshire
- ❖ Ashmere Care Home
- ❖ Nottinghamshire County Council
- ❖ Framework
- ❖ Mansfield Community Hospital
- ❖ The Beacon Service

During the course of the year we were fortunate to receive funding from Age Concern England to install Broadband Internet access to our small IT Suite. This has enabled us to continue developing the excellent working partnership with People’s College by providing two hour IT taster sessions for older people by 15 week “Computing from Scratch” accredited courses.

*For further information contact Eileen Tomany on 0115 841 4476.*

### User Involvement

Age Concern Nottingham and Nottinghamshire (ACNN) is committed to actively involving older people directly in evaluating and shaping service provision. As well as using their expertise to monitor, evaluate and consult regarding the charity as a whole.

To ensure older people have a voice and are fully involved within the organisation, older people representatives will, where appropriate:



- ❖ Be represented on support and advisory groups
- ❖ Be represented on the Board of Trustees
- ❖ Be represented on Older People Forums
- ❖ Be represented on the ACNN Older People's Advisory Group
- ❖ Have the opportunity to comment on the organisation via suggestion boxes in Bradbury House and out-posted offices
- ❖ Have the opportunity to complete satisfaction surveys/questionnaires
- ❖ Be involved in recruitment and selection of staff

The Older People's Advisory Group currently consists of nine members. When elected, the Chair of the group will be a Non-Trustee Member of ACNN.

The purpose of the Older People's Advisory Group is to:

- ❖ Evaluate ACNN services.
- ❖ Be a consultation group re development of new services.
- ❖ Assist in making recommendations for future developments.
- ❖ Evaluate national social policy and legislation.

- ❖ Carry out research into the specific needs of older people.
- ❖ Raise awareness of specific issues affecting older people.
- ❖ Where appropriate, seek the views of the wider population of older people

Two places on the advisory group will be reserved for members of the Black and Minority Ethnic Forum.

All advisory group members to be aged fifty-five and over

*For further information contact Diane Trinder on 0115 841 4471.*

## **Volunteers**

In March 2000 the Prime Minister set the voluntary sector a challenge to "achieve a really diverse involvement of people with their organisation – a diversity that reflects the nation we live in".

Age Concern is working towards meeting that challenge by actively recruiting and welcoming a diversity of potential volunteers. A diversity of volunteers bring a value to the work of Age Concern, which adds to our understanding of, and response to, older people's needs.

Procedures and systems are in place to ensure new and existing volunteers are well supported and feel part of the charity as a whole.

The Volunteer Resource Group continues to meet on a regular basis. The group have achieved the aims which were prioritised last year:

- ❖ Susan Dilks was appointed Volunteer Co-ordinator. Susan oversees volunteering across the Organisation and supports the other Volunteer Co-ordinators
- ❖ The volunteer recruitment procedure and practices have been revised and standardised
- ❖ Social events have been organised by individual co-ordinators to thank volunteers for their valuable and continuing support and to recognise their achievements

The range of support provided by volunteers continues to grow and includes support in the following areas:

- ❖ Home visiting
- ❖ Advice and information
- ❖ Hospital Discharge
- ❖ Carer Support
- ❖ Lunch clubs
- ❖ Day care
- ❖ Administration
- ❖ Fundraising
- ❖ Senior Link
- ❖ Trading
- ❖ Shops
- ❖ Residential and Nursing Home visiting

Volunteers are regularly asked for feedback from their volunteering experiences and several very positive comments have been made. One

Community Support Service volunteer said that:

***“ I think volunteering is fun. Older people have so many interesting and amusing stories to tell but not many people will listen to them”***

Age Concern has a good track record for attracting and retaining volunteers but we are working in a time of considerable change.

The expectations of people who volunteer are changing. Competition is growing for volunteers with skills and experience and along with other charities Age Concern is feeling the impact of this.

As we develop and adapt to meet the changing needs and aspirations of older people, so must we develop the ways in which we manage volunteering issues.

*For further information contact Susan Dilks on 0115 859 9268.*

## **West Bridgford Visiting Service**

The service provides on-going, regular, often long-term volunteer support for older people living in their own homes. The aim of the service is to support older people to remain as independent as possible for as long as possible. The service regularly receives requests for support from people outside of the West Bridgford area, highlighting the need for the service to expand geographically.

Last year saw the service co-ordinator, Anne Turner-Harrod move to our new Direct Payments Service, she was replaced by Angela Brown.

Referrals to the service continue to rise, with 23 volunteers regularly supporting nearly 30 older people.

Working in partnership with local organisations and networking with similar voluntary groups has been very beneficial to the service. Being part of the West Bridgford Local Area Forum, for example, has forged relationships with a number of key people such as the Police Service, Fire Service, Rushcliffe CVS and the Rushcliffe Primary Care Trust. These links have provided an invaluable source of information and support for service users.

The service has had access to crime prevention and fire safety advice, as well as initiatives such as Shop Mobility and health improvement services.

In conjunction with the local free newspaper "Wots Wot", Vision Express West Bridgford and one of the service users, there is a group of volunteers reading the newspaper onto tape. The tape is duplicated and distributed by the Braille Bureau at Nottinghamshire County Council.

Over the past year, the service has continued to grow and develop. By building relationships with local groups and organisations, the service has reached a wider audience and continues to receive regular referrals.

Recruitment drives and publicising the service has ensured a steady increase in volunteer numbers.

Feedback from service users and referring agencies have been very positive.

*For further information contact Angela Brown 0115 841 4478.*

## **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.

The charity received three formal complaints during 2003/4 which were all dealt with to the satisfaction of the complainants.

An example of one of the complaints received during April 2003 is as follows:

A Kindred Spirit service user wrote to the Co-ordinator about an issue she wished to raise concerning the Plumtree coffee morning, which she attended on a regular basis. Her comment was that she and five other ladies had been waiting for a representative from Kindred Spirits to attend the coffee morning and visit them. They claimed that the last visit

had been a year ago and if no one came soon they were going to “give up going to the coffee morning altogether”.

The Co-ordinator responded with a letter outlining the purpose of Kindred Spirits coffee mornings and the role of the Co-ordinator with regard to them. In brief, the purpose of coffee mornings is to give service users an opportunity to meet one another on an informal regular basis. The Co-ordinator’s role is to liaise with the venues and set up the times and pop

in occasionally to check that things are running smoothly.

The Co-ordinator also set up a meeting time with all the ladies mentioned in the letter to discuss the issue in more detail and answer their questions. It was also pointed out that the last visit to the coffee morning had actually been only six months prior.

This was a very productive, good-humoured meeting with the service users seeming to be satisfied with the Co-ordinator’s explanation.

## Statistics

The following gives an indication of some of the activities undertaken by Age Concern Nottingham and Nottinghamshire:

|  | 2002/03 | 2003/04 |
|--|---------|---------|
| No. of personal callers and telephone enquiries for information        | 39,938  | 33,885  |
| No. of older people approaching the Community Support Service for help | 370     | 338     |
| No. of Community Support Service hours spent on client issues          | 1,036   | 1,218   |
| No. of users of the Advice service                                     | 10,000  | 13,000  |
| Estimated value of the benefit gains from the Advice Service           | £1m+    | £1.3m   |
| No. of units fitted by the Senior Link Service                         | 183     | 172     |
| No. of people supported through the Advocacy Service                   | 974     | 802     |
| No. of people supported through the Gedling Carers Support Service     | 131     | 174     |
| No. of volunteers supporting the Gedling Carers Support Service        | 28      | 37      |
| No. of people who regularly received visits from the Visiting Service  | 24      | 30      |
| Total no. of visits made by the Visiting Service                       | 570     | 751     |
| Total no. of visiting hours provided by the Visiting Service           | 1,348   | 1,702   |
| No. of individuals accepted by the Kindred Spirits Service             | 432     | 312     |
| No. of successful matches provided through the Kindred Spirits Service | 292     | 174     |
| Total number of Kindred Spirits service users                          | 1,147   | 1,300   |
| No. of people assisted by the Hospital Discharge Service               | 702     | 697     |
| No. of people supported by the Staying Put Service                     | 877     | 882     |
| No. of jobs completed through the Home Maintenance Service             | 350     | 500     |
| No. of people supported by First Link                                  | 174     | 367     |
| No. of Home Safety Checks carried out by Safe and Sound                | -----   | 170     |
| No. of training places provided by the training department             | 252     | 384     |
| No. of people assisted by an approved gardener                         | 168     | 378     |
| No. of people assisted by an approved decorator                        | 174     | 375     |
| No. of volunteers available for all services                           | 133     | 184     |
| No. of volunteers recruited and trained for all services               | 133     | 184     |
| No. of volunteer hours provided for all services                       | 39,900  | 55,200  |



**Day Care – Kingston Close, Manton**

|  | <b>Day Care<br/>(Mondays)</b> |                | <b>Dementia Day Care<br/>(Thursdays)</b> |                |
|--|-------------------------------|----------------|--|----------------|
|  | <b>2002/03</b>                | <b>2003/04</b> | <b>2002/03</b>                           | <b>2003/04</b> |
| No. days of day centre operation               | 47                            | 47             | 48                                       | 48             |
| No. day centre places available                | 658                           | 480            |  | 480            |
| Source of Referral:                            |                               |                |  |                |
| Self   | 10%                           | -              | 10%                                      | -              |
| Relatives                                      | -                             | -              | -  | -              |
| Social Services                                | 90%                           | 100%           | 90%                                      | 100%           |
| Total number of placements filled              | 448                           | 452            | 434                                      | 450            |
| % of day centre users suffering mental illness | 100%                          | 100%           | 100%                                     | 100%           |
| Age of users:                                  |                               |                |  |                |
| 60-69  | -                             | -              | -  | -              |
| 70-79  | 20%                           | 20%            | 20%                                      | 30%            |
| 80-89  | 50%                           | 80%            | 50%                                      | 70%            |
| 90 plus  | 30%                           | -              | 30%                                      | -              |
| Genders of Users:                              |                               |                |  |                |
| Female   | 70%                           | 70%            | 70%                                      | 60%            |
| Male   | 30%                           | 30%            | 30%                                      | 40%            |
| Ethnic Background:                             |                               |                |  |                |
| White  | 100%                          | 100%           | 100%                                     | 100%           |
| No. of people on waiting list at year end      | 0                             | 2              | 0  | 2              |
| No. of volunteers available during year        | 1                             | 1              | 1  | 2              |
| No. of carers supported                        | 13                            | 13             | 13                                       | 13             |

## 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 Adviser's Report

The detailed financial statements for the financial year ending 31<sup>st</sup> March 2004 can be found to the rear of this annual report.

The presentation of the financial statements has altered this year compared to other years. These changes followed a very productive review of the charity by the Charity Commission. You will note that in the statement of financial activities the activities in furtherance of the charity's objectives have been broken down into four key areas to give more detailed information.

The incoming resources to the charity increased from £1,857,295 in 2002/3 to £3,178,216 in 2003/4. This represents an increase of 71%. Expenditure amounted to £2,712,790 compared to £1,665,371 during 2002/3, an increase of 63%.

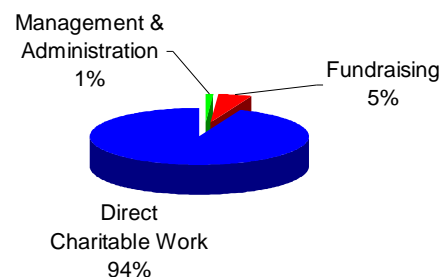
The reserves held by the charity are in line with our reserves policy; unrestricted funds at year end amount to £585,925 which equates to just over three months running costs.

Overall net assets for the charity shown on the balance sheet as at 31<sup>st</sup> March 2004 amount to £1,334,464. Fixed assets amount to £919,628, the bulk of which relates to the charity's freehold property, net current assets amount to £414,836.

The Trustees have made provision within designated funds for various sinking funds as detailed in note 14 to the accounts. Provision has also been made for £35,000 of funds to install an IT network at our head office and £8,000 has been set aside to cover the costs of updating our display material.

The charity continues to seek to maximise the amount of resources spent on direct charitable work. The proportion increased from 89% in 2002/3 to 94% in 2003/4.

### Analysis of Expenditure 2004



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

The bank loan that was established to enable the charity to refurbish Bradbury House was cleared during the last financial year. The overdraft facility with Barclays Bank has been reduced to £50,000, this has not been used during the last financial year.

The trading company continues to increase the amount it donates to the charity. Last year the contribution amounted to £51,391, an increase of 6%.

It should be noted that the trading company turnover increased from £105,636 to £217,443 during the last financial year, this was due, in part to an increase in trading activities, but was largely due to the provision of forum support relating to the Patient and Public Involvement in Health initiative detailed earlier in this annual report.

Income from the charity shops increased by £49,835, although £32,132 of this relates to income from the Eastwood shop that transferred from Age Concern England to the charity in September 2003.

Expenditure relating to Housing Services increased from £863,102 in 2002/3 to £1,709,566 last year. The increase relates to increases in expenditure relating to Staying Put and to the First Link Service.

Accruals and deferred income amounts to £132,512 the bulk of which relates to a grant received in advance from Nottingham City Council Supporting People Department.

The overall financial performance of the charity through careful financial management is satisfactory, the level of reserves, whilst still at the lower end of our reserves policy has improved considerably compared to the last few years.

It is pleasing to see the increase in resources being expended on activities in furtherance of the charity's objectives up from £1,476,575 in 2002/3 to £2,402,755 in 2003/4, an increase of 63%. This represents more support and services to local older people thus further enhancing their quality of life.

**Eric Edwards**  
**Honorary Financial Adviser**

## **Future Plans**

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

- Conduct a language audit of staff and volunteers to improve access to the charity by older people whose first language is not English
- Hold a conference to bring together PPI forums from across South Nottinghamshire
- Appoint a new co-ordinator for the Counselling service and expand the capacity of the service
- Develop an IT network at the Charity's headquarters
- Improve the display material used by the charity
- Replace the van used by the Home Maintenance service
- Review the five year strategic plan

- Ensure the trading company is fully compliant with new FSA insurance regulations
- Review and implement a new fundraising strategy
- Appoint a new Executive Officer to support the work of the Chief Executive and the senior management team
- Improve access to premises and services for disabled people in line with the recommendations contained in the access audits carried out during 2003/4
- Establish a new service to assist older people to access equity release schemes to improve their housing

**Mick Tinkler**  
**Chief Executive**