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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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Internet: 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 Hoye  
Mr D A Lee

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

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  
Mr A Ghelani  
Dr P Cansfield

**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  
Mr V Coaker MP

Mrs P Davies  
Rev R Hitchings  
Mrs K Hoyland  
Dr T Masud  
Mr N Williamson

**Age Concern Nottinghamshire  
Trading Limited**

**Board of Directors:**

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

**In Attendance:**

Mr. D. Timcke (Company Secretary)

**OBJECTIVE**

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

**Date of Annual General Meeting  
2.00 pm on Thursday 14<sup>th</sup> July 2005  
at the Nottingham Mechanics Centre,  
North Sherwood Street  
Nottingham**

## Staff of Age Concern Nottingham and Nottinghamshire (31/3/05)

### Senior Management Team

Chief Executive	Mick Tinkler
Executive Officer	David Timcke
Finance & 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)
Zahid Aziz	Support Worker (First Link)
Lena Babajee	Money Advocate – Money Maze Project
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)
Alison Beaumont	Advocacy Worker – North Nottinghamshire
Thom Bell	Support Worker (First Link)
Dorothy Belmont	Assistant Shop Manager (Mansfield)
Adrian Bingley	Luncheon Club Project Worker
Gayle Bird	Receptionist (Bradbury House)
Mark Blaney*	PPI Forum Co-ordinator (Beeston)
Susan Bloomfield	Support Worker (First Link)
Tim Bond	Assistant Safe & Sound Co-ordinator (Bradbury House)
Hilary Bostock	Luncheon Club Project Worker
Christine Bradley	Office Cleaner (Bradbury House)
Helen Branson	Direct Payments Administrator (Northern Office)
Phil Brealey*	Insurance Arranger (Bradbury House)
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)
Sandra Clark	Patients' Representative (St. Francis/St. Andrews)

Jackie Clarke	Support Worker (First Link)
Ruth Coffey	Patients' Representative (Highbury Hospital)
Mick Connelly	Support Worker (First Link)
Glenys Conway	Care Assistant (The Lancaster Group)
Simon Cook	Assistant Manager – First Link (Peachey Street)
Katie Cresswell	Support Worker (First Link)
Linda Crick	Advocacy Worker – North Nottinghamshire
Nigel Cruickshank	Discharge Service Co-ordinator (City Hospital)
Denise Cuitto	Residents' Representative (Bradbury House)
Mandy Dalglish	Patients' Representative (Highbury Hospital)
Graham Dennett	First Link Administrator (Peachey Street)
Susan Dilks	Community Support Service Co-ordinator (Peachey Street)
Jayne Done	Care Assistant (The Rosehill Day Centre)
Elaine Draper	Money Advocate – Money Maze Project
Tara Dunseath	Human Resources Manager (Bradbury House)
Jackie Dyer	Cook (Sybil Levin Centre)
Ian Elliott*	PPI Forum Administrator (Beeston)
Sharon Ewen	Support Worker (First Link)
Miriam Flint*	Insurance Arranger (Bradbury House)
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) (Peachey Street)
Lee Foster	Home Maintenance (Staying Put) (Peachey Street)
Kathy Furby	Luncheon Club Project Worker
Paul Gallanagh	Housing Co-ordinator (Staying Put) (Peachey Street)
Jannette Galtrey	Public Relations Manager (Bradbury House)
Glenys Gitsham	Assistant Shop Manager (Mansfield)
Kate Greaves*	PPI Forum Co-ordinator (Beeston)
Derek Green	Senior Link & Home Service Co-ordinator (Peachey Street)
Joanne Greenwood	Support Worker (First Link)
Trevor Hackworth	Assistant Safe & Sound Co-ordinator (Bradbury House)
Susan Harrington-Tucker	Support Worker (First Link)
Wendy Harrison	Clerical Assistant (Bradbury House)
Tim Hatton*	PPI Forum Co-ordinator (Beeston)
Chris Hawkes*	Insurance Arranger (Bradbury House)
Peter Haynes	Welfare Rights Advisor – Money Maze Project
Phyllida Hayward	Support Worker (First Link)
Rosie Holroyd	Support Worker (First Link)
Sheila Horan	Support Worker (First Link)
Paul Howard	First Link Co-ordinator (Peachey Street)
Helen Huang	Support Worker (First Link)

Margaret Humphreys	PA/Secretary (Bradbury House)
Sophie James	Kindred Spirits Co-ordinator (Bradbury House)
Averil Johnson	Support Worker (First Link)
Carol Jordan	Support Worker (First Link)
Samina Kauser	Support Worker (First Link)
Zabina Kauser	Advice & Information Co-ordinator (Bradbury House)
Ken Keeton	Home Maintenance (Staying Put) (Peachey Street)
Jean Kerslake	Deputy Shop Manager (West Bridgford)
Anthony Loggenberg*	Area Trading Manager (Mansfield)
Lily Lomas	Support Worker (First Link)
Jackie McGuinness	Support Worker (First Link)
Sandra McLelland*	PPI Project Manager (Beeston)
Tina McTighe	Support Worker (First Link)
Angela Main-Reade	Clerical Assistant (First Link) (Peachey Street)
Ruth Marriott	Trainer (Bradbury House)
Elaine Marsden	Support Worker (First Link)
Diane Marshall	Support Worker (First Link)
John Matthew	Senior Caseworker (Staying Put) (Peachey Street)
Emma Matthewson	Information Officer – Money Maze Project
Gail Maxfield	Development Manager (Bradbury House)
Clare Mellors	Day Care Assistant
Iain Mills	Shop Manager (Mansfield)
Gerry Molumby*	PPI Forum Co-ordinator (Beeston)
Diana Moore	Day Centre Organiser
Tracy Morley	Kindred Spirits Co-ordinator (Northern Office)
Chipo Mupuradzi	Finance Assistant (Bradbury House)
Joyce Ndirangu	Support Worker (First Link)
Tim O'Connor	Support Worker (First Link)
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)
Jackie Pearce	Support Worker (First Link)
Jackie Phillips	Care Assistant (Sybil Levin Centre)
Rona Pickard	Support Worker (First Link)
Teresa Pittick	Support Worker (First Link)
Angela Platton	Support Worker (First Link)
Kate Purdue	Support Worker (First Link)
Lorraine Rhodes*	PPI Forum Administrator (Beeston)
Michelle Sanderson	Deputy Centre Manager (Sybil Levin Centre)
Sarita Saparia	Support Worker (First Link)
David Saunders	Publicity/Outreach Worker – Money Maze Project

Joanne Scott	Kindred Spirits Assistant (Bradbury House)
Frank Shepherd	Support Worker (First Link)
Jackie Shepherd	Advocacy Service Manager
Wendy Sim-Smith	Care Assistant (The Aynsley Wright Day Centre)
Marie Smith	Housing Adviser (Staying Put) (Peachey Street)
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 Day Centre and The Aynsley-Wright Day Centres)
Phyllis Sweet	Care Assistant (The Sybil Levin Centre)
Mandy Sweeting	Support Worker (First Link)
Linda Taylor	Administrator (Bradbury House)
Gillian Thomas	Support Worker (First Link)
Iris Thompson	Care Assistant (The Sybil Levin Centre)
Eileen Tomany	Training Service Manager (Bradbury House)
Steve Towe	Centre Organiser (The Rose Hill and Aynsley Wright Day Centres) and Care Assistant (The Cora Reilly Day Centre)
Anne Turner-Harrod	Direct Payments Project Manager
Adele Walker	Housing Adviser (Staying Put) (Peachey Street)
Jeanette Watts	Support Worker (First Link)
Nicky Wheddon	Group Support Worker
Samantha Williams	Discharge Service Co-ordinator (City Hospital)
Anne Winship	Advice & Information Co-ordinator (Northern Office)
Kevin Winship	Advice & Information Co-ordinator (Northern Office)
Brian Yeatman	Handyperson/Driver/Cleaner (The Sybil Levin Centre)
Dawn Yeatman	Care Assistant (The 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: Freeth Cartwright LLP, Cumberland Court  
80 Mount Street, Nottingham NG1 6HH

Bankers: Barclays Bank plc, Notts & Derbyshire Corporate Team,  
PO Box 493, Sir Frank Whittle Road, Derby, DE1 1UU



## Chair of Trustees Report

It is with a touch of sadness that I come to the end of my term of office in my seventh and final year. It does not seem that long ago since we were sitting in the old office at Woodland Chambers, discussing the need to move from where we were and who would have dreamt of the transformation that subsequently occurred.

I remember thinking that I had only just been appointed as a Trustee and was then to be asked to take the Chair, for what has been an exciting and, at times, challenging period for Age Concern Nottingham and Nottinghamshire (ACNN).

I would particularly wish to place on record my thanks to the present Trustees and former Trustee, Dr. Eric Cliffe, for their help and support over these years. We have been extremely fortunate to have had a Board with vision, foresight and the integrity to make some difficult decisions when it has been necessary. Each of them has brought a specialist knowledge and experience, which has contributed to the overall strength of the Board and without them it would have been a much more difficult road to follow. The Board is small in number, but each of them has the commitment and dedication to meet the challenges as they arise, and I wish them every success in the future.

To say we have grown from strength to strength is an understatement. ACNN

has blossomed and grown to its present stature under its Board, its Chief Executive, Mick Tinkler, and his team.

Last year has seen sustained growth in the services the charity has provided across the city and county.

Looking back at the “Future Plans” section of our last Annual Report demonstrates how much the charity has achieved, all areas identified have been successfully completed.

- ✓ We have conducted a language audit of staff and volunteers to improve access to the charity by older people whose first language is not English. This audit has led to the appointment of some support workers with specific language skills
- ✓ We held a very successful conference to bring together PPI forums from across South Nottinghamshire
- ✓ We appointed a new co-ordinator for the Harmony Counselling Service which has led to an expansion of the service
- ✓ We have developed an IT network at the charity’s headquarters and linked in our other offices with the assistance of Experian’s IT Department
- ✓ Improvements have been made to the display material used by the charity

- ✓ We have replaced the van used by the Home Maintenance service
- ✓ The five year strategic plan has been reviewed and a new plan developed for the period 2005 to 2010
- ✓ The Trading Company was fully FSA compliant by the January deadline
- ✓ We have reviewed the fund raising strategy
- ✓ A new Executive Officer has been appointed to support the work of the Chief Executive and the senior management team

Once again, I would like to thank the 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 real strength of an organisation lies in its people. Mick Tinkler is an outstanding Chief Executive and his ability to attract and recruit excellent staff and volunteers has made ACNN an organisation that not only has a vision for older people, but actively demonstrates its care and concern in the range of services it provides to them. I would again like to place on record my sincere thanks to all the staff and volunteers for their support and

enthusiasm for meeting the day to day challenges which they face.

Thank you all most sincerely.

**Nigel Cullen**  
**Chair**

## **Ashfield Luncheon Clubs**

The Healthy Living Initiative, based in Ashfield District and funded by the New Opportunity Fund (NOF) is in its fourth year. The Lunch Club Initiative has delivered all the key targets. Adrian Bingley, with the support of Chris Salter, has continued to set up new Lunch Clubs during 2004.

Eight new clubs were set up in 2003 with a further two Lunch Clubs established in 2004. The service has, therefore, reached the targeted number of Lunch Clubs within the remit of the service.

The attendance levels have been steady over the past year with an average of 200 lunches served each week. The average attendance at the clubs is around 20 with the largest Luncheon Club, New Cross, achieving over 30 members.

As the Clubs have grown, so too have the numbers of volunteers involved with the Project. 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 to 16 this year.

Additionally, there are now further helpers from Willow Woods Day Centre who successfully assist at Nuncar Gate, Willets Court and Homestead Luncheon Clubs.

Hilary Bostock and Christine Stokes joined the service in early 2004 and have made a very positive contribution to the Luncheon Clubs.

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 response to the questionnaires show that the majority of service users found the service friendly and the food met their dietary needs:

- over 80% said they had met new people and made new friends
- 89% said they benefited from the information available
- 47% had taken up new activities
- 83% of members were over 65 years old.

The NOF funding supporting this service ended in January 2005. We have been actively looking for further funding and have been successful in gaining partial funding with a grant of £6,000 from the Nationwide Foundation. We are waiting to hear from a number of other potential funders. The Trustees have agreed to

set aside a designated fund of £10,359 to ensure the service can continue whilst further funding is secured.

In the coming year it is hoped to:

- Secure funding for a further three years
- Open one new lunch club in Hucknall

*For further information contact Chris Salter on 0115 841 4487*

## **Central Services**

The Central Services Team has coped with another extremely busy year. Recruitment of new staff across the Charity has been taking place almost constantly throughout the year taking up a lot of administration time.

We successfully appointed three new positions within the Team. On the administration side Linda Taylor moved from Clerical Assistant to Administrator, Wendy Harrison was appointed to replace Linda as Clerical Assistant in July 2004.

During June 2004 April Desforges started as part-time Reception/Adviser but left the team in December 2004. This position has not been replaced but covered by existing staff whilst a review of the Reception cover has taken place.

The finance team also grew with the appointment of Chipu Muparadzi during

November 2004 as full-time Finance/Human Resources Assistant. Thanks need to be given to Margaret Humphreys and Linda Taylor who, in their roles as Network Administrators, ensured the successful establishment of a new IT Network across the Charity. They continue to give support to all staff with the running of the network.

As the Charity grows Central Services will continue to provide a professional support service to all projects and people contacting the organisation.

One area giving evidence of the continued increase in demand for ACNN's services is that the number of visitors to our reception increased to 10,327 (a rise of 12.7% compared to 2003/04). As new services have been developed the number of telephone calls dealt with by Central Services has increased again this year to 26,940 (a rise of 9% compared to 2003/04).

Over the coming year it is hoped to achieve the following:

- To ensure that the human resources of the team grows as necessary with any further expansion of the charity
- To build on the IT network and use it as an effective tool
- To establish an internal intranet
- To develop and continuously up-date the ACNN Website

*For further information contact Michelle Elliott on 0115 841 4465*

## **Community Support Service**

The Community Support Service continues to grow and develop. The service offers practical and emotional support to older people living in the City of Nottingham via a team of 18 volunteers.

The help provided by the Community Support Service goes some way towards enabling older people to remain living safely and independently in their own homes.

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

- Befriending
- Shopping
- Paying bills
- Pension collection
- Paperwork and letter writing
- Small odd jobs such as hanging out washing, taking down curtains and changing light bulbs
- Longer term support following bereavement or illness

Referrals to the service come from Age Concern services such as First Link, the City Hospital Discharge Service, Patients' Representatives and Safe and Sound.

Several referrals have been made to the Community Support Service from other

organisations and clients have also self-referred or been referred by relatives. The Community Support Service also acts as a sign post to other Age Concern services.

One lady mentioned to her visitor that her side gate had fallen down. She was able to pay for a new gate but was worried about strangers calling at her house. A referral was made to ACNN's Home Maintenance Service and within a few weeks a new gate had been installed and some fencing repaired. The client was very happy with her new gate and the assistance she received from Age Concern.

Onward referrals have also been made to other organisations such as the Radford Visiting Service and the Clifton Good Companions Group.

As with most volunteer based services, the amount of referrals far exceeds the number of active volunteers. Therefore, recruiting, supporting and retaining good volunteers is always a priority.

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

## **Day Care**

Last year our Day Care services provided over 8,500 places for older frail people and people with dementia. If carers are included, the Day Centres provided over 17,000 places and respite cover over the year.

Most of our Day Centres are currently full or have waiting lists. The average age of people attending the centres is over 80 years old. After being assessed for the service they are offered between one and five days per week, dependent on their need and the need of their carers.

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 interests and recharge their batteries, knowing the person they care for will be safe at the centre.

ACNN now has five Day Centres in the County areas together with the Sybil Levin Centre in the city (see below for details of this). The two recently opened centres in Newark and Stapleford are now full.

The Cora Reilly Centre at Stapleford provides day care on one day a week and is funded through Nottinghamshire County Council Social Services and supported by Broxtowe District Council Housing Department.

The Aynsley-Wright Centre in Newark provides ten day care places twice a week for people with early onset dementia and, therefore, provides a vital break for carers. The centre is funded through the Nottinghamshire County Council Carers Grant.

The other well established day centres include the Lancaster Group which provides care two days a week at Burton Road Community Centre in Gedling. The day centre at Manton, Worksop, provides care on two days a week for frail and elderly and dementia sufferers. The Rosehill Day Centre in Mansfield provides a similar service on two days a week.

The Day Centres are all run by experienced and sympathetic staff who also provide a range of activities, gentle exercise, games and quizzes.

Day trips out are very popular. The Day Centres have access to minibus transport and regularly arrange trips out to a range of interesting places including Derbyshire, the seaside, Clumber Park, Chatsworth House, trips to the river, local garden centres and even the pantomime.

These important day care services, which also support carers are part funded by the Nottinghamshire County Council Social Services Department. The County Council provide 75% of the funding, 10% comes from charges to service users and ACNN fundraise the remaining 15% which amounts to over £19,000 each year.

In the coming year it is hoped to:

- Secure additional funding for day centres

- Open additional days in areas of need

*For further information contact Chris Salter on 0115 844 0011*

## **Development Services**

Last year was an interesting year which began with the opening of the Aynsley-Wright Day Centre in Newark. This service was set up to support carers of people with mild to moderate forms of dementia. It is funded through Carers Grant and was soon running at full capacity.

Referrals for the centre come mainly from the local Health and Social Services in Newark and are one of few alternatives to mainstream care. It has already built up an excellent reputation amongst carers and professionals alike and is known for its caring, hands-on approach.

With the support of Nottinghamshire County Council, ACNN were able to set up an advocacy service in hospitals in North Nottinghamshire for patients with Alzheimer's and dementia. Two workers cover Mansfield Community Hospital, Ashfield Community Hospital, Kings Mill Hospital, Newark Hospital and Bassetlaw Hospital. The service offers support directly to patients.

The Development Manager's role involves partnership working to support and develop dedicated services for older people across the County. This has led

to involvement in the development of some nine Older People's Forums and membership of the Older People's Advisory Group (OPAG).

Peer Mentoring is a new approach in the County to keeping people active in older age. ACNN assisted with the development of this new initiative in Ashfield, Mansfield and Retford.

The Trustees have designated £32,931 to employ a Community Development Worker during 2005 who will develop a range of local support structures in Nottingham to combat social isolation as well as assisting with practical issues such as shopping.

A review of the support provided to an increasing number of older people with learning disabilities was undertaken during last year by a working group. It is anticipated that new services will be developed that meet the needs of these older people. The working group has involved the Learning Disabilities team at Nottinghamshire County Council.

Work has started this year with the Irish Centre in Nottingham to support their proposed development of a new day care facility.

Work continues with the Social Services department in Broxtowe to seek to improve services for Asian and African Caribbean communities in that area.

Recent work around falls prevention in Mansfield has been achieved through

receipt of a grant of £5,642 from the Neighbourhood Renewal Fund. This has enabled us to provide three events in the Ladybrook, Bull Farm and Oaktree areas of Mansfield.

The events were well received and the need for on-going work has been highlighted. Developments around falls prevention in the three areas will continue over the next year working at local grass roots level in partnership with local people and the Mansfield Health Collaborative Group.

Other work across the County includes membership of:

- Action on Rural Care and Health (ARCH) – Vice Chair
- The Mansfield Accident Prevention Group
- Rural Bassetlaw Befriending Steering Group – Vice Chair
- Gedling Resource Group for Older People's Services

Over the coming year it is hoped that the Development Manager will:

- Deliver key projects in the ACNN Development Plan
- Secure new funding for key projects

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

## **Direct Payments Support Service**

Funding for this project, secured during 2003 via a Department of Health Section 64 Grant, was due to end at the close of the 2004/05 financial year. Despite a good start during the final quarter of 2003/04, the project was hamstrung by funding restrictions imposed by the County Council. This led to restricted access to Direct Payments for community care provision.

We had hoped that by the end of 2004/05 we would have been able to report an increase in the number of older people using Direct Payments to employ Personal Assistants from the mid-20's prior to the commencement of the project to 100 by the end of March 2005 but, in the event, the number of Direct Payment users peaked at around 80 – though several more people were in the process of challenging decisions not to award Direct Payments to them as the financial year ended.

Despite the difficulties experienced during the year, Project Co-ordinator, Anne Turner-Harrold, and her assistant, Helen Branson, achieved notable success in raising the profile of Direct Payments as a relevant option for older people.

Anne gave numerous presentations to pensioner groups during the year and engaged in several training events aimed at Social Services staff.

Anne and Helen forged a strong relationship with staff working with the Direct Payments Support Service based in Nottingham (DIPSU) and the two services worked together to redraft contracts of employment used by Direct Payments recipients when employing Personal Assistants. Anne and Helen created a Guidance Pack for the use of the Direct Payment recipients – included with the pack are model job descriptions and application forms, details of insurance cover for Personal Assistants, information about payroll services and complaints procedures – in effect a tool kit for prospective employers of Personal Assistants.

The effectiveness of the project can be measured in the impact it had on the lives of individuals who experienced improvements in their quality of life, increased independence, growing confidence and self assurance as a result of the help offered by Anne and Helen.

The Project in its Department of Health funded form came to an end at the close of the financial year and its achievements were marked at a conference held in mid-April. The Minister of State, Stephen Ladyman, sent a message of congratulations via DVD and guest speaker Sandy Marshall of the National Centre for Independent Living spoke forcefully about the value of Direct Payments as a means of ensuring that disabled individuals gained and retained control of the care services available to them.



Encouragingly, Malcolm Dillon, Assistant Director of Social Services, acknowledging the obstacles put in the way of the project as a result of County Council budget constraints, spoke of the Council's desire to see a growth in the number of people using Direct Payments in the years ahead and was able to announce that funding for Age Concern's Direct Payment Support Service would be available from the County Council for the year 2005/06 (with ACNN contributing funds to meet 14% of the project's costs).

During the coming year, the project will seek to establish a robust support service working to secure the well-being of 80 older people currently utilising Direct Payments.

ACNN remains committed to championing the growth of Direct Payments as a valuable option in meeting assessed care needs.

Anne and Helen achieved significant success during a difficult year and are deserving of commendation. Sadly, Anne will be leaving Age Concern early in the new financial year but she has left firm foundations for her successor.

*For further information contact Helen Branson on 01623 488212*

## **Equality and Diversity**

Over the past year ACNN's Equal Opportunities Policy has been reviewed

and replaced by an Equality and Diversity Policy.

### ***Why an Equality and Diversity Policy?***

ACNN promotes the well being of all older people and works to make later life a fulfilling and enjoyable experience. We recognise that every person is an individual with different needs, preferences and abilities. We aim to reflect this diversity in everything we do, including making our services inclusive and accessible to older people from all sections of the community, and attracting and retaining a diverse workforce.

Diversity means difference, variety and multiplicity. It is also an approach to tackle inequality stemming from discrimination based on gender, age, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility for dependents, trade union or political activities, criminal record, place of residence, religion or other beliefs, health status and other facts of identity.

A diversity approach implies not simple toleration but respect for and celebration of how and what we are because of all our differences.

ACNN aims to treat people fairly, with respect and with dignity. We will not tolerate discrimination, victimisation or harassment. We aim to value differences positively. ACNN believes

that harnessing different life experiences, attributes and contributions will make ACNN a more effective organisation and a better place to work.

ACNN is committed to Equality and Diversity. Our principles state that Diversity is valued in all that we do, and that Ageism is unacceptable.

ACNN strives to make equality a mainstream part of our work. This means making sure that all aspects of what we do, such as policies, plans, practices and procedures, reflect and incorporate equality objectives and targets.

Our Policy Statement is a statement of intent. Our organisation is publicly committed to doing something practical and visible about Equality and Diversity.

A ten year strategic plan supports this policy which includes an extensive training programme for all staff and volunteers.

### **Black and Minority Ethnic Elders (B&MEE) Forum**

The B&MEE Forum is in the second year of operation.

#### **Aims and Objectives of the B&MEE Forum**

1. To raise awareness of specific issues affecting B&ME elders

2. To be a consultation group regarding the development of new services
3. To act as a focus group to carry out research into the specific needs of B&ME elders
4. To act as independent auditor of ACNN services and to assess their accessibility to people from B&ME groups
5. To evaluate statutory (and, as appropriate, other sectors) services, policies and procedures, along with identifying strategies to ensure information is fed back to “mainstream” providers to ensure B&ME voices are included and integrated into all service provision, thereby ensuring services are for **all** older people
6. To evaluate national social policy and legislation
7. To identify and facilitate ways ACNN and B&ME groups can work in close partnership

#### **Forum Terms of Reference**

1. The Forum will strive to ensure its membership is representative of the full diversity of ethnic groups in Nottingham and Nottinghamshire
2. Forum membership is open to organisations and groups that work with or for Black and Minority Ethnic (B&ME) Elders. Membership is also

open to individual B&ME Elders themselves

3. The Chair of the Forum will be a non-Trustee member of ACNN
4. The Forum will strive to have at least eight members
5. The Forum will meet quarterly
6. A planning group, comprising members of the Forum will be set up. This group will be responsible for planning all Forum meetings and producing the Agenda
7. In the first instance, the Forum will be facilitated by ACNN. It is envisaged that the Forum will develop an increased level of independence over time
8. The Forum will take responsibility and ownership for their work direction
9. The Forum will assist to direct the work of the Age Concern Regional Development Officer
10. The Forum members have a responsibility to assist in recruiting additional members, as required

The Forum currently has 16 volunteer members. However, these numbers do vary. The Forum members have identified 12-14 permanent members as their target. Currently the core members number around 6.

The focus of the B&ME Forum over the next year will be:

- To increase the number of Forum members regularly attending the meetings
- For Forum members to visit individual B&ME groups and organisations to promote their work
- To establish a planning group to co-ordinate meetings and the agenda
- To appoint a Chair
- To conduct an audit of ACNN services to ensure they are accessible to older people from all sections of the community
- To review Forum Aims and Objectives and Terms of Reference

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

## **First Link**

First Link provides housing related support to older people aged over sixty living in Nottingham City. Our aim is 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. Our service is free, informal and tailored to the specific needs of each individual.

A team of six office based staff and 36 Support Workers provide direct support to 169 older people every week.

First Link has been extremely successful this year achieving very high standards in service delivery and has also managed to successfully support 425 older people compared to 367 during 2003/04.

The service is funded by Nottingham City Council's Supporting People programme. In June 2004, the Supporting People Team carried out a Service Review on First Link. The review lasted one full day with visits to several service users. The results were excellent and no recommendations for change were made. Some of the positive comments from the written report are listed below:

***“Support planning shows clear evidence that service users’ needs have been assessed and are used to tailor the nature of support given”***

***“Excellent piece of work done around professional boundaries”***

***“...all those interviewed showed an in-depth knowledge of how to maximise independence and minimise dependency”***

***“...good examples of partnership working clearly showing how care and support can complement each other whilst being delivered by different agencies”***

Feedback from Supporting People also praised First Link for demonstrating peer learning, training and for having a team ethos.

First Link staff have also compiled a comprehensive Directory of Services and a working group of Support Workers have devised a new system for recording support plans.

The challenges facing support workers vary each week but the following case study gives an indication of the kind of difference First Link can make to an individual's life:

Mr. Z is an 82 year old Ukrainian man living with a friend in Nottingham. The referral came to First Link from the Intermediate Care Team following a stroke and stay in hospital. Mr. Z's house was reported to be cold and had recently been burgled.

On visiting the property, the house was in a state of ill repair with no heating. The Support Worker involved achieved the following:

- New central heating system was installed
- Repairs to a leaking bathroom ceiling were carried out
- A broken front window was repaired and a new bathroom window was fitted
- New external doors were fitted
- New guttering was fitted
- An application was made to CISWO (Coal Industry Social Welfare)

Organisation) which resulted in a £500 grant

- A new shower was fitted (part-funded by the CISWO grant)
- A full electrical safety check was carried out
- A full home safety check was carried out
- An eye test was arranged resulting in the service user having new glasses
- A benefit check was carried out which resulted in a successful application for both Attendance Allowance & Pension Credit
- As the service user had fallen behind with a mortgage, the Support Worker negotiated with the mortgage company to organise a new payment scheme
- Direct debits were arranged for payment of household bills
- A laundry service was put into place
- A new doorbell was fitted
- A decorator was arranged to decorate the internal rooms
- Smoke detectors were fitted

The Support Worker has noticed a marked improvement in the health and well-being of Mr. Z. His quality of life has been improved dramatically.

Over the past year, First Link has taken steps to offer a service which is available to all sections of the community. Joint working initiatives with, for example, the Indian Community Centre, have proved fruitful for all concerned.

Following an audit of languages that our existing staff speak we undertook some targeted recruitment to add additional support workers with specific language skills that were not supported. As a result we now have staff who have the following language skills:

- British Sign Language
- Cantonese
- French
- German
- Gujarati
- Hindi
- Kikuyu
- Mandarin
- Mirpuri
- Punjabi
- Swahili
- Urdu

The recruitment process is on-going with the following language skills yet to be added to the team:

- Bengali
- Hakka
- Italian
- Polish
- Ukrainian
- Vietnamese

All Support Workers have attended an excellent Cultural Awareness training session facilitated by Javed Khalique of Victim Support. First Link hopes to make further links with BME Communities in the coming year.

First Link has endeavoured to offer an inclusive service to older people from BME communities; last year 13% of clients came from various BME communities.

It is hoped that the coming year will see further progress in terms of staff development and service delivery. First Link will also be concentrating on service user involvement over the next twelve months and a number of initiatives are planned, including a Service User Consultation Event in the Summer.

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

## **Fund Raising Report**

The charity had a total of £303,960 of donations and legacies during 2004/05. This compares to income of £124,866 in 2003/04, giving an increase in donations and legacies of £179,094.

Essential support received from a number of grant making trusts ensured the continuation of our services.

Our volunteer fund raiser, Hubert Edge, continued to provide sterling support, researching and applying for funds from grant making trusts.

The Trustees approved a new, five year fundraising strategy which aims to support our Strategic Plan for 2005 to 2010.

At the end of 2004/05 we appointed a PR Officer. The remit of this new post includes supporting the development and reinforcement of long-term relationships with all our supporters and funders – a priority area within the fund raising strategy.

The Trustees agreed our participation in the national Age Concern Income Generation Partnership. This initiative will enable us to develop our legacy fund raising and fund raising from individuals. We also aim to increase funds from the corporate sector and event fund raising.

At the end of the financial year, it was publicly announced that Age Concern would be the 'Tesco Charity of the Year' for 2005/06. We are now working closely with Age Concern England (ACE) Community Fund Raising Department, Age Concerns across the East Midlands and within Nottinghamshire to develop good working relationships, specific fund raising plans and promotional opportunities with local Tesco stores. The funds raised through this initiative will be shared on an agreed basis between ACE and Age Concerns.

Work continues on a further, major national initiative that is now scheduled for launch in Spring 2006. Details remain confidential but the development is likely to have a positive impact on our fund raising in the future.

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

## **Gedling Carers' Support Service**

Caring for a loved one can be totally consuming, very stressful, isolating and exhausting, both physically and emotionally. The aim of this service is to be alongside carers, supporting them in all kinds of ways, but mainly to give them a much needed weekly break from their caring role.

Whilst the Co-ordinator, Carol Cotton, oversees and manages the service, the actual sitting is delivered by a team of volunteers.

The service is part funded by Nottinghamshire County Council who contribute 67% of the cost of the service. ACNN fundraise over £10,000 each year to cover the remainder of the cost of the service.

This service is vital to the well being of the carer. Allowing them some time away from the constant responsibility of caring is necessary for their own physical and mental health. Hopefully, breaks such as these will enable someone to continue in their caring role for much longer. Also, the cared for person themselves enjoy the company of someone else and often are able to build up a good friendship with their volunteer and very much look forward to their visits each week.

The service continues to be held in very high regard by other professionals with referrals to the service being regularly made. The service receives around 60

new referrals a year. As always, there is scope for the service to grow and develop.

The Service Co-ordinator is in regular contact with all of the carers supported by the service and now, once a quarter, they receive a Carers' Newsletter which keeps them up-to-date with carers' issues and also general issues from Age Concern. This was requested by the Carers themselves and, therefore, has been very well received.

Carers are encouraged to give feedback about the service and this is usually very positive. A carer sits on the Support and Advisory Group which empowers them and gives them an influence on the support they receive.

The Resource Library has a good number of books, tapes, cds and videos to assist the volunteer on their visits. An aim for this year is to build up the library, especially to include more resources for those with Dementia.

The team of volunteers is very committed and many have volunteered for the service for a long time and some will be receiving their long term awards for over 5 years of volunteering. They sit for anything between 2 and 9 hours each week. Although it can be demanding and repetitive, they know that they are making a huge difference to a carer's life and this is reward in itself. Currently, 32 volunteers support the service.

Carol greatly appreciates the work that they do and the time that they freely give.

The two-monthly Group Support meetings are very well attended and give the volunteers the opportunity to meet up with each other.

This work is very rewarding and important to the survival of carers. For some carers the support, for a time, can be very intensive, but the fact that you can see the positive differences the service can make to a carer's life makes it very worthwhile.

Statistics for Gedling Carers Support Service	2003/2004	2004/2005
<b>Total No. of People Supported:</b>	174	167
Carers	58	47
Cared for	59	47
Volunteers	30	32
<b>No. of new Carers Referred:</b>	32	41
<b>Source of new referrals:</b>		
Self	9	7
Health	6	6
Social Services	15	21
Age Concern	2	7
Other	0	0
<b>Age of new referrals:</b>		
50-59	5	5
60-69	4	5
70-79	12	19
80-89	10	11
90+	1	1
<b>Gender of new referrals:</b>		
Male	19	14
Female	13	27
<b>Ethnic Background:</b>		
White English	30	36
White Irish	0	2
White Polish	1	1
Black Caribbean	1	2

Statistics for Gedling Carers Support Service	2003/2004	2004/2005
<b>No. of enquiries/non-referrals:</b>	20	45
<b>No. of talks/special events:</b>	70	45
<b>No. of hours spent on talks/presentations:</b>	178	112.5
<b>No. of vols recruited:</b>	8	4
<b>Total no. of volunteers:</b>	37	32
<b>Total no. of hours of volunteer support:</b>	3,562.5	3,671.5

As people live for much longer in their own homes, the demand for a service such as this will only grow which, in turn, means continually needing to recruit new volunteers. This, without doubt, is the most demanding part of the work, but the Service Co-ordinator looks forward to the challenge of the next year in further developing the Gedling Carers' Support Service.

Over the coming twelve months it is hoped to achieve the following:

- To increase the number of volunteers supporting the service to 38
- To expand specialist information and advice service to meet the demands of carers

For further information contact Diane Trinder on 0115 841 4471

## Group Support Worker

Age Concern Groups in Nottinghamshire provide invaluable services to older people in the County in response to local



needs. All are run either entirely by volunteers or with a small number of paid staff. The Group Support Worker, Nicky Wheddon, is responsible for providing information, support and advice to Age Concern Groups throughout the County.

This year, due to capacity issues, her work has primarily focused on those groups who are members of the Age Concern federation. Contact has been made with some of the non-federation member groups and a small amount of support offered. It is hoped that this can be extended over the next twelve months.

Nicky's work this year has revolved around both responding to requests for support from the Trustees of groups and providing information, advice and training on areas of Charity Management that she has identified as being appropriate.

Support provided in response to requests from Groups has included guidance on Health and Safety matters, information has been provided on a range of subjects including Criminal Records Bureau Checks, insurance, JANET (the Joint Age Concern NETWORK) and accountancy. Advice has been given on employment law, including assistance with writing job descriptions and contracts of employment where Nicky has liaised with Tara Dunseath, ACNN's HR Manager. Support has also been given to a number of groups at meetings with statutory bodies.

The Support Worker has run workshops as a means of providing information and guidance to Age Concern Groups on mutually agreed topics. The first workshop focused on "Quality Counts", the federation's quality standard and this has been followed up with practical support. This support is on going and will continue until all groups have successfully completed the "Quality Counts" review process.

The next workshop covered volunteering and looked at recruitment, retention and best practice. The workshop included a guest speaker, ACNN's Volunteer Co-ordinator, Susan Dilks, who shared her knowledge and experience with groups. During the workshop, groups carried out an audit of their current practices and identified any areas that they might like to alter. Nicky offered to work with groups on this; some support has already been given and further support has been scheduled for the coming year.

A further workshop was run on strategic planning including guidance on how to put a written plan together. During the workshop, each group wrote their own mission statement and those groups who had not previously produced a written plan went away with the start of a plan and the framework to complete it. Both Nicky and Derick Ferguson, Chair of the County Forum and Regional Groups Representative, have offered to assist groups with writing their plans.

In addition, a Health and Safety Workshop was arranged. This was

sponsored by ACNN and was delivered by a specialist Health and Safety trainer. Nicky has followed this up with practical support and all groups have made improvements to their health and safety procedures. Further support with health and safety matters will be given over the coming year.

The Support Worker arranged for groups to take part in some of the fundraising opportunities offered by Age Concern England and groups successfully raised funds from the Summer Draw and from B & Q Collection Days.

Over the next twelve months, Nicky will continue to support federation member groups. Some of the areas of support already identified include:

- Quality Counts
- Health and Safety
- Employment Law
- Volunteering
- Planning

In addition, it is hoped to make contact with all the non-federation Age Concern groups in the County.

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

## **Harmony Counselling Service**

For Harmony, this year has been a time of action where the plans of 2003 have been put into practice. We now have a functioning Counselling Service which not only conforms to national standards but

also promises to exceed the norm by becoming ever more accessible and responsible to the needs of older people.

Jeanette Watts, the Counselling Service Co-ordinator, took up her post in August 2004 on a part-time basis of 14 hours per week. Initially, during the first couple of months, she concentrated on setting up monitoring and administrative systems and on establishing links with other relevant organisations. Graham Dennett and Angela Main-Reade of First Link, were very helpful in this development stage as Jeanette set up home on the top floor at Peachey Street and established a base for the service.

One of the principle relationships established in the early days was with the School of Counselling and Psychotherapy at the University of Nottingham. This link quickly proved very fruitful and we were able to commence offering placements to Student Counsellors from October 2004.

Efforts were made to recruit fully qualified Counsellors as volunteers from November 2004 and the team steadily increased in size throughout the year with new applicants being interviewed right up to the end of March 2005.

An assessment procedure, developed in accordance with the charity's Equality and Diversity Policy, has been used throughout our recruitment process and strong efforts have been made to access applicants from minority communities and diverse backgrounds.

The first actual client of the Harmony Counselling Service was officially allocated in October 2004 and numbers of referrals have grown steadily since that time. Publicity was deliberately limited during the early stage of operation so as not to overwhelm the available resources and to avoid making mistakes, but these restrictions will be removed in the next financial year as the development phase is now largely completed.

Referrals are welcome from any source including self-referrals, Social Workers, Health professionals, relatives, Victim Support, Cruse, all other agencies and all parts of ACNN.

All applicants are given an assessment which is usually carried out by the Service Co-ordinator and efforts are made to find a Counsellor who has experience or qualifications which are appropriate to the particular needs of the applicant.

Most of the initial clients have been seen at the Counselling Room in Bradbury House but home visits have been arranged in special cases. Efforts are still being made to find dispersed venues at localities throughout the County and some success has already been attained in recruiting volunteers who are able to work away from the City.

It has been a busy year; quite a lot has been achieved but, of course, there is still much more to accomplish. Eventually we aim to be fully accessible throughout the

County and able to offer a service to people from all parts of the community.

Jeanette has worked a miracle with her 14 hour week, achieving more in a relatively short time than some would consider possible for a full-time worker. Proof that, with devotion, enthusiasm and commitment, qualities common throughout ACNN, the voluntary sector can provide very good value indeed, pioneering new services on a very limited budget. It should be noted that ACNN has to fundraise over £17,000 each year to keep this service running.

As at 31<sup>st</sup> March 2005, ten volunteer counsellors have been recruited, twenty-four referrals have been received with nine clients currently receiving a service.

Thanks to all who have nurtured Harmony in its early days – Simon Cook, Graham Dennett, Angela Main-Reade and Bob Foreman of First Link, Mick Tinkler for his constant support and to all of our volunteers and students who do the most important bit of all.

We look forward to continued growth and development in the future.

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

## **Home Maintenance Service**

The Home Maintenance Service (Greater Nottingham) has continued to develop over the past twelve months with three handypersons covering the area to

service the demand of older people for this type of work.

The aim of the Home Maintenance Service is to carry out small repairs, maintenance and improvement works for older people to help promote independent living in their properties.

Some examples of work carried out by the service includes the following:

- Fitting grab handles and second stair rails
- Basic security measures (spy holes and better locks)
- Replacing tap washers
- Repairing/replacing fence panels and gates
- Putting up shelving
- Easing and adjusting doors

Marie Smith, one of Staying Put's Housing Advisers, supports the three handypersons by taking details from service users and other referral points and planning and co-ordinating their individual work loads.

Marie also carries out all the monitoring and customer satisfaction questionnaires to ensure that the handypersons continue to achieve high standards of work and the clients receive the best possible service.

The handypersons are split into three different types of work. Ken Keeton covers the general handyman work in the Greater Nottingham area. Ken has carried out various minor works at older people's properties over the past twelve months, from replacing tap washers to clearing out gutters. Ken completed 357 jobs during the last financial year, as well as helping train Lee Foster.

Brian Foster works in conjunction with Hospital Discharge to help people to return to their homes and carries out any small improvement such as second stair rails and grab handles that may aid them after their stay in hospital. This type of work, which relates solely to hospital discharge, is carried out free of charge. Brian has completed 498 jobs over the year.

Lee Foster is our newest handyman and started late January. Lee has been funded by Western Area Community NRF funding covering Aspley, Bilborough and Leen Valley Wards. The type of work covered by this service focuses on basic security measures, such as:

- shed alarms
- additional locks to doors
- property marks
- improved lighting
- grab handles
- second stair rails

Work provided by this service is free of charge and to date Lee has helped 85 people with these measures.

One example of the service was for Mrs C of Bilborough, a lady in her 70's. Mrs. C phoned the Home Maintenance Service regarding getting help for her mobility around her home. Brian has visited and fitted an extra stair rail which has enabled her to manage getting up the stairs.

Grab rails were also fitted to her front door. One grab rail was fitted externally to help her over the lip of her door and another was fitted internally to aid her balance on entering her property as her mobility is poor due to osteoporosis.

An extra grab rail was fitted in her conservatory to enable her to move around this part of her home easier. Mrs C is within the West Area catchment and will benefit from this other service which is offering security measures for the elderly.

Overall Nottingham City Council provides over £100,000 of funding for Home Maintenance Services which represents 80% of the cost of the services. Over £20,000 is paid by service users and ACNN has to fundraise a further £6,000 each year to keep these services operating.

The past year has seen us develop and improve the Home Maintenance Services helping older people remain independent in their own properties.

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

## **Human Resources**

The last two years has seen a major change in organisational structure within ACNN with the development of new services and further recruitment to aid this.

Due to continuing expansion and change, it was decided to again perform a staff "attitude survey" using the annual Investors in People Review. The results of this survey were very encouraging in that the vast majority of staff felt the expansion of the charity and the development of new services has been communicated well. This should be further enhanced with the development of the IT network.

ACNN was, again, successfully reviewed for our IIP status in July and Mr. Gobby was again impressed with the managers and expanding opportunities for development within ACNN.

The following are services developed by ACNN this year:

- coalition with Age Concern Derby & Derbyshire Insurance Services to create three new posts, as well as two other new insurance posts in Nottingham
- Harmony Counselling Service
- Money Maze Service

Notable expansion has happened within the following services:

- Central Services
- Senior Management Team with the appointment of an Executive Officer
- First Link with the appointment of Support Workers with various language skills
- Age Concern Trading

With the expanding work force, unfortunately, labour turnover has increased also, although, taking this increase into account, the charity is still considered to have a “low” turnover percentage according to The Chartered Institute of Personnel and Development (*Recruitment, retention and turnover 2004: a survey of the UK and Ireland London, CIPD 2004*).

The following table shows the annual labour turnover and retention figures.

The average UK turnover percentage for “all sectors” is 16%, ACNN being 10%.

Labour Turnover				Labour Retention			
Dept.	Leavers in Year	Total No. of staff	Turnover	Dept.	No. staff 1 yr service	Total No. of staff	Retention
Central Services	3	11	27%	Central Services	9	11	81%
Senior Managers	0	7	0%	Senior Managers	7	7	100%
Project Workers	1	29	0%	Project Workers	26	29	89%
I & A and Direct Payments	1	11	0%	I & A and Direct Payments	4	11	66%
First Link	6	44	0.13%	First Link	36	44	81%
PPI	1	8	0%	PI	7	8	87%
Day Care	3	19	0%	Day Care	16	19	84%
Trading	1	17	0%	Trading	10	17	71%
<b>OVERALL</b>	<b>15</b>	<b>146</b>	<b>0.10%</b>	<b>OVERALL</b>	<b>115</b>	<b>146</b>	<b>83%</b>

According to the same CIPD document, the average retention figures for the UK are 72%. ACNN has retention figures of 83% and so is, again, in advance of the norms.

Over the past year a total of 277 people applied for posts with ACNN. These were to fill the following positions:

- Administration staff

- Advice and Information Worker
- Advocacy Team Manager
- Care Assistants
- Counselling Service
- Finance Assistant
- Gedling Carers Support Service
- Handyperson
- Hospital Discharge Service
- Insurance Sales Administrator
- Money Maze
- Patients’ Representative/Advocates

- Public Relations Officer
- Receptionist/Advisor
- Retail Manager
- Shop Manager
- Support Workers
- Trainer

The following shows an analysis of these applicants:

Gender of Job Applicants		
Female	186	67%
Male	92	33%

Job Applicants with a disability		
Yes	19	6.8%
No	242	87.3%
No response	16	5.7%

Ethnic Background of Job Applicants		
African	6	2.1%
Asian British	1	0.3%
Black British	1	0.3%
Black English	1	0.3%
Caribbean	3	1%
Chinese	5	1.8%
Indian	11	3.9%
Pakistani	12	4.3%
White British	12	1%
White English	211	76%
White European	2	0.7%
White Irish	2	0.7%
White Italian	1	0.3%
White Polish	3	1%
White Scottish	3	1%
White Welsh	1	0.3%
No response	2	0.7%

Age Range of Applicants		
Under 20	2	0.7%
21-29	62	22.3%
30-39	73	26.3%
40-49	63	22.7%
50-59	62	22.3%
60-69	13	4.6%
Above 70	2	0.7%
No response	0	

Sexual Orientation of Job Applicants		
Lesbian	2	0.7%
Gay	5	1.8%
Bisexual	0	
Heterosexual	233	84%
Prefer not to say	10	3.6%
No response	27	9.7%

Area of Residence of Job Applicants		
Ashfield	28	10%
Broxtowe	30	10.8%
City	75	27%
Derbyshire	30	10.8%
Gedling	36	13.3%
Leicestershire	4	1.4%
Mansfield	15	5.4%
Newark & Sherwood	9	3.2%
Rushcliffe	27	9.7%
No response	27	9.7%
Nottingham City	75	27%
Nottinghamshire County	146	52.7%

For further information contact Tara Dunseath on 0115 841 4464

## Information and Advice Service

We entered 2004/05 in good heart. The previous year had seen a strengthening of the team and we had confidently coped with the introduction of Pension Credits. The service had three full time staff, a swagger of experienced volunteers and a trepidation of “newbies” aching to be unleashed on behalf of our service users. So, how did things turn out? Pretty well, actually! However, in the great “glass half full, glass half empty” debate, I can usually be heard whistling “There may be trouble ahead”.

Most importantly, we maintained our standing as an independent sector provider of welfare benefits advice holding a Community Legal Services Quality Mark at the “Case Work” level. Our services remain free, confidential and impartial. In a typical month we received in excess of 1,000 requests for information and over a hundred requests for advice leading to case work.

The demand for assistance with claims for health related benefits continued unabated – no matter how many Attendance Allowance or Disability Living Allowance claims we assisted with, we always seemed to crash into a particular Department of Work and Pensions (DWP) statistic: 50% of entitled people do not claim disability benefits. As the number of people in the very elderly category continues to grow, we are increasingly called upon to undertake home visits to people coping with the common, and chronic, ailments of the

aged: stroke, heart disease, Alzheimer’s Parkinsonism, arthritis, diabetes, blindness, pulmonary disorders..... What uplifts is the stoicism of sufferers and the uncomplaining nobility of most carers. What depresses is the constant need to butt heads with statutory sector service providers, “Resources are scarce, money is tight”. Fortunately, the expertise of knowledgeable members of the wider staff team can be brought to bear on behalf of service users and we have had numerous successful “appeals” against originally unfavourable determinations.

For the eighth year in succession, the Information & Advice Service succeeded in securing welfare benefit gains of over £1,000,000. In fact, for the first time ever we topped the £1,000,000 mark in respect of older people living in the City; benefit gains passed the £1.75 million mark when gains in the County were taken into account.

Kevin Winship, our Advice Worker in North Nottinghamshire, had a highly productive year securing benefit gains of £650,000 whilst working with only three volunteers, albeit very experienced ones. Kevin was successful in raising the profile of Age Concern through participation in community events, at talks and presentations and maintained a good working relationship with staff at the Pension Service. Kevin entered 2005/06 with a clutch of new volunteers awaiting training and the possibility of a very successful year ahead.



Zabina Kauser, working mainly in the city, “brought on” volunteers who undertook training in early 2004 and also took responsibility for the deployment of a number of experienced volunteers. Her work on behalf of older people within the Asian community enhanced the standing of ACNN in that sector of the local community but, as a consequence, demand for our assistance grew significantly.

During the year we continued to work with colleagues linked to Age Concern organisations throughout the East Midlands and this strong network enabled us to successfully bid for funding to promote our own services and the help that is available from Community Legal Services. In Nottinghamshire during 2005/06, we shall use our £10,000 share of funding to establish a number of information points in the City and County.

In the Summer of 2004 we took the opportunity to apply for DWP funding for benefit take-up work in areas of Bassetlaw and Newark & Sherwood that are classified as “deprived”. A part-time Advice Worker, Anne Winship, was employed and she began to shape our new information and advice based service – the “Penny Wise Project” during late March 2005. Funding covers the costs of the project for a two year period.

Towards the end of 2004 we applied for funding to set up a new project – “Money Maze” – the purpose of which is to encourage and support people aged 50 plus and who have yet to decide upon the

method of benefit payment that best meets their needs following the withdrawal of benefit payment order books.

The “Money Maze” team includes six Money Advocates who will help people through the process of setting up Bank, Building Society or Post Office Card Accounts. The team also includes two Welfare Benefits Advice Workers, two part-time administrators, an Information Officer and a PR/Outreach Worker. This is a challenging area of work, funded until February 2006, and will be project managed by Paula Bailey who has been seconded from the Safe and Sound Service.

A busy, “nose to the grindstone” year ahead is forecast. We need to find time to develop our “internet identity”, restructure our support and training of volunteers, and need to hunt down funding to secure the future of the Information and Advice Service. Time to start whistling.....

*For further information contact Ken Hazard on 0115 844 0011*

## **Kindred Spirits Service**

The aim of Kindred Spirits is to reduce the loneliness and social isolation experienced by over 60’s living in Nottinghamshire through them socialising and making friends with others with similar interests. Kindred Spirits has two bases, one in Nottingham and the other in Mansfield. There are presently more

than 1,300 older people using the Kindred Spirits Service.

This service is aimed at independent older people, i.e., they need to be able to get themselves to whatever it is they want to go to and be self-supporting when they get there.

It works by sending out a newsletter every few weeks which gives details of social events and interest groups, some organised by the Co-ordinators and some by the Kindred Spirits themselves. The idea is that the service users are then completely free to pick and choose what they wish to join in with. They are also helped if they wish to find someone, or a group, with which to share a specific interest outside of those included in the newsletter.

Examples of groups and events include:

- Sunday Lunch
- Theatre
- Local visits
- Social dances
- Walks
- Coffee mornings
- Holidays

There has been an increase in the variety and number of new groups and events in Kindred Spirits during the past year. New groups include:

- Ten Pin Bowling
- Table Tennis
- Antiques

These new groups have all resulted from ideas originating from, and led by, the service users themselves.

There have been a number of things done for the first time this year. These include:

- A storytelling Workshop led by the Storytellers of Nottingham, to teach Kindred Spirits the skill of how to tell their own story more effectively
- Afternoon coffee gatherings every Bank Holiday as these times of the year are frequently cited as being especially lonely
- Two popular all-day social events – “Beetle Drive” and a quiz – with a “Dutch” buffet at Bradbury House
- Ten Pin Bowling which evolved into a group
- Group visits to the free lunchtime music concerts at the Lakeside Arts Centre
- Developing a link with Age Concern Carlton who do sandwiches and cream cakes for us every month for £2 per person

There were also two Kindred Spirits holidays this year to Llandudno and the Isle of Wight, compared with one last year.

Overall the number of Kindred Spirits social, leisure and fitness events and group get-togethers has increased from

517 in 2003/04 to 558 in 2004/05, which is an average of 11 things going on every week.

July 2004 saw the initiation of the new Kindred Spirits Fund Raising Group which was, again, a service user led venture. Events organised have included a very successful Bazaar, a Beetle Drive and a Barbeque at a Kindred Spirit's home. The total raised so far by the group has been over £1,600.

The service is part funded by Nottinghamshire County Council who contribute over £48,000, the remaining £60,000 needed to run the service is provided via service user contributions and ACNN fundraising.

The Kindred Spirits Annual Forum was very successful. Kindred Spirits are invited to come along and give their views and opinions on the service and put ideas and suggestions forward for improvements. A number of these will be implemented during the forthcoming year.

One example of someone who has recently been helped by Kindred Spirits is a man in his eighties who was referred to Kindred Spirits by the First Link Service. His wife had died 18 months previously and in his words he was:

***“so depressed through the bereavement, I didn't want to go out, didn't want to do anything”.***

He has now been a member of Kindred Spirits for nearly a year and when asked what difference it had made to his life he said:

***“my family cannot believe the transformation in my life. I've met some lovely, lovely people and look forward to meeting up with them. It has made a tremendous difference to my life and lifted me out of myself”.***

Further Kindred Spirits comments include:

***“You make friends and you get out of the house instead of sitting in on your own”.***

***“It gives people the opportunity to meet others of a similar age group and make new friends”.***

***“It takes away some of the loneliness after losing your partner”.***

***“To get out and about and meet new people which gives a renewed interest in life”***

During the coming year it is hoped to achieve the following:

- The Kindred Spirits Fund Raising Committee to raise in the region of £8,000

- To increase service take up from older people in the rural east of Nottinghamshire

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

## **North Nottinghamshire Advocacy Service**

The Advocacy Service for North Nottinghamshire is a new service started in January 2005. It is a pilot service funded for one year by Nottinghamshire County Council and covers the following sites:

- Ashfield Community Hospital
- Mansfield Community Hospital
- Kingsmill Hospital
- Newark Hospital
- Bassetlaw Hospital

The service also supports older people in local care homes.

As the service is new, there has been lots of networking with various teams at the hospitals and within the district to promote the service and make people aware of the help we can provide.

So far, the service has received 30 referrals.

A recent example of a referral received was a patient discharged from hospital

into permanent care. He was extremely withdrawn, uncommunicative and isolated. He had not been in contact with his family for many years, with our help, access to the service user's family has been established and he met his granddaughter for the first time.

With continued support and encouragement his mobility has increased and the service user has become less withdrawn and more settled in the care home.

Comments on the service so far have been very positive and encouraging.

In the next twelve months it is hoped to achieve the following:

- A minimum of twelve new referrals each month
- To secure a hospital work-base for the Mansfield area service

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

## **Nottingham City Hospital Discharge Service**

The ACNN Hospital Discharge Service has now been operating for almost ten years. Samantha Williams has been in post as a Co-ordinator for three years and Nigel Cruickshank for one year.

The service continues to provide free short-term support to people aged 55+

following a stay in Nottingham City Hospital.

Volunteers visit older people in their homes and provide both emotional and practical support, helping them to settle back into familiar surroundings after what can have been a stressful time. This assistance includes:

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

The bulk of the funding for the service comes from Nottingham City, Gedling, Rushcliffe and Broxtowe & Hucknall Primary Care Trusts. Funding is also provided by Nottingham City Council. The service is available to older people whose GP surgery is within these PCT areas. The service aims to complement, not replace, assistance which can be provided by other agencies, such as Social Services.

The funding from the PCTs amounts to 90% of the cost of the service; Nottingham City Council contributes 2% and ACNN fundraise for the remaining £4,500 each year.

Referrals are primarily received from hospital based Social Workers and nursing staff. We do receive others from, for example, patients themselves, Occupational Therapists, relatives and families.

All adult wards at the Nottingham City Hospital display the service's leaflets. Nigel makes presentations regularly to ward staff to make sure that as many staff as possible are aware of the basic features of the service. Link Nurses are also being sought on these wards to be a point of contact for the Co-ordinators and other nurses on their wards.

When a referral is made to the service, a Co-ordinator visits the patient on the ward to see what they may need, even if this may just take the form of regular telephone calls.

Where required, a volunteer will be allocated to the patient upon discharge and he/she will telephone the service user to introduce themselves and arrange a visit. Sam and Nigel keep in close contact with the volunteer to provide any advice and support they may need. Referrals are often made to other agencies as well as other ACNN services including:

- Community Support
- Safe & Sound
- Seniorlink
- Advice and Information
- Staying Put

The service depends on volunteers and they are provided with the necessary support and training as well as being encouraged to attend meetings with Sam and Nigel. Whilst a number of less active volunteers have left during the past year, as a result of various initiatives by Sam and Nigel, the number

of volunteers has risen to around 40 with a number of prospective volunteers in the pipeline.

The work of the volunteers is greatly appreciated. It is as a result of their hard work that the service was nominated for a Queen's Award for Voluntary Service and has reached the final stage of the process. The outcome will be known in early June.

During the year, the Hospital Discharge Service helped 785 older people compared with 697 in the previous 12 months, an increase of over 12.9%. The average age of the patient is 79.

The service is regularly evaluated. Very positive comments were expressed by staff from Social Services and the wards at the Support and Advisory Group meeting held in February. The service is highly valued by these staff.

Over the coming year it is hoped to achieve the following:

- To achieve a target of 850 referrals
- To establish link nurses in every ward in the hospital

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

## **Patient and Public Involvement in Health Initiative**

Patient and Public Involvement in Health Forums (PPI) are made up of groups of volunteers from local communities who are enthusiastic about helping patients and members of the public influence the way that local health care is organised and delivered. There are over 570 PPI Forums across the whole of the UK and each PPI Forum is fully independent but works alongside a local NHS Trust, e.g., PCT/Acute Hospital Trust/Mental Health Trust and Ambulance Trust.

ACNN has held the contract to support and co-ordinate the seven South Nottinghamshire PPI Forums since the very beginning in September 2003. The Forum Support Organisation (FSO) which was set up to carry out this role consists of 7 members of staff comprising of two Administrators, four Forum Co-ordinators and one Manager. We also have a part-time Cleaner for the office which is based in the Beeston area of Nottingham.

ACNN is now in negotiations for the third, and what has been decided as the final year for the Project as it currently stands which will take us to the end of August 2006. The Forums we support are as follows:

- East Midlands Ambulance Service PPI Forum (6 members)
- Nottingham City PCT PPI Forum (10 members)

- Broxtowe and Hucknall PPI Forum (7 members)
- Nottingham City Hospital PPI Forum (9 members)
- Queen's Medical Centre PPI Forum (8 members)
- Gedling PCT PPI Forum (5 members)
- Rushcliffe PCT PPI Forum (7 members)

The Commission for Patient and Public Involvement in Health (CPPIH) manage the contracts for the FSOs; they have a local office in Nottingham City Centre that we work in conjunction with. This project is a Government initiative and, as such, is scheduled for major change in the future, especially since the unexpected recent announcement of the abolishment of the CPPIH last July.

Although in the process of winding down, the Commission plans to be working with us until the end of August 2006. Some further details of these major changes have been announced already but much is still in the planning process so definite details about the future of the project is still very much unknown.

To date, our Forums have experienced some highs and lows with fluctuating membership and in the initial stages much of their time was spent learning about and making links with the other

Health organisations and Trusts that they are going to work in partnership with. The Forums are now busy formulating their year end Annual Reports and drafting out their Work Plans for the forthcoming year. To date, our Forums have been involved in:-

- monitoring and improving the services of their local hospitals and GP surgeries via organised visits
- producing reports of their observations
- exploring NHS dentistry within the area
- dealing with local issues and complaints
- recognising good practice
- working on patient surveys in various hospital departments
- linking into and having representation at Trust Board meetings and Overview and Scrutiny Committees
- Links and joint meetings with the PPI Forums in the North Nottinghamshire area, discussing and working on mutual issues

The next year promises much change along with some very interesting and challenging work for the FSO Team in South Nottinghamshire. We are already working on an extensive PR and

recruitment strategy for the team to concentrate on the more diverse and hard to reach groups within the local area. The main goal would be to encourage members of these groups to either join a Forum or act as a link person to the Forums via whom health related issues could be transmitted.

Next year we plan to hold meetings with local universities and colleges to offer placements for students studying health and social care courses to enable them to become involved with the Forums and the FSO Team.

The team will also be out and about in the local communities a lot more during the next year to talk to and inform members of the public about the Forums and the work they are doing.

Recruitment will be more targeted and intensive, concentrating on the quality and diversity of the membership of our forums as well as increasing the numbers.

A lot of ground work has already been carried out to bring the Forums up to their present positions and this project has presented many challenges, frustrations, as well as rewards and learning opportunities for all concerned.

Whatever shape or form the Forums take in the years to come, we all hope that patient and public involvement in health continues in some shape or form and is recognised as being an effective way of seeking views of those most in

need of the local health service – the users!

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

## **Patients' Representative Services**

The Patients' Representative Service at the City Hospital continues to be busy with an average of 10 new referrals each month. The service provides advocacy, support and information for patients on South Corridor wards and the Sherwood Day Hospital.

The service is part funded by the Nottingham City Hospital NHS Trust who contribute 73% of the cost of the service, ACNN fundraise the remaining cost which amounts to over £5,000 each year.

The types of referrals remain very varied including:

- Decisions about moving into a care home
- Alleged financial and physical abuse
- Complaints about quality of care
- Issues with discharge

Many routine referrals are resolved within a short time scale where as other cases may be more complicated and are ongoing over a period of weeks or even months.



The service receives referrals from many sources which include nurses and other hospital staff, social workers, relatives and self referrals. The Patients' Representative refers on to other services within ACNN, in particular Information and Advice, First Link, Senior Link and other advocacy services.

The Patients' Representative has become involved in the Scrutiny Group for older people led by NHS Trust Consultant, Dr Rob Morris. The Scrutiny Group meets on a monthly basis looking at a range of issues that directly and indirectly affect patient services. Two important themes the group are investigating are issues of ageism and elder abuse and raising staff awareness of these. The Patients' Representative has attended meetings looking at quality of care in the hospital, as part of the National Service Framework for Older People.

### **Example of Involvement**

An 80-year-old man asked to see the Patients' Representative while he was an in-patient at the hospital. He told the Patients' Representative he had a "live in" carer who cashed his pension but always kept a few pounds for himself. He became very upset while talking about this and said he wanted the carer to stop. The Patients' Representative was able to support him during this time and alerted and liaised with Social Services. The man decided not to proceed with formal investigations at

that time and his discharge was arranged with community support.

The Patients' Representative was called back to see this man approximately six weeks later. He had been re-admitted to hospital in a very neglected state. He was very weak and distressed when she met with him. He said he didn't want to return home and wanted "things to be sorted". A Social Worker was involved and he agreed to proceed with formal investigations. She was able to support this man through a very upsetting and difficult time. He elected to move to a residential care home and was referred on to the Age Concern Residents' Representative Service.

Unfortunately this gentleman died. The Patients' Representative uncovered serious financial abuse which the police continue to investigate.

Over the coming year it is hoped that the following will be achieved:

- To establish links with the new Day Hospital
- The establishment of Link Nurses on Morton Ward

Mandy Dalglish and Ruth Coffey are the Patients' Representatives based at Highbury Hospital. The service is part-funded by Nottinghamshire Healthcare NHS Trust who contribute 41% of the service costs and Rushcliffe Primary Care Trust (PCT) who contribute 22%.

ACNN fundraise a further £20,000 each year to ensure the service continues.

Mandy took up her post in January. She visits all the wards at Lings Bar Hospital and Parkside Day Hospital at Gamston and the Mental Health Wards A23 and B50 at the Queen's Medical Centre. Ruth covers the wards at Highbury Hospital, as well as Gibson Day Hospital and also visits the Peasehill Unit in St. Ann's and Bramwell Day Unit at Chilwell.

Both posts are part-time with Ruth working Monday, Tuesday and Wednesday and Mandy working Wednesday, Thursday and Friday. On average, the Patients' Representatives receive fifteen new referrals each month and also have an on-going workload.

Referrals come from a variety of sources – Healthcare staff, Social Workers and sometimes from ACNN Patients' Representatives at other sites. Further to this, Mandy and Ruth regularly visit the wards and day hospitals and receive referrals from patients themselves and their carers.

As well as supporting service users, the Patients' Representatives promote the service to hospital staff and also attend meetings within each Trust. Ruth attends monthly Essence of Care benchmarking meetings within Nottinghamshire Healthcare Trust. She is also involved with the development of a patients' questionnaire at Gibson Day Hospital.

Issues raised within the past year include:

- Supporting service users over the changes in their weekly pension collection (Direct Payment)
- Supporting service users with appeals such as sections under the Mental Health Act, and other complaints
- Providing a range of information including that of residential homes, sheltered housing and day care facilities
- Supporting carers over hospital discharge arrangements

### **Examples of Involvement**

Mandy has offered support to a service user who experienced feelings of loneliness and isolation. More broadly, work with this particular service user has involved general listening together with support in relation to their feelings and concerns.

Specifically, this has required Mandy to obtain a variety of information, including that of appropriate activities in the community. She has also liaised with Social Workers on the service user's behalf.

Ruth has provided on-going listening support to a patient as they thought through their options concerning writing their will. This also involved contacting

a solicitor on the service user's behalf and making the necessary practical arrangements.

The objectives of the Patients' Representative Service based at Highbury Hospital for the coming year include:

- The service to be involved with Quality Assurance initiatives within the Trust
- The identification of recurring issues and themes related to patient care and feed back to the Trust concerned

Sandra Clark is the Patients' Representative covering Bestwood and Daybrook Wards and the Day Hospital at St. Francis and St. Andrews Lodge.

The service continues to receive referrals which remain consistent with previous years, approximately six new referrals a month . This year the service received 60 new referrals. The service Co-ordinator carries a case load of around 25 older people. The service is currently provided for eighteen hours a week.

Referrals are received from patients, their relatives and carers, nursing and medical staff, social workers, or anyone involved with a patient's care. This also includes Support Workers from ACNN or other charities such as the Alzheimer's Society.

Referrals are varied and cover a wide range of issues including:

- Benefits
- Financial
- Housing
- Legal
- Complaints
- Sign posting to other agencies

### **Example of Involvement**

An older person had run up considerable debt and needed support to sort it out. The Patients' Representative contacted all the companies involved and succeeded in getting them to freeze the interest on the accounts.

The service user was referred to the ACNN Welfare Benefits service for a benefits check. The person was not claiming all the benefits they were entitled to. Consequently, they now have a little more income on which to live on and repay some of their debts. As the person attends the Day Hospital, the Patients' Representative makes regular contact in order to monitor payments. Regular meetings also take place between the Patients' Representative, the Social Worker and CPN to maintain good communication regarding our roles in this case.

In the coming year it is hoped that the Patients Representative Service covering Bestwood and Daybrook Wards and the Day Hospital at St. Francis and St. Andrews Lodge will:

- Show an increase in the number of referrals to a regular eight new referrals a month
- Raise awareness of the service at St. Francis by increasing the number of ward talks and presentations to one per month

*For further details contact Diane Trinder on 0115 841 4471*

## **Residents' Representative Service**

The Residents' Representative Service provides advocacy and representation, advice and information to those living in EMI Residential and Nursing Homes in Broxtowe, Gedling, Hucknall, Nottingham and Rushcliffe. It is funded by Nottingham City Council (64%) and Nottinghamshire County Council (8%). The remaining cost of the service amounts to over £9,000 which is raised by ACNN fundraising.

The service is available for residents who may need support and advocacy, or who need to discuss, in confidence, a problem or query. 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, independent manner. Issues that have been dealt with this year include:

- Advocating for residents who may be having problems relating to the care they receive

- Liaising with health professionals in order to represent a service user's needs and wishes
- 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
- Attending Social Service reviews to ensure that the needs of a service user are acknowledged
- Attending Residents' meetings within care homes

The service receives a large number of referrals each year from Social Workers, Care Home Managers, relatives of those living in care homes and residents of care homes themselves.

The Residents' Representative has sought to increase levels of awareness about the service within homes and amongst other social care professionals. There has been a slight increase in the number of referrals received with an average of six referrals being received each month. The number of new service users during 2004/05 was 69.

The service has seen an increase in general telephone enquiries from people requesting advice, guidance and assistance.

The Residents' Representative Support and Advisory Group has been re-established and feedback from participants has been positive.

The Residents' Representative now attends residents and relatives meetings within three homes in the City of Nottingham. The feedback from these meetings has been passed on to home managers who have responded positively.

The relationship between the Residents' Representative and Social Workers who have used the service continues to grow and a long term working relationship has been established with several Social Workers.

The Residents' Representative Service continues to have positive, impartial communication with the Commission for Social Care Inspection. We now have named contacts who are aware of the work the Residents' Representative Service undertakes.

Those working in the Advocacy Services, which include the Residents' Representative, Patients' Representative and those from the newly established Advocacy Service in the North of Nottinghamshire, continue to meet once a month to share ideas, knowledge, experience and expertise and 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.

In the coming year it is hoped to:

- Review the role of potential volunteers supporting the service
- Increase membership of the Support and Advisory Group to eight regular members

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

## **Safe and Sound Service**

The 'Safe and Sound' Home Safety Service has now been running for eighteen months. The project helps older people to stay as safe and independent as possible in their own home by visiting them to carry out a free home safety check.

The safety check enables the Safe and Sound team to give advice on hazards that could lead to a fall or accident, with the focus being on prevention rather than reaction. The project aims 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.

As the service is funded by Nottingham City Council, anyone aged 60 years or

over and living in the Nottingham City area can benefit from the service, which is provided by three full time staff.

In eighteen months, 658 older people have benefited from a home safety check, exceeding our aim of 600. Our project has managed to reach people in every Nottingham City Council ward. Of the people we have visited so far, 38% have had at least one fall in the past year

Examples of our work include:

We visited a couple in the Sherwood area who were struggling to get up and down stairs inside and outside the house.

We arranged for the Preventative Adaptation Scheme to fit a second handrail to the stairs and our Home Maintenance Service to fit handrails to the garden steps.

During our visit it became apparent that the couple were not claiming disability benefits that they were possibly eligible to receive. Our Welfare Benefits advisor looked into this on their behalf and helped them through the process.

We visited a gentleman in Sneinton who was living on his own. He was worried about the poor condition of his windows and how cold his home was. Having looked around the home there were a few other issues too. His smoke alarm was not working, his gas appliances had not been serviced and there were home security issues.

We sent a referral to the Fire Service for them to fit smoke alarms. We also referred him to our Staying Put service to apply for a grant to replace his windows. The gentleman was advised about our Traders Register which he could use to find reputable trades people to service his gas appliances and fit door security devices.

An application was made to 'Warm Front' for a grant towards loft and cavity wall insulation to help keep his home warmer. Lastly, a thermal mug was provided to allow a warm drink to be taken to bed at night.

We visited an 81 year old lady who was quite independent but was having difficulty getting in and out of the bath. We suggested that she contact the Disabilities Living Centre who would be able to help her with this problem.

We noticed that the lady had an old electric blanket so we advised her to bring it along to Age Concern's annual electric blanket testing day to ensure that it is still safe to use. The lady also expressed an interest in the Kindred Spirits Service at Age Concern as she felt socially isolated and would be interested in meeting people of a similar age group.

One of the keys to our success so far has been the development of good partnerships with other organisations. A recent initiative has involved working with District Nurses and the Nottingham PCT Falls Prevention Team to identify older

people who are wearing poorly fitting slippers that could lead to a fall.

We secured funding from Age Concern England, the Victoria Centre and Nottingham City Council to buy anti-slip supportive slippers which we have distributed to the most 'at risk' people. Feedback both from the older people and the health professionals has been very positive.



In January, a third handyman began work with Age Concern's Home Maintenance Service to specifically cover the West Area which encompasses Aspley, Bilborough and Leen Valley. The West Area project remit, funded by the West Area Committee, was to fit security devices such as window locks, external lighting and shed alarms to improve home security and help people feel safer at home. During home safety checks in this area we have identified 58 people

who would benefit from this service and so we have worked closely with the West Area handyman to enable them to benefit from additional home security measures.

100% of our service users have been satisfied with the service they received from 'Safe and Sound'. We revisit approximately 20% of our clients to see what effects our home safety check has had. 93% of these people say that they feel safer and more independent in their home since our visit. Here is some of the feedback we have received;

***'Cannot do enough to help us, with excellent suggestions'***

***'I am most happy with the service you are providing and would like to thank you for your kind concern and help'***

This feedback suggests that our project is needed and is making a difference to older people's quality of life and safety in the home.

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

## **Senior Link Service**

The Senior Link Service is a joint project with Help the Aged who fund 58% of the cost of the service, it should be noted that ACNN have to fundraise over £10,000 each year to ensure the service can continue.

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, but 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 home, filling out the paperwork and providing the installation and initial training in the use of the Senior Link units.

This has been a year of continuing consolidation of the service within the County. There is a notable steady demand by self-referral and from statutory service departments, especially in the North of the County in areas such as Mansfield, Warsop and Retford. This increase in demand is due to cost and availability.

The number of units purchased by clients has been maintained with the loan units becoming more accessible to clients with the raising of the limit to £25,000 for loan unit qualification.

From 1<sup>st</sup> April 2005 the monitoring charge will rise to £1.63 per week plus VAT, if applicable.

The Co-ordinator is supported by a trained volunteer who helps during peak

ordering periods for one day a week covering the Greater Nottingham area. This year 368 visits to clients were carried out, of which 218 were initial visits with 168 units being fitted.

Reasons for non-service supply are varied:

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

This service is rated highly by Help the Aged who provide the units and monitoring centre.

*For further information contact Derek Green on 01623 488221*

## **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 a local Trust, The Skerritt Trust.

Next year it is anticipated that Nottingham City Council will contribute 55% of the funding for Staying Put, with



38% coming from fee income and 7% from our own fundraising.

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.

Staying Put has had another busy year dealing with 1,487 enquiries from older people and helping 197 older people access grants that have helped them remain safely and independently in their own homes. The total capital cost of this work during 2004/05 was £645,262.

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 works very closely with organisations such as the Disability Living Centre, where the Occupational Therapists have helped us by assessing clients for items such as bathlifters.

We continue to work with the Preventative Adaptations Service (PADS) to install items such as grab rails and second stair rails and with the Intermediate Care and Falls Prevention

Services based at Mary Potter Hostel on Gregory Boulevard.

One example of the work Staying Put has carried out relates to an elderly lady living in St. Anns who was referred to us through Warmfront. As assessment on her heating and gas fires resulted in a referral due to concern about her health and living conditions.

An initial visit by a Caseworker revealed that she was not claiming all the benefits to which she was entitled; she looked after 4 of her grandchildren who all had behavioural problems and the client suffered from severe asthma and arthritis.

The back boiler had been condemned so she had no heating or hot water. Her main slated roof was in a poor condition and leaking into all bedrooms. The flat roof to the kitchen was leaking onto internal electrics and four of the windows in the house were rotten and required urgent replacement.

We worked in partnership with Warmfront who contributed towards the cost of a new back boiler and gas fire and Staying Put tendered out the rest of the work.

The client now has a new central heating system, gas fire, new kitchen roof, four new UPVC windows and a major overhaul of the main roof.

The client was also referred to our Information and Advice Service who were

able to help her with a claim for two other benefits.

The client was delighted and even shed a few tears; she thanked Age Concern for all the hard work they had organised and their patience.

The Skerritt Trust continues to be of invaluable support to Staying Put and, due to their generosity, we have been able to assist another 617 older people with small essential repairs not covered by the statutory grants or to top up grants where there are insufficient funds.

The Service Manager, Lis Lawrence, continues to work with the Home Safety for Older People Group (led by Nottingham City PCT) to deliver training to District Nurses across the City on the services that ACNN can offer. There have been six training sessions over the last twelve months and approximately 120 District Nurses are now more aware of ACNN.

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

## **Sybil Levin Centre**

At the Sybil Levin Centre over thirty older people use the sixty-five places available each week to support both the older people accessing the care and their carers. There is a range of activities to suit different needs and healthy “home cooking” and drinks are provided. Service users can also access bathing, chiropody and the hair salon.

The day care facility is funded by Nottingham City Council who contribute over £95,000. ACNN have to raise over £54,000 to ensure the other activities provided at the centre continue to meet the needs of local older people.

Referrals for Day Care can come from Social Services, hospitals, doctors and carers. The cost of £3.50 includes transport, meals, drinks and activities.

The Centre is supported by experienced staff and volunteers who contribute in a number of ways, helping in the kitchen, snack bar, assisting with activities and trips out and, importantly, chatting and listening. Age Concern values and appreciates the help from volunteers.

The Centre also provides a drop-in service for older people who want to meet in a friendly environment, enjoy a range of activities and home cooked meals. They are able to visit on Tuesdays and Wednesdays. Michelle Sanderson runs the activity room where a range of activities take place for older people including

- Arts and crafts
- Line dancing
- Movement to music
- Yoga
- Table tennis
- Computing courses

Over the past year the staff and volunteers at the Sybil Levin Centre have organised a range of trips out including Christmas meals, trips to

Derbyshire, visits to Attenborough Nature Reserve, Gunthorpe Bridge, Wollaton park, the theatre, as well as games evenings and meals at the centre.

As in other years, the service users, volunteers and staff have been successful in raising funds at the Centre, including bring-and-buy sales, bric-a-brac and homemade cakes. This year the funds will go towards the planned improvements to the kitchen, bathroom and hair salon.

Over the next year our objectives will include:

- Re-launch of a refurbished centre
- Increased range of activities provided for older people

*For further information contact Michelle Sanderson on 0115 978 0011*

## **Traders Register**

This has been the first full year of operation of the Traders Register which matches traders to requests received for reputable traders from older people to carry out work on their homes. Traders on our register all go through a vetting process.

ACNN has to fundraise over £6,000 each year to operate this service.

Our aim is to provide older people with companies and services, who will provide

a good quality, reliable and fairly priced service. We already cover a good cross section of the needs of older people offering a range of trades and services, although some are in short supply, so we are constantly looking for new companies and services.

The vetting process covers:

- Qualifications/insurances
- Trading Standards check/financial checks
- References (3 of)
- Age Concern code of conduct
- Criminal declarations

Operation is very straight forward. We present the client with up to three or more companies to choose from, trying to provide firms who are close to the client's home. We also provide an advice leaflet but we must stress the agreement is between the client and the company or service as ACNN are unable to guarantee the service.

Random checks are carried out by sending questionnaires to service users to assess if traders on the list are maintaining a good standard of service. This includes annual checks on company insurances.

To date, we have 57 companies plus 9 in process on our books. These include services for the home such as builders

electricians, decorators, etc. Other services are also included covering a range of general services that visit people's homes.

We are now in the process of expanding the service and hope to include more traders in the North of the County.

This year we have had 1,000 requests covering a variety of trades.

We feel we are providing a much needed service for older people to stop cowboy traders preying on older people and to give them the quality of service they deserve.

*For further information contact Derek Green on 01623 488221*

## **Trading and Charity Shops**

In a relentlessly competitive market, the Trading Company continued to make steady progress.

Commission income of £161,669 derived from insurance and other products represents an increase of 43% over the previous financial year (£113,127). This reflects consistent new business growth alongside good renewal levels in the core products. Significantly, income from sales of the Gas and Electricity package has been well ahead of expectation.

From January 2005, it became necessary for the sale of Age Concern insurance products to comply with the Financial Services Authority (FSA) regulations.

This required our staff and volunteers to adopt new systems of working and to undertake a demanding schedule of training. Against this background, the performance of the department has been particularly satisfying.

Our ability not only to survive but to improve and expand our services during such a demanding year owes much to the combined efforts of Sales and Marketing Manager, Clive Parkin, and his team of staff and volunteers.

Towards the end of 2004, it became clear that our neighbours, Age Concern Derby & Derbyshire (ACDD), would not be in a position to comply with FSA regulations and an agreement was reached between the Board of our Trading Company and the Trustees of ACDD allowing us to operate across Nottinghamshire and Derbyshire from January 2005. (A similar arrangement was agreed with Age Concern Chesterfield & District).

As a result of this, our Trading Company now has insurance outlets in the town centres of Nottingham, Mansfield, Derby, Heanor and Chesterfield.

Early indications indicate that our new, expanded marketplace will help to sustain continued growth whilst, at the same time, obtain best value from the increases in staffing costs and other overheads brought about, in the main, by the requirements of FSA compliance.

It was also a tough year for our shops, faced with stiff competition from national

charities (with more financial and staff resources and greater 'infrastructure' to support their shops) and mainstream shops selling very cheap, imported clothing and other goods.

We experienced a significant decline in the quality of goods donated to us following the Tsunami disaster, when many of those charities most directly involved with relief efforts were overwhelmed by donations of both money and goods.

On a happier note, we were grateful to Kodak and e-on (Powergen) who, through their employee volunteering schemes, redecorated our Eastwood and Mansfield shops during the course of the year.

The Mansfield shop struggled with staff sickness, together with a period of several months without a Manager. However, following the appointment of a new Manager in late Autumn 2004, takings began to improve. At the beginning of 2005, the shop stopped offering clothing to concentrate on the sale of furniture, books and bric-a-brac.

The performance of our West Bridgford shop remained disappointing, despite the overall high quality of goods donated. There is increased competition in the area from other, more centrally located, charity shops.

The Eastwood shop was highly consistent in achieving its weekly sales targets throughout 2004/05.

The Arnold shop (jointly operated with Age Concern England) continued to be one of Age Concern's best performing shops nationally. Its contribution to ACNN amounted to £11,930 during the financial year.

Overall the shops contributed £14,146 to the work of ACNN, compared to £27,266 during 2003/4.

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

## **Training Services**

Despite the mixed fortunes of the Training Department during its fourth year of existence, the remaining members of staff are looking forward to the new challenges ahead.

During a year of continued growth of ACNN staff requiring a parallel growth in training, and the installation of the much welcomed network system creating an additional increase in demands, the department responded well by recruiting a third Trainer and utilising resources innovatively.

However, the New Year brought its own problems as, for different personal reasons, both additional Trainers decided to leave. In spite of this, creative time management and applied enthusiasm has ensured continuity of services and the start of a replacement in mid-May is eagerly awaited.

Externally, the department has continued to build on its reputation for quality and value within the sector, increasing both its portfolio of clients and the nature of courses delivered.

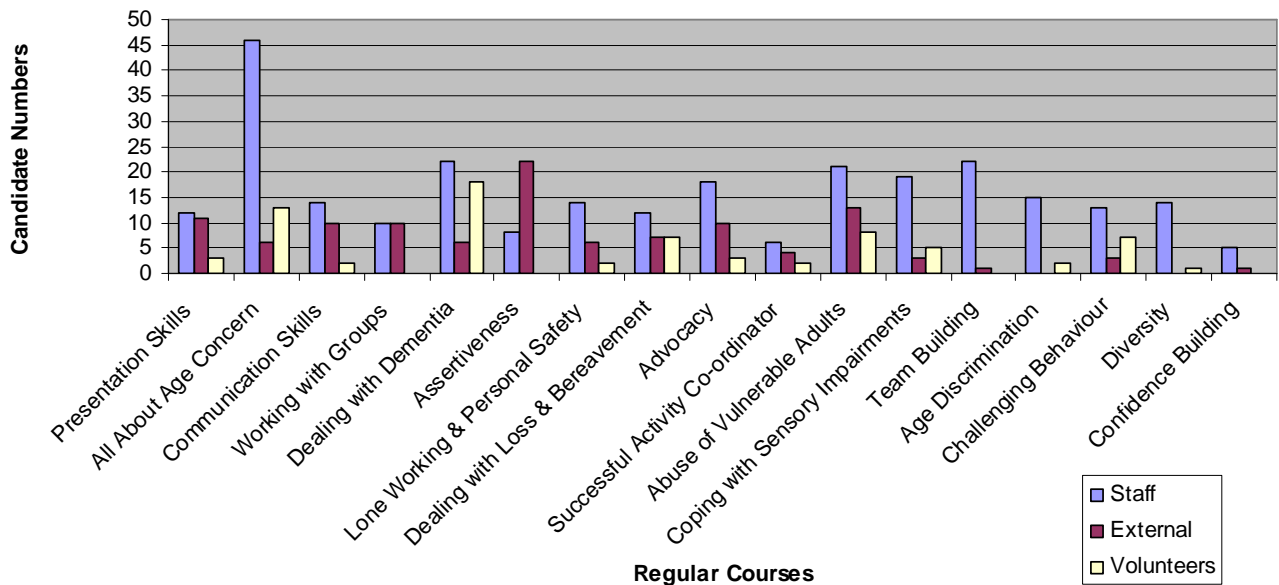
General Training

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 Team Building, Communication and Presentation Skills

- **Generic** courses like Advocacy, Dealing with Loss and Bereavement and those aimed at protecting Lone Workers
- **Specialist** courses aimed at providing support and protection for older people, eg Dealing with Dementia, Coping with Sensory Impairments and Recognising Abuse

**Course Bookings 1st April 04 - 31st March 05**

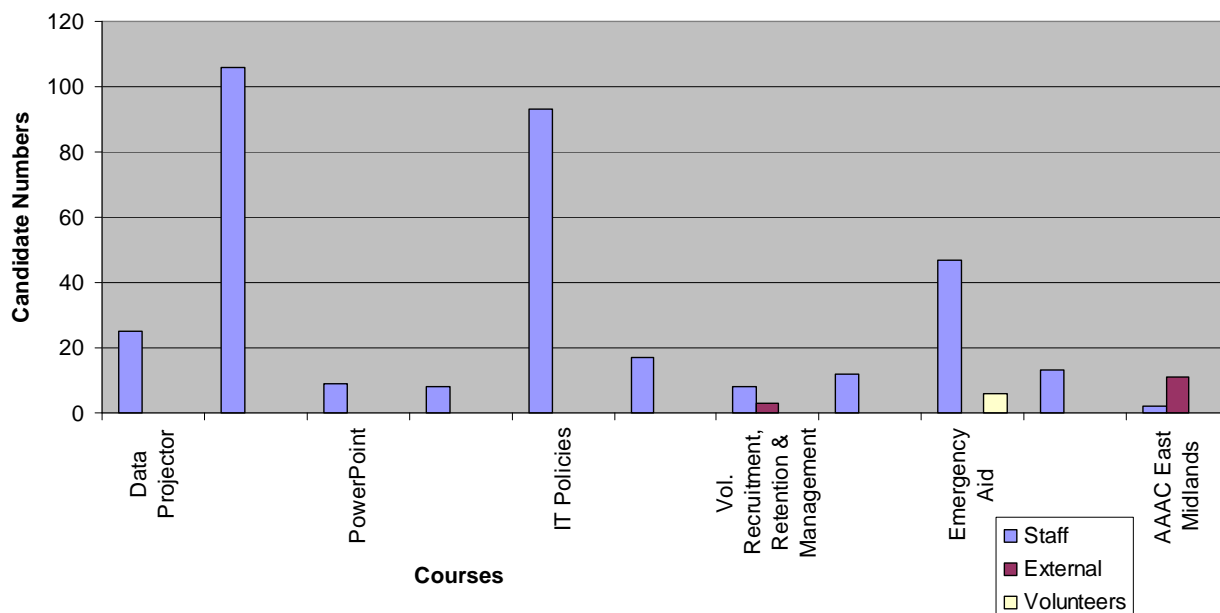


### Additional Courses

In addition to the courses above, there has been much demand on

departmental time fulfilling organisational training needs and specialist departmental needs.

**All other courses 1st April - 31st March 2005**



### Bespoke Training

External organisations continue to request that we deliver bespoke courses to their own staff and volunteers and our list of clients continues to grow, thus providing an excellent platform to enhance our credibility, reliability and value for money with an extremely competitive market.

Our clients in the last year include:

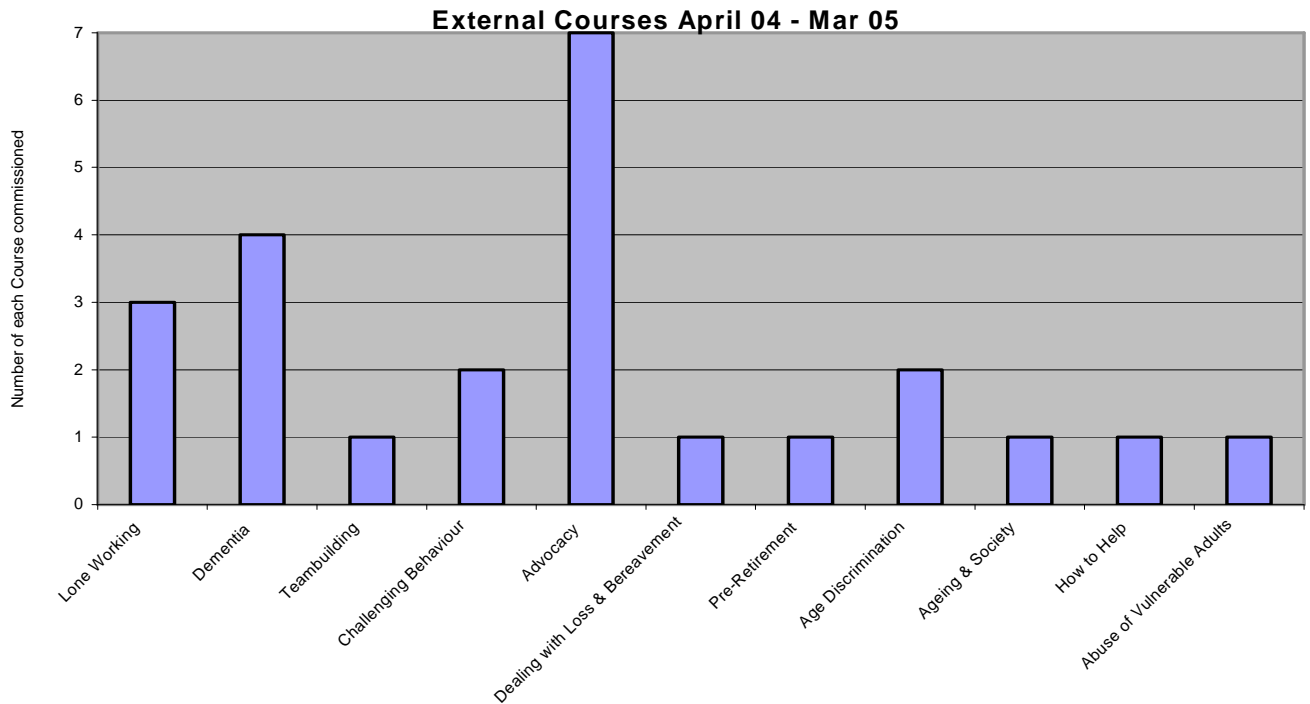
- Metropolitan Housing Trust
- Sure Start, Bulwell

- John Lewis
- North Notts Crossroads
- Framework
- Jigsaw, Mansfield
- Nottinghamshire County Council Social Services Department
- The Oaks Residential Home
- Nottingham University
- Keyworth Advice Centre
- Skylarks, West Bridgford (now known as Vitalise)
- Nottingham Jewish Women's Benevolent Society

Part of our objectives for the coming year are:

For further information contact Eileen Tomany on 0115 841 4476.

- To deliver Equality and Diversity training
- Launch a new Management Training programme



## User Involvement

### Older People’s Advisory Group (OPAG)

OPAG has been in operation for over a year. During that time, the members have been developing their understanding of the work of ACNN in order for them to be in a position to

achieve their objectives of evaluating ACNN services and look towards service development.

OPAG provides an ideal forum for:

- Giving older people the opportunity to shape ACNN services



- Providing a policy and campaigning resource
- Providing a research resource
- Providing a focal point for older people throughout the County to feed in ideas, suggestions and recommendations
- Providing older people with an opportunity to further their skills and abilities
- Linking in with existing older people's groups and forums
- More personal contact with a wide diversity of older people
- Improved services for older people
- Opportunity to raise issues affecting older people locally

A new Chair, Neil Williamson, has recently been elected to OPAG and he has become a Non-Trustee Member of ACNN.

Over the forthcoming year, OPAG will be focusing on:

- Reviewing ACNN's website information
- OPAG members becoming involved in ACNN staff recruitment
- Producing an information leaflet

- Networking with Older People's Groups across the County
- Increasing OPAG membership from the North of the County

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

## **Volunteers**

As a charity, we are always seeking ways to improve our services to older people. A key aspect of our work is the support given to older people by our team of 200 volunteers.

At the end of 2004, we carried out an audit of our volunteering practices. This enabled us to gather information, make judgements about our current performance and begin to set goals for improvement.

The benefits of the audit will:

- Provide a framework of expectation regarding volunteering practice against which one can compare performance
- Improve communication
- Promote teamwork and involvement across the organisation
- Enhance volunteering and human resource management
- Encourage quality improvement in practice

- Re-assure by giving starting points to improve practice or to demonstrate improvements that have already been made

In 2005 – the Year of the Volunteer – we shall be developing a long term action plan for improving volunteer practices against nationally developed Age Concern volunteering standards.

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

- Home visiting
- Information and Advice
- Lunch clubs
- Day care
- Administration
- Fund Raising
- 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:

***“I love volunteering. Older people have so much experience to pass on to younger people and so many fascinating stories. Soon there will be no-one left to tell these stories – especially about the war years”***

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

## **West Bridgford Visiting Service**

The Visiting Service, now in its fourth year, continues to serve the older people of West Bridgford, Gamston and Edwalton. The service provides a regular, often long-term, volunteer visitor to older, isolated members of the community. The aim of the service is to support the older person in remaining as independent as possible, whilst preventing isolation and loneliness.

This service is funded by Nottinghamshire County Council.

In April 2004, Angela Brown took up the post of Service Co-ordinator. The past year has seen a complete overhaul of the service’s system and procedures. Ongoing volunteer recruitment to meet the demands of the service is always a priority.

This year we have welcomed five new volunteers to the team. We have also said goodbye to a few. There are currently 19 active volunteers – with an additional five going through the recruitment process. The dedicated volunteer team provides valuable friendship and support to often lonely and vulnerable people.

Referrals to the service continue to be received from various sources. These include Social Services, Healthcare professionals, voluntary sector

organisations and from family and friends.

The service currently supports over 35 older people in their own home with referrals averaging at least two per week. The service continues to receive regular enquiries from outside of the West Bridgford area, highlighting the need for the service to be expanded geographically.

Partnership working with local organisations and networking with similar voluntary groups is of particular benefit to the service. The service continues to be represented on the West Bridgford Local Area Forum and Mentoring and Befriending East Midlands. This helps to maintain strong relationships with key local service providers, such as the Police, Social Services and area Councils and becomes a valuable source of information to better support our service users.

The local initiative of putting the community paper 'Wots Wot' onto tape for visually impaired people continues to be a great success. One service user who receives this resource said:

***"I always look forward to it coming. It's fabulous. It keeps me informed and makes me laugh"***

The West Bridgford Visiting Service is an extremely valuable service. It remains

flexible and responsive to the needs of older people across the West Bridgford area.

Feedback regarding the service from both service users and from referring sources is always positive.

In the coming year it is hoped to:

- Increase the number of volunteers supporting the service to twenty-five
- To raise awareness of the service to the most isolated older people in the area

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

## **Customer Complaints**

The charity strives to provide high quality services to its service users. If there are areas that could be improved we welcome feedback from users of our services to enable us to take steps to make improvements.

All the service leaflets produced by the charity give information about how to make a complaint. The majority of complaints are dealt with informally to the satisfaction of the complainant. During the year 2004/5 no formal complaints were made to the charity.

## Statistics

The following gives an indication of some of the activities undertaken by ACNN

	2003/04	2004/05
No. of personal callers and telephone enquiries for information	33,885	37,262
No. of older people approaching the Community Support Service for help	338	200
No. of Community Support Service hours spent on client issues	1,218	1,196
No. of users of the Advice Service	13,000	14,000
Estimated value of the benefit gains from the Advice Service	£1.3m	£1.75m
No. of people supported by the Direct Payments Project	19	73
No. of units fitted by the Senior Link Service	172	168
No. of people supported through the Advocacy Service	802	872
No. of people supported through the Gedling Carers Support Service	174	167
No. of volunteers supporting the Gedling Carers Support Service	30	32
No. of people who regularly received visits from the Visiting Service	30	35
Total no. of visits made by the Visiting Service	751	820
Total no. of visiting hours provided by the Visiting Service	1,702	2,050
No. of people supported by the Harmony Counselling Service	7	18
No. of individuals accepted by the Kindred Spirits Service	312	205
No. of successful matches provided through the Kindred Spirit Service	174	194
Total no. of Kindred spirits service users	1,300	1,361
No. of people assisted by the Hospital Discharge Service	697	785
No. of people supported by the Staying Put Service	882	1,487
No. of jobs completed through the Home Maintenance Service	500	855
No. of people supported by First Link	367	425
No. of Home Safety Checks carried out by Safe and Sound	170	431
No. of training places provided by the Training Department	384	817
No. of people assisted by an approved gardener	378	293
No. of people assisted by an approved decorator	375	175
No. of volunteers available for all services	184	200
No. of volunteers recruited and trained for all services	184	200
No. of volunteer hours provided for all services	55,200	59,000

	<b>Day Care (Mondays)</b>		<b>Dementia Day Care (Thursdays)</b>	
	<b>2003/04</b>	<b>2004/05</b>	<b>2003/04</b>	<b>2003/04</b>
No. of days of day centre operation	47	48	48	52
No. day centre places available	480	672	480	520
Source of Referral: Self	-	10%	-	
Relatives	-	-	-	
Social Services	100%	90%	100%	100%
Total number of placements filled	452	490	450	
% of day centre users suffering mental illness	100%	100%	100%	100%
Age of users:				
60-69	-	-	-	
70-79	20%	20%	30%	30%
80-89	80%	80%	70%	70%
90 plus	-		-	
Gender of users:				
Female	70%	80%	60%	70%
Male	30%	20%	40%	30%
Ethnic Background:				
White	100%	100%	100%	100%
No. of people on waiting list at year end	2	0	2	0
No. of volunteers available during year	1	0	2	0
No. of carers supported	13	19	13	26

## Diversity Policy

Diversity welcomes difference. By understating, respecting and using these differences we can maximise our impact through meeting individual needs and staying in touch with the changing societies in which we work.

Staff and volunteers need to recognise and fulfil their personal role in making ACNN a genuinely inviting and inclusive organisation.

ACNN has a commitment to diversity, which is about:

- ❖ Recognising and valuing difference
- ❖ Recognising and seeking to redress inequality and disadvantage
- ❖ Treating all in a fair, open and honest manner
- ❖ Recognising the right of volunteers, employees and service users to be treated with dignity and respect

ACNN is committed to:

- ❖ Equality of opportunity
- ❖ Tackling discrimination and disadvantage
- ❖ Tackling harassment and intimidation
- ❖ Making its workforce and the organisation as a whole more representative of the diverse communities that make up Nottingham and Nottinghamshire
- ❖ Encouraging other organisations to adopt similar policies on Equality and Diversity

ACNN will not tolerate less favourable treatment on the grounds of gender, age, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility for dependents, trade union or political activities, criminal record, place of residence, religion or other beliefs, health status or any other reason which cannot be shown to be justified. ACNN believes that discrimination is wrong and should be actively opposed. Discrimination denies human dignity, a freedom for people to be themselves and a place in a free society.

We will ensure all older people, Trustees, volunteers, employees and the public are treated fairly and consistently without discrimination.

ACNN is primarily committed to the welfare of older people and to maintaining their individual dignity and their value to society. The Charity is also committed to policies of Equality and Diversity in service delivery and in employment practices and will not accept discrimination in its work with and for older people.

1. The organisation will seek, therefore, to encourage diversity 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.
2. ACNN demonstrates its commitment to these statements by adopting a policy of Equality and Diversity and a programme of action, both of which will be reviewed annually and, when necessary, revised.

## Honorary Financial Adviser's Report

The financial statements included with this Annual Report are presented in the standard format required by regulation and cover the activities of ACNN and its trading subsidiary.

The Consolidated Statement of Finance Activities (SOFA) shows the gross income from all sources and the split of activity between restricted, designated and unrestricted funds.

Careful management of resources has resulted in a surplus of £445,480 for the financial year ended 31<sup>st</sup> March 2005. This surplus has allowed the Trustees to set aside funds for specifically designated areas of work as set out in note 13 in the accounts.

The unrestricted reserve level of the charity stood at 34% of expenditure on 31<sup>st</sup> March 2005. This level of reserve is satisfactorily in line with the Trustees' policy of between 25% and 50% of expenditure.

Total incoming resources for the year were £3,646,475 compared with £3,178,216 for the previous year. Growth was maintained in many income areas with a particularly pleasing increase in legacy income.

There was a small overall increase in gross income from the shops but the net contribution was reduced from £27,266 to £14,146 with only the Eastwood shop showing a year on year increase.

Unfortunately, the West Bridgford shop suffered a very small loss due in the main to a 10% fall in takings occasioned, most probably, by a change in the pattern of shopping in the locality.

The Mansfield shop, after making a small profit last year, has seen a reversal of fortune with a loss of £2,341. This has been occasioned mainly by staffing problems with the Manager resigning and her successor being incapacitated for a period.

The Trading Company continues to grow its business most satisfactorily with a further increase in the amount it donates to the charity. The contribution last year amounting to £85,138.

The balance sheet, with net assets of £1,777,624 as at 31<sup>st</sup> March 2005 continues to show a satisfactory position. Fixed assets of £947,676 are mainly represented by freehold properties, with net current assets of £829,948 which will enable the charity to maintain good growth in the year ahead. The increase in debtors at the year end results from a legacy of some £100,000 which has been advised but not yet received.

The charity has a formal risk management process in place to regularly assess risks and ensure all necessary measures are taken to keep potential risk to a minimum.

It is pleasing to record that, once again, there has been an increase in resources directly expended in furtherance of the



charity's objectives to £2,767,529  
compared with £2,402,755 in the year to  
31<sup>st</sup> March 2004.

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