

ANNUAL REPORT 2005/2006

Making More of Life

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, local companies and individuals who have given us support throughout the year

MISSION STATEMENT

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

CONTENTS

Board of Trustees	Page 4
Staff of the Charity	Page 6
Chair of Trustees Statement	Page 11
Chief Executive's Message	Page 12
Housing Services	
Community Support Service	Page 15
Connect - Community Development Service	Page 16
First Link Service	Page 17
Home Maintenance Service	Page 19
Nottingham City Hospital Discharge Service	Page 22
Senior Link Service	Page 23
Staying Put Service	Page 24
Traders Register	Page 26
Community and Advocacy Services	
Direct Payments Support Service	Page 29
Falls Prevention Project	Page 30
Gedling Carers Support Service	Page 31
Harmony Counselling Service	Page 33
Information and Advice Service	Page 34
Keep Warm Keep Well Project	Page 36
Kindred Spirits Service	Page 37
North Nottinghamshire Advocacy Service	Page 39
Patients' Representative Services	Page 41
Residents' Representative Service	Page 45
Safe and Sound Service	Page 47
West Bridgford Visiting Service	Page 49
Day Care	
Ashfield Luncheon Clubs	Page 51
Day Care	Page 52
Sybil Levin Centre	Page 53

Core Services	
Central Services	Page 56
Equality and Diversity	Page 57
Diversity Policy	Page 57
Group Support Worker	Page 59
Human Resources	Page 60
Learning Disabilities Project	Page 63
Protection of Vulnerable Adults	Page 63
Training Services	Page 64
User Involvement	Page 67
Volunteers	Page 68

Governance	
Board of Trustees	Page 70
Risk Management	Page 70

Fundraising	
General Fundraising	Page 72
Public Relations	Page 72
Shops	Page 73
Trading Company	Page 74
Patient & Public Involvement in Health Initiative	Page 75

Customer Complaints	Page 56
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Statistics	Page 79
Honorary Financial Adviser's Report	Page 81
Financial Statements	Page 83



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Registered Charity No. 1067881
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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
Mrs J Lewis

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

Mr T Martin
Mr T Parr
Mrs U Roper
Mrs B St C Harlow
Mr L Stevens
Miss M Timson
Mrs V Wright

Board of Trustee Directors:

Mr E G Edwards (Chair & Hon Fin Adviser)
Mrs S I Warzynska (Vice-Chair)
Mr B Burdus

Dr P Cansfield
Mr A Ghelani
Mr D G Hancock
Mr M Williamson

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

Mr C N Cullen
Mrs P Davies
Mrs K Hoyland
Mr N Williamson

Age Concern Local 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 elderly 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
Thursday 21st September 2006 at 2.00 pm
at The Life at the Centre, Central Methodist Mission,
Parliament Street, Nottingham**



Staff of Age Concern Nottingham and Nottinghamshire (31/3/06)

Senior Management Team

Mick Tinkler	Chief Executive
David Timcke	Executive Officer (Marketing and Income Generation)
Diane Trinder	Executive Officer (Services)
Simon Cook	Service Manager
Tara Dunseath	Human Resources Manager
Michelle Elliott	Finance & Administration Manager
Ken Hazard	Service Manager
Lis Lawrence	Service Manager
Chris Salter	Service Manager

Staff

Trina Allcock	Office Cleaner (Northern Office)
Alison Allen	Training Service Administrator (Bradbury House)
Zahid Aziz	Support Worker (First Link)
Carole Bailey	Assistant Shop Manager (Eastwood)
Paula Bailey	Safe & Sound Co-ordinator (Bradbury House)
Darren Barker	Manager – Staying Put (Peachey Street)
Adrian Bingley	Luncheon Club Project Worker
Gayle Bird	Carers Support Service Co-ordinator (Sybil Levin Centre)
Mark Blaney*	PPI Forum Co-ordinator (Beeston)
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 Service Manager (Northern Office)
Phil Brealey*	Insurance Arranger (Parliament Street)
Lisa Bromwich	Support Worker (First Link)
Paul Brotherton	First Link Co-ordinator (Peachey Street)
Angela Brown	West Bridgford Visiting Service Co-ordinator (Bradbury House)
Susan Brown	Community Support Service Co-ordinator (Sybil Levin Centre)
Carol Burness	Community Team Manager (Bradbury House)
Lynn Burton	Retail Manager
David Buxton	Support Worker (First Link)
Anthony Chapman	Support Worker (First Link)
Sandra Clark	Patients' Representative (St. Francis/St. Andrews)
Ruth Coffey	Patients' Representative (Highbury Hospital)



Mick Connelly	Support Worker (First Link)
Glenys Conway	Care Assistant (The Lancaster Group)
Katie Cresswell	Support Worker (First Link)
Linda Crick	Advocate (Northern Office)
Nigel Cruickshank	Discharge Service Co-ordinator (City Hospital)
Denise Cuitto	Community Development Worker (Sybil Levin Centre)
Graham Dennett	First Link Administrator (Peachey Street)
Michael Dobrowski	Support Worker (First Link)
Jayne Done	Care Assistant (The Rosehill Day Centre)
Elaine Draper	Senior Link Co-ordinator (Sybil Levin Centre)
Jackie Dyer	Cook (Sybil Levin Centre)
Ian Elliott*	PPI Forum Administrator (Beeston)
Sharon Ewen	Support Worker (First Link)
Miriam Flint*	Insurance Arranger (Parliament Street)
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
Michael Gale	Fundraiser (Bradbury House)
Paul Gallanagh	Housing Co-ordinator (Staying Put) (Peachey Street)
Jannette Galtrey	Public Relations Manager (Peachey Street)
Nichola Gell	Direct Payments Service Administrator (Northern Office)
Kate Greaves*	PPI Forum Co-ordinator (Beeston)
Joanne Greenwood	Support Worker (First Link)
Trevor Hackworth	Assistant Safe & Sound Co-ordinator (Bradbury House)
Susan Harrington-Tucker	Support Worker (First Link)
Chris Hawkes*	Insurance Arranger (Parliament Street)
Peter Haynes	Welfare Rights Advisor (Bradbury House)
Phillida Hayward	Support Worker (First Link)
Alice Headford	Patients' Representative (City Hospital)
Sheila Horan	Support Worker (First Link)
Paul Howard	First Link Co-ordinator (Peachey Street)
Margaret Humphreys	PA to Executive Team (Bradbury House)
Sophie James	Kindred Spirits Co-ordinator (Bradbury House)
Vicky Jeffery	Assistant Administrator (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)

Jane Kendrick	Advocate (The Sybil Levin Centre)
Jean Kerlake	Deputy Shop Manager (West Bridgford)
Madeleine Littlewood	Support Worker (First Link)
Anthony Loggenberg*	Area Trading Manager (Mansfield)
Lily Lomas	Support Worker (First Link)
Jackie McGuinness	Support Worker (First Link)
Liz Mackie*	Insurance Arranger
Sandra McLelland*	PPI Project Manager (Beeston)
Tina McTighe	Support Worker (First Link)
Angela Main-Reade	Clerical Assistant (First Link) (Peachey Street)
Elaine Marsden	Support Worker (First Link)
Dianne Marshall	Support Worker (First Link)
John Matthew	Senior Caseworker (Staying Put) (Peachey Street)
Teresa Matthew	Support Worker (First Link)
Clare Mellors	Day Care Assistant
Louise Mellows	Senior Day Centre Worker (Sybil Levin Centre)
Iain Mills	Shop Manager (Mansfield)
Gerry Molumby*	PPI Forum Co-ordinator (Beeston)
Diana Moore	Day Centre Organiser (Lancaster Group)
Tracy Morley	Kindred Spirits Co-ordinator (Northern Office)
Chipo Muparadzi	Assistant Finance Manager (Bradbury House)
Sayka Naz	Support Worker (First Link)
Joyce Ndirangu	Support Worker (First Link)
Robert Norton	Harmony Counselling Service Co-ordinator (Bradbury House) and Support Worker (First Link)
Emilia Nowicki	Support Worker (First Link)
Tim O'Connor	Support Worker (First Link)
Laura Page	HR Administrator (Bradbury House)
Hazel Parkes	Centre Organiser (The Cora Reilly Day Centre) and Care Assistant (The Rose Hill Day Centre)
Ruth Parkes	First Link Co-ordinator (Peachey Street)
Clive Parkin*	Commercial Director (Parliament Street)
Carol Payne	Senior Sales Supervisor (Mansfield Shop)
Jackie Pearce	Support Worker (First Link)
Jackie Phillips	Care Assistant (Sybil Levin)
Rona Pickard	Support Worker (First Link)
Kate Purdue	Support Worker (First Link)
Lorraine Rhodes*	PPI Forum Co-ordinator (Beeston)
Pauline Rohrbach*	PPI Forum Administrator (Beeston)
Michelle Sanderson	Centre Manager (Sybil Levin Centre)
Sarita Saparia	Support Worker (First Link)
Joanne Scott	Kindred Spirits Assistant (Bradbury House)

Jackie Shepherd	Advocacy Service Manager (Sybil Levin Centre)
Wendy Sim-Smith	Care Assistant (The Aynsley Wright Day Centre)
Mary Smale	Advocate (Northern Office)
Marie Smith	Housing Adviser (Staying Put) (Peachey Street)
Judith Southall	Finance Assistant (Bradbury House)
Nicola Stapleford	Assistant 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 Centre)
Phyllis Sweet	Care Assistant (The Sybil Levin Centre)
Mandy Sweeting	Support Worker (First Link)
Amy Taylor	Residents' Representative (Sybil Levin Centre)
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)
Lisa Turner	Information & Advice Service Administrator (Bradbury House)
Adele Walker	Housing Adviser (Staying Put) (Peachey Street)
Jennifer Wattle	Receptionist/Adviser (Bradbury House)
Tara Webster-Deakin	Training Co-ordinator (Bradbury House)
Ruth Widdowson	Shop Manager (West Bridgford)
Nicky Wheddon	Group Support Worker
Beverley White*	Insurance Arranger
Jane Whitehead	Discharge Service Co-ordinator (City Hospital)
Anne Winship	Advice & Information Co-ordinator (Northern Office)
Kevin Winship	Advice & Information Co-ordinator (Northern Office)
Sara Wood	Advocate (The Sybil Levin Centre)
Brian Yeatman	Handyperson/Driver/Cleaner (The Sybil Levin Centre)
Gill Yeatman*	PPI Office Cleaner (Beeston)

*Employed by Age Concern Nottinghamshire Trading Limited

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Solicitors: Freeth Cartwright LLP, Cumberland Court
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Bankers: Barclays Bank plc, Notts & Derbyshire Corporate Team,
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Kent, ME19 4TA



Chair of Trustees Statement

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

The last year has seen considerable growth in the number of staff and volunteers providing a whole range of services to local older people.

At the last AGM our then Chair, Nigel Cullen, stepped down after seven years in this role. The charity is extremely indebted to him for his leadership during this period and his contribution is missed by the Board of Trustees. We are very pleased that Nigel is continuing his input to the charity in his capacity as a Non-Trustee Member.

Clair Harlow also stepped down as a Trustee last year after many years as a Trustee. The Board of Trustees has missed the valuable contribution that Clair always brought to their work, but we are pleased that she will continue to be involved with the charity as a Vice-President.

The Board has seen two new members joining them over the last year. Brian Burdus and Mike Williamson have already made a significant contribution to our work.

The Senior Management Team (SMT) has also seen some changes during the last year. Lis Lawrence, who has been one of our Service Managers for the last six years and has been with the charity since 1992, recently resigned to pursue new things. Lis has made a significant contribution to the work of the charity during her time with us and will be missed by her colleagues and the Board of Trustees.

Over the last year we have created a new position of Executive Officer (Services) which has been filled by one of our Service Managers, Diane Trinder. Simon Cook our former First Link Manager was appointed to fill the Service Manager position left vacant by Diane. Our HR Manager, Tara Dunseath, has also joined the SMT.

It is interesting to reflect on the experience we have within our SMT who collectively have served the charity for 83 years!

Last year saw some significant service developments; we celebrated the success of the Money Maze project that worked with over 16,000 people during its 11 month life. We also secured a new five year contract to deliver advocacy services to older people across the City and County. Our new Keep Warm, Keep Well initiative gave advice to over 450 older people and nearly 1,000 leaflets were distributed. We have also begun some work to ensure that we provide effective support to older people with learning disabilities.

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

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

Finally, On behalf of the Board of Trustees I would like to thank all the members of staff and volunteers without whom we could not continue to ensure Age Concern Nottingham and Nottinghamshire (ACNN) provides excellent quality services and support to local older people as we seek to enhance their quality of life and promote their well-being.

Eric Edwards
Chair



Chief Executive's Message

Last year was yet another year of significant achievement for ACNN. A year that has seen us, once again, making a real difference to local older people.

One long awaited development during the last year was the publication by Central Government of the white paper on health and social care "*Our Health, Our Care, Our Say*". This will have an impact on our work and should have a positive impact on the well-being of older people across Nottingham and Nottinghamshire.

The white paper sets out significant challenges as it seeks to take forward the ambition of promoting health and well-being, and improving the quality of care that older people experience. The overall aim of the paper is to promote independence and well-being, to prevent illness and to tackle persistent health inequalities.

To accomplish the outcomes detailed in the paper will require huge structural changes to the way in which health and social care is delivered in a context of tight public finances. We look forward to contributing to the delivery of the aims of this paper working in conjunction with colleagues in Health, Housing and Social Services.

We have also recently seen the publication of the Wanless Social Care Review which details how to secure

good care for older people. This research examined the demographic and other trends over the next 20 years that will affect demand for social care by older people. It identified the financial and other resources to ensure comprehensive high quality care provision.

The Wanless Review sets out options for the future funding of social care services which Local and Central Government need to consider. It also sets out the need to build the supply of good quality community services to meet the demands which will be made over the next 20 years and beyond. This, therefore, sets out clear challenges for organisations such as ACNN.

Another report produced recently came from the Social Exclusion Unit. This highlighted the fact that 20% of older people are socially excluded. It also noted that those on low incomes, living alone and suffering from depression are more likely to experience multiple exclusion. It should be noted that 10-15% of older people have depression.

The challenge of tackling social exclusion faced by many older people in Nottingham and Nottinghamshire is significant. The need to work to reduce inequalities and to take forward ways of tackling this is essential. ACNN looks forward to working with partners to tackle this agenda. I feel one opportunity to take forward work in this area in Nottinghamshire is the selection

of Nottinghamshire County Council as a Link Age Plus pilot site. We look forward to working with partners to take forward this initiative which should make a real difference to local older people.

March 2005 saw the publication of a national ageing strategy "*Opportunity Age*" which is the first ever UK strategy on ageing. The strategy brings many opportunities as well as challenges. It sets out positive values of "active independence, quality and choice" for older people.

The coming months will see Central Government conducting a Comprehensive Spending Review that will set Government spending priorities for 2008 to 2011. It is crucial that Age Concern seeks to influence this review to ensure there is sufficient investment in meeting the challenges of an ageing society and that the *Opportunity Age* strategy is reflected in spending allocations across government departments.

We have seen significant changes locally within the Health Service with the merger of the two acute hospital trusts in Nottingham, the change to the boundary of the Strategic Health Authority and, over the coming year, changes to the Ambulance Trust area and the merger of a number of Primary Care Trusts in the County. We have also seen structural changes within Social Services and Housing. With a further review of Local Government on the horizon, it seems that change is the



one constant that we will have over the coming months and years!

With the changing context in which we are working, the one thing ACNN must ensure is that we continue to effectively influence the shape of policy and practice that has a direct impact on the quality of life and well-being of older people locally. We will seek to rise to the challenge of effectively carrying out this role.

Mick Tinkler
Chief Executive



Housing Services

Community Support Service

The Community Support Service provides volunteer visitors to older people in the City of Nottingham. Susan Brown continues to co-ordinate the service which is now based at the Sybil Levin Centre in Cinderhill.

The Community Support Service aims to promote the independence of older people by helping them to remain in their own homes. Volunteers offer a range of practical and emotional support in order to help maintain this independence. Examples of help include:

- Befriending
- Shopping
- Filling in forms and other paperwork
- Paying bills
- Collecting prescriptions
- Visits to GP surgeries, libraries and banks
- Emotional support after illness or bereavement
- One-off practical tasks

Referrals to the Community Support Service are made from other Age Concern services such as Hospital Discharge, First Link and Safe and Sound, as well as self and family referrals. Service users are also referred to the Community Support Service from statutory organisations such as Social Services, the Community

Heart Team, Occupational Therapy and Physiotherapy Teams.

Susan has built up a good working relationship with other professionals working with older people in Nottingham City. One Community Heart Nurse said:

“Age Concern Community Support offers a caring and professional service to my patient. Having a regular visitor has made such a difference to her life”.

Susan has also forged close links with organisations such as The Radford Visiting Scheme, The Alzheimer’s Society, Best Companions and Victim Support.

The Community Support Service continues to act as a signpost to other Age Concern services. Susan visited a service user and after an assessment it was apparent the lady had high level support needs which were outside the remit of the service. Susan liaised with the First Link Service who allocated a Support Worker to visit them.

The Community Support Service could not continue without the team of twenty hard working and dedicated volunteers. They mostly give two or three hours of their time each week but a couple of them give one day a week to Age Concern. Susan continues to support and supervise them and they attend bi-monthly group support meetings. Susan also organises two volunteer social events each year.



A recent feedback letter from a service user said:

“He (the volunteer) is very pleasant, understanding and helpful. He has cheered me up considerably and helps with the little, ordinary things I cannot do for myself. I am delighted to know him. Your service is wonderful and I am so grateful to you. I have had considerable experience in working with statutory services but your help and attitude surpasses all”

Several Community Support Service volunteers have continued to maintain contact with their clients after they have left Age Concern. It means such a lot to service users when they receive birthday cards or graduation photos from volunteers who have left Nottingham.

The Community Support Service continues to grow and develop with the number of referrals far exceeding the number of active volunteers. Susan continues to promote the service and supports her volunteers in order to offer the best possible service to older people.

For further information contact Susan Brown, Community Support Service Co-ordinator, on 0115 919 4878

Connect - Community Development Service

Connect – Community Development Service (CDS) was established in September 2005. The service is available to all older people over the age of 60 living within the City of Nottingham, particularly those who are socially isolated.

The service has and will continue to work in partnership with existing services within ACNN, such as First Link, Safe and Sound and the Community Support Service.

Connect has also built up positive partnerships with Community Centres and other establishments that provide services to older people throughout the City and it is hoped that this will continue throughout the coming year.

The service employs one full time Community Development Co-ordinator who organises and develops groups that aim to:

- work in partnership with older people so that they can take an active role in the setting up of groups to support their practical, social and self-help needs, with a view to groups becoming self-sustaining.
- enable older people from various backgrounds to work together in partnership.



The Community Development Co-ordinator continues to build a database of information of services for older people. This data will enable the Co-ordinator to develop packs of information for service users accessing the service.

Over the last few months, the service has set up three groups – two Shopping Groups in Clifton that support 30 older people and a “Good Old Days” History Group at Beechdale which has six members who spend time talking about how things used to be in Nottingham. It is expected that other groups will be launched over the coming months.

It is likely that, as the service becomes more established, the number of people accessing it will increase. It is felt that this new service will add to the many diverse services that already exist for older people within ACNN.

For further information contact Denise Cuitto, Community Development Service Co-ordinator, on 0115 919 4876

First Link

First Link provides a Home Visiting Service for people within Nottingham City aged sixty and over. The aim of the service is to promote the independence of older people by enabling them to remain in their own homes. The support offered is short-term (an average of 7½ months) and seeks to empower people to be able to live more fulfilling and comfortable lives. The service is free,

informal and tailored to the specific needs of each individual.

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

The team continues to provide high quality support to a large number of people. From April 1st 2005 up to March 31st 2006, First Link assisted 462 older people compared to 425 supported during the previous year, an increase of 9%. First Link has also recently been accredited by Supporting People as a provider of Housing Support.

The issues facing service users are many and varied and Support Workers have to be flexible and skilled in their approach. Challenges such as working with people with dementia or with alcohol problems are regularly encountered and require a positive and professional attitude.

This last year has seen a period of consolidation. First Link has again achieved all the goals set for it by Supporting People and the staff team has remained consistent.

Staff development has been high on the agenda with a number of new training courses being delivered to staff as well as development of existing training. These have enabled both personal and professional development of staff.

The service has embarked on a plan to advance IT across the board in order to improve communication and to reduce



the burden of paperwork. All the Support Workers will receive training in at least basic IT over the coming year. With 36 Support Workers this is a large undertaking.

Last year's Annual Report mentioned that in the coming year First Link planned to spend time increasing service user involvement and mentioned a specific event First Link hoped to host. We are delighted to say that the service was, indeed, able to do this. First Link gathered evidence in terms of feedback from both service users and referrers through questionnaires and surveys. First Link also held a Consultation Event on August 30th specifically designed to elicit honest, open responses from our service users.

Examining this day gives a real insight into the work of the service. All 169 service users were invited and efforts were made to ensure that barriers to attendance, for example, around transport, wheelchair access or diet, were considered in advance – in effect, pre-consultation consultation!

Thirty-five service users came to discuss four questions, analysing Information & Expectations, Quality & Service Delivery, Failings & Shortcomings and Suggestions for Improvements. Lunch and transport were provided for all. The theory was to ascertain whether First Link had been successful in promoting independence and to explore thoughts and feelings regarding the service. The feedback that First Link gained was

extremely useful and also complimentary. For example:

“It was explained carefully and respectfully”

“The knowledge of the Support Worker impressed me – on every aspect”

“I thought I might have to go into a Warden Aided Complex but now I feel like I can remain independent”

“Dianne got the chair and bed highered and does all my forms because I can't read or write. Sorted out my utility bills for me... brought in Safe and Sound to inspect property”

It is fair to say that the level of satisfaction from users of First Link surprised the team, despite trying to tease out constructive criticism – the only real negative was that First Link is a short-term service:

“hoped the service would last for a very long time”

Although service users were happy with First Link, some adjustments to the service were made as a result of the day. For example, leaflets are now included with initial letters for potential service users to read in advance what First Link can do. It also reinforced to us the importance of boundaries with service users who may become attached to the service.

A simultaneous event took place with Support Workers too. They were asked to consider the same questions in relation to their role. This was also extremely encouraging. This parallel process was designed deliberately to look at both sides of First Link and to give *everyone* involved a chance to voice an opinion. Support Workers commented that “the role meets our expectations, has grown with us and we have acquired experience and knowledge”. The focus was heavily on Housing Related Support, empowerment and advocacy which has given the team a real focus.

The Manager of First Link presented the findings of this day to 100+ people at a Supporting People Stakeholder Event in November.

Generally, First Link continues to progress and become involved with other groups. A recent development is that of a “hot desk” to encourage referrals at the African-Caribbean National Artistic Centre (ACNA). The service also continues to develop in terms of diversity, recruiting a full time Ukrainian speaker and a Polish speaking Sessional Worker.

The coming twelve months will see a change in the Manager and the service entering into a tendering process to establish a longer term contract. These are important events but we are convinced that positive outcomes will be achieved.

For further information regarding the First Link Service contact Ranjana Mitra on 0115 859 9202

Home Maintenance Service

The Home Maintenance Service (HMS) currently has three Handy Persons covering Greater Nottingham - Ken Keeton, Brian Foster and Lee Foster. Within the past year, Marie Smith has taken up the new role of HMS Co-ordinator, to support, organise and co-ordinate the service.

The aim of the service is to carry out small repairs, maintenance and improvement works to promote independent living for older people. During 2005/06, we carried out work for 1,372 service users with small DIY repairs throughout our Handy Person Scheme. This represents an increase in the number of jobs of 46% compared to 2004/05 (940 jobs).

Ken, our longest serving Handy Person, carries out all types of DIY, including:

- putting up curtain rails/poles
- changing curtains
- fitting key safes
- repairing gates and fences
- fitting locks
- fitting grab rails

The current price for the Handy Person service depends on the client’s income. These are £6.50 per hour if in receipt of Pension Credit, £8.00 per hour if receiving Council Tax Benefit and

£10.00 if service users are not on any benefits.

The Skerritt Trust Fund financially supports individuals who access the Home Maintenance Service, which enables us to subsidise the cost of the service to older people on low incomes.

Brian receives referrals mainly from Social Services, Nottingham City PCT's Intermediate Care Team, Nottingham City Hospital and The Queen's Medical Centre, to ensure safe discharges from hospital. Brian has been of great benefit across the City and older people are now only waiting a few days for a visit. The priority for Brian is to work with the above services to assist in the facilitation of safe discharges from hospital.

The type of work carried out ranges from:

- installing grab rails
- installing banister rails
- fitting chair raisers
- fitting door locks and handles
- installing key safes
- installing smoke alarms
- fitting security chains on doors
- fitting window locks
- any small DIY repair which enables our clients a safe return home.

Should the work requested be for other DIY work, such as general repairs, then there would be a labour charge depending on the service user's income. If the referral is requested from a Health

professional and the work is to enable the client/patient a safe and speedy discharge from hospital, then the work is carried out free of charge (disabled aids, etc.).

Lee's work covers the West Area of Nottingham. The service is funded by Western Area Community NRF funding and the areas covered are Bilborough, Aspley and Leen Valley.

Referrals have been received from the Police, hospitals, Intermediate Care but mostly come from self-referrals. Due to a large amount of vandalism and break-ins during 2005/06, Lee has helped 417 service users with security measures. All work is carried out free of charge for materials and labour. The types of products available to service users in these areas are:

- security lighting
- door entry systems (by specialist contractor)
- window and door locks
- window alarms
- personal alarms
- key safes
- door chains, bolts and bars

The security measures are to enable older people to feel safer in their homes.

During the year, there have been 195 key safes fitted. These are to enable carers to go into a service user's home and care for them. The referrals have been received from the Queen's Medical Centre, Nottingham City Hospital, Social

Services and Intermediate Care. Many of the service users are disabled or have very ill health and have problems getting to and from the door when the carers go to visit them. The service users are generally in the age bracket of 80 to 95 years of age.

Case Studies

Mr G, a 93 year old gentleman from Bestwood, was being discharged from Nottingham City Hospital after having a chest infection and was having a care package set up for him. Mr G's carers could not gain access to his property as he was ill in bed and could not get up to open the door himself. The HMS fitted a key safe to enable his carers to gain access to his property.

Mrs B, who is 88 years of age and living in Lenton, has health problems and was receiving help and support from our First Link Service. Mrs B had just been discharged from hospital and her Support Worker had asked our Safe and Sound Service to visit the lady to make sure she would be safe at home. Mrs B lived on the 15th floor of a block of flats, was happy living there and wanted to remain as independent as possible.

Trevor Hackworth, Assistant Co-ordinator of the ACNN Safe & Sound Service, referred her on to our Home Maintenance Service for our Handy Person, Brian, to go and fit grab rails and, also, to make life easier and safer for her, requested that we fit a telephone extension cable in her bedroom. This

would make it possible for her to contact help should she be ill again and need urgent help. The grab rails were fitted free of charge and Mrs. B paid only for the materials and for the telephone.

Mrs M, an 80 year old lady living in Basford, was referred to us from our First Link Service. This lady was finding everyday life very difficult at her home as it was not suitable for her mobility problems. Mrs M had been in and out of hospital with mobility problems. Thankfully, she was being re-housed but needed support and help from various sources to do this.

Her Support Worker contacted the Home Maintenance Service to see if one of the Handy Persons could assist in some of the sorting out, taking cupboards down and refitting in her new home. Mrs M also needed grab rails and vinyl fitting in the kitchen and bathroom and also a bathroom cabinet needed fitting.

Mrs M was relieved to have the help and support given by ACNN which she would not have been able to manage without due to her disabilities and low income.

For further information contact Marie Smith, Home Maintenance Co-ordinator, on 0115 859 9258



Nottingham City Hospital Discharge Service

The ACNN Hospital Discharge Service has now been operating for ten years. Nigel Cruickshank has been in post as Co-ordinator for two years and Jane Whitehead for five months.

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
- 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. It aims to complement, not replace, assistance which can be provided by other agencies, such as Social Services.

Referrals are primarily received from hospital based Social Workers and

nursing staff. We also receive referrals from the patients themselves, the ACNN Patients' Representative, Occupational Therapists, Physiotherapists, relatives and friends.

All adult wards at the Nottingham City Hospital display the service's leaflets. Nigel and Jane make presentations regularly to ward and other staff to ensure as many as possible are aware of the basic features of the service. There are now thirty-six Link Nurses acting as points of contact in twenty-six wards/departments.

When a referral is made to the service, Nigel or Jane visits the patient on the ward to see what help they may need.

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

- Safe & Sound
- Senior Link
- Patients' Representative
- Advice & Information
- Staying Put

The service depends on these volunteers and they are provided with the necessary support and training, as well as being encouraged to attend support meetings with Nigel and Jane.



As a result of various initiatives, the number of volunteers has risen to 45. With around ten applications at various stages, it is hoped that the total may soon exceed 50.

During the year, the Hospital Discharge Service helped 885 older people compared with 785 in the previous twelve months, an increase of 13%. This excellent level of growth reflects the benefits of the Link Nurses exercise as well as the higher profile adopted by the Co-ordinators. The average age of the patients is 80.

A "Thank-You" event was held in February to celebrate the service's tenth anniversary. This was well attended by volunteers, Link Nurses and other groups. Glass ornaments were presented to four volunteers who had been with the service for the ten years.

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

The key objectives in the coming twelve months will be to further increase the level of referrals and this, obviously, means that we need to recruit more volunteers.

For further information contact Nigel Cruickshank or Jane Whitehead. Hospital

*Discharge Service Co-ordinators, on
0115 962 7993*

Senior Link Service

The Senior Link Service is a joint project with Help the Aged.

The system not only provides for an emergency response at the touch of a pendant button, via a 24 hour dedicated control centre, it also acts as a deterrent against bogus caller crime by the call centre validating the uninvited caller's credentials and informing the police if there is concern for the client's safety.

For older people living on their own, it provides a friendly voice helping to combat loneliness and giving peace of mind.

The service is unique in providing a complete package to older people by visiting them in their own home, explaining about the system and filling out the paperwork. The Senior Link units are forwarded to ourselves for installation. This is carried out free of charge as is initial training in their use.

Once again, this has been a year of continuing growth 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 and Warsop.

The number of units purchased by clients has been maintained with loan units



becoming more accessible to clients due to a savings limit of £20,000 for loan unit qualification and a weekly charge of £1.63 plus VAT, if applicable.

The Co-ordinator has been supported by a trained volunteer, Mrs. Pat Millward, who helps during peak ordering periods for one day a week covering the Greater Nottingham area.

During the last year, there have been 431 visits to clients of which 247 were initial visits. From these visits the service has supplied and fitted 184 Senior Link units. 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 as being a prime model of service delivery.

March saw the retirement of the Service Co-ordinator, Derek Green and volunteer Mrs. Millward. The service will continue to be co-ordinated by Elaine Draper who will be based at our Sybil Levin Centre.

For further information contact Elaine Draper, Senior Link Service Co-ordinator, on 0115 919 4881

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 property inspections to provide maintenance advice and information for older people living within the City boundaries who require essential repairs to help them remain in their own home.

All older people who enquire about our service continue to receive an Information Pack providing them with various options of assistance, including the House Proud Scheme (equity release), relevant details on Local Authority grants assistance, the Home Maintenance Service, the Traders Register, Safe & Sound and the Age Concern Insurance leaflet.

The Staying Put Team consists of six members of staff who deal with service users from the referral stage until completion of works. The team has had a busy year receiving 1,456 referrals for housing related advice and has achieved a capital spend of £594,652 on 154 properties, giving an average spend of £3,861 on repairs to older peoples' properties. This is an extremely good effort as the capital programme was only agreed in July 2005 meaning that the team was working to a tight deadline with only nine months to allocate and implement the programme.

The agency works in partnership with, and is supported by, Nottingham City Council, the Supporting People Programme and a local trust, the Skerritt Trust. We continue to network with other agencies and voluntary groups. For



instance, we have made a number of referrals to the Healthy Housing Referral Project which has led to a number of service users receiving Warm Front Grants for insulation improvements and new central heating systems. This has helped reduce some service users' heating bills by taking them out of fuel poverty with the increased energy measures.

The Skerritt Trust continues to be of great support to Staying Put. In the past year, the Trust has been able to provide financial assistance for clients on very low incomes and where we cannot find other funding sources.

One example of this is a client who qualified for a Healthy Housing Grant but could not make the £238 contribution towards the cost of the works. The Skerritt Trust paid for this which enabled the service user to have a new central heating system installed providing the client with adequate heating and hot water.

Another success story relates to Mrs C, a 66 year old widow who lived in the accommodation with her brother. Mrs C was referred to Staying Put and, on an initial visit, numerous defects to the property were found:

- Electrics unsafe and in need of urgent re-wire
- No inside toilet or washing facilities

- Outside toilet was in a serious state of disrepair
- Living room floor was about to collapse because of wet rot
- Only form of heating was one gas fire which had to be condemned
- No hot running water
- Leaks to roof and guttering
- Serious rot to windows and external doors

In early January 2005 we were advised that the client's brother had died suddenly. Mrs C. was subsequently admitted to hospital. A relative was fearful for her safety should she be discharged home.

A visit was made to the client whilst she was in hospital and, by liaising with Social Services, temporary sheltered accommodation was secured in a Warden Aided Complex through Nottingham City Homes. We then set about the task of exploring the possibility of a grant to renovate the property.

In order to obtain the best possible grant for Mrs C we involved the Adaptations and Renewal Department, Environmental Health and an Occupational Therapist. Following a number of site meetings, it was deemed that the property was unfit for human

habitation which triggered the need for substantial grants.

Working with the above agencies, the following grants were obtained:

- Staying Put Imminent Risk Grant to re-wire the property, replace the living room floor, install gas central heating and provide a new kitchen (£10,000)
- Staying Put Promoting Independence Grant to replace rotten windows and doors, repair the roof and guttering (£4,000)
- Disabled Facilities Grant to design and build a rear extension to provide an indoor toilet and wet room with shower £25,000

Due to the extensive nature of the works and need for planning permission for the extension, etc., works did not commence until March 2006. However, Mrs C is now safely back at home with modern facilities she never dreamt she could have.

The coming year will provide many new challenges for the Staying Put Team as the National Housing Standard changed on the 6th April 2006 from Unfitness to the Healthy Housing Safety Rating System (HHSRS) and is based on assessing risks in the home. This HHSRS will form the basis of the decent homes standard, along with reasonable repair, thermal comfort and modern facilities. A national target has been set

by the Office of the Deputy Prime Minister, to increase the number of vulnerable people living in decent homes and we will contribute to this target at local level with Nottingham City Council. The team will be undertaking a training programme in the forthcoming months to comply with these new requirements.

For further information contact Darren Barker, Staying Put Manager, on 0115 859 9265

Traders Register

The Traders Register was set up in 2003 and Adele Walker, who is a Housing Adviser at ACNN, has been co-ordinating this project since September 2005.

The Traders Register was initiated to help stop bogus traders targeting vulnerable and older people in Nottingham and Nottinghamshire. Doorstep crime is still on the increase and the Traders Register is fulfilling a demand for a trader whom an older person can trust to come into their home and do some work for them.

Trading Standards have used their Education Officers to publicise the Traders Register within the Nottinghamshire area and the Chad Newspaper in Mansfield. ACNN, in conjunction with the Nottingham Evening Post, have informed people in society that bogus callers are unwanted



and highlighted our role in helping our older population.

During 2005/6 a total of 1,288 members of the public accessed the Traders Register using over 3,000 different traders to carry out work. Not only older people use the Traders Register, but also professionals such as Social Workers, Care Workers, Occupational Therapists, District Nurses, Wardens from Warden Aided Homes and our own employees on behalf of the older people they support, along with friends and relatives. Referrals have even been taken for Retford from relatives living as far away as Wales.

Adele works with Trading Standards Consumer Officers in Nottingham and Nottinghamshire on the vetting process for all new traders taken on to this scheme. Public Liability Insurance, copies of qualifications, financial and client references, combined with a Code of Practice, are all implemented to ensure a good service is provided.

Consumer Direct are to be contacted in the case of any dispute which, to date, has not been necessary. Consumer Direct have been contacted for traders information and they are signposting any enquiries to Adele.

Traders currently registered include:

- Gardeners
- Decorators
- Builders
- Plumbers

- Electricians
- Handymen
- Washing machine repairers

Case Study

Mrs T of Gedling telephoned the Traders Register requesting an electrician. Mrs T was provided with the names and telephone details of three electricians and she contacted one who lived within her vicinity who called later that day and carried out the work. Mrs T was so impressed by the fast and efficient service, she telephoned Adele and thanked her for providing this trader's details. Mrs T now uses the Traders Register on a regular basis.

For further information contact Adele Walker on 0115 859 9262

Key Future Year Objectives for Housing Services

- ✓ To establish a shopping group for African Caribbean Elders in partnership with the ACNA centre in Nottingham
- ✓ To establish a shopping group for older people living in the Old Basford area
- ✓ To form a support group for widows and widowers in Lenton Abbey
- ✓ To tender for the provision of Supporting People funded housing



related services for older people

- ✓ To successfully establish the Healthy Housing Safety Rating system within the Staying Put Service
- ✓ To work in partnership with Nottingham City PCT to establish a “Stay Safe” programme in the Radford and Hyson Green areas of Nottingham to promote exercise and carry out falls prevention work.
- ✓ To enable further expansion of the Hospital Discharge Service by recruiting additional volunteers
- ✓ To ensure the Traders Register is able to meet increasing demands by securing additional resources to enable the expansion of this service

Community and Advocacy Services

Direct Payments Support Service

July 2005 saw the departure of the Direct Payments Support Service Manager, Anne Turner-Harrod. The service's Administrator, Helen Branson, was appointed to the Manager position in August 2005 and Nichola Gell was appointed Administrator in November.

Partial funding was secured for this service from Nottinghamshire County Council for the period April 2005 to April 2006. This has been extended until March 2007 when all County Council funded Direct Payments Support Services will be under-going a tendering process.

The year's aim has been to build on the existing service providing further support to the known clients with the management of their Direct Payments (DP), including regular reviews of information packs and the training of staff to deal and help with advice on employment law. This includes contacting bodies such as the Advisory, Conciliation and Arbitration Service, Inland Revenue, the National Centre for Independent Living and the Department of Health for any changes affecting the service users.

The production and circulation of the quarterly newsletter "*Supporting You*" to service users and Social Workers, feedback has been very positive.

Although the option of a peer support group(s) has been promoted, there has been no take-up of this. Having peer support when receiving DP is proving to be effective in Salford and this is, therefore, something the Support Service shall continue to endeavour to establish.

Joint visits with Social Workers have been a success:

- Co-working improves the service users' trust of both Social Services and ACNN
- The Social Worker gains greater insight and understanding of the benefits of DPs. The Social Worker is also more aware of the importance of involving a DP Support Service at an early stage
- The Support Service has been aiding the London School of Economics and Political Science Personal Social Services Research Unit to undergo a DP service user study commissioned by the Department of Health. This study will be completed by the end of 2006 and presented to all who took part.
- We have also been busy assisting Age Concern England who have been commissioned by the

Department of Health to produce a DVD promoting DPs to older people. This is to be released across the country later this year and will include service users from Nottinghamshire.

Support issues that have arisen over the year include:

- Despite numerous requests to the County Council for the details of all recipients of DPs in the County we have not yet received these. This means that we are not able to offer support to all older people who are in receipt of DP
- A number of service users have not been made aware of our Support Service until after the DPs have been up and running for a month or two. Often these have been put together incorrectly. The Support Service has to take the package apart and rebuild it providing the service users with the essential information they need to manage their DPs effectively.

During the coming year the project will:

- Continue to support existing known service users
- Aim to receive names of unknown service users
- Send quarterly newsletters to both service users and Social Workers

- Continue aiding Social Workers to build DP care packages
- Continue to attend joint visits with Social Workers to further their knowledge of DPs

For further information contact Helen Branson, Direct Payments Support Service Manager, on 01623 488212

Falls Prevention Project

The project was set up in October 2004, with funding from the Neighbourhood Renewal Fund, Mansfield District Council (MDC). The project was awarded £11,000 to provide support, advice and a practical approach to falls prevention for those aged 60 and over, living in the Bull Farm, Ladybrooke, Bellamy and Oaktree areas of Mansfield.

The project was set up to provide a range of effective interventions including slipper exchange, nightlights, information, gentle exercise and education about the risks of falls and how to avoid them.

The project has worked with local service providers who are represented on the steering committee, these include: MDC Leisure Services, Occupational Therapists, sheltered housing staff, Help the Aged, Jigsaw, Community Psychiatric Nurses, Fire Service, Age Concern and the County Council.



A number of events have been organised, the most notable being the three falls event days which were called Humpty Dumpty Days. These were held in local community centres and schools in the three areas and were widely publicised amongst older people. There were a range of activities including exercise sessions, yoga, stands promoting falls prevention, fire safety, benefits advice, road safety etc.

The committee continues to promote falls prevention through existing services and has provided falls prevention training, for example to sheltered housing staff and carers in the area. MDC Leisure promotes activities in the local centres for older people including dances, and Jigsaw provides popular sing-a-long and tea dance events. The committee has carried out a survey sent out to 2,500 older people asking what their greatest concerns and needs are. 530 forms have been returned and are being analysed for further recommendations.

The project carried out a Safe and Sound pilot in the three areas in March 2006 to review safety and security in the home. The pilot undertook 10 surveys and then provided remedial work through Age Concern's Handyperson Service.

The committee is proposing to continue the work it has started in the three areas through the steering committee and is currently planning a healthy eating event for older people to sample a range of

foods. The events will encourage older people to get out and meet other people at a lunch venue and to have the opportunity of activities and exercise, which will support the falls prevention initiative.

For further information contact Chris Salter, Service Manager, on 0115 844 0011

Gedling Carers' Support Service

The aim of the Gedling Carers Support Service is to provide practical help and support to carers and cared-for people, by way of a regular short break service, enabling the carer to have some free time.

As the older generation increases, the number of people being cared for at home by a relative, friend or neighbour also increases. The carer and cared for person can quite easily become very isolated and, on top of this, the carer can become physically and mentally exhausted, which is why a service like the Gedling Carers Support Service is invaluable. There is the added benefit to the cared for person as they get to enjoy the company of the volunteer and look forward to their visits. Many volunteers have been visiting the same person for quite some time and they have a good relationship with them.

Most of the funding for the service comes from Nottinghamshire County

Council (£21,500); with ACNN fund raising to cover the remaining £8,000. The Service Co-ordinator is Gayle Bird and the visiting and sitting is provided by a team of 30 volunteers. The volunteers are very highly thought of, as one carer commented:

“She is one of the nicest people I have ever met and I don’t know what I would do without her”

Another carer has two visits per week, one to enable him to do the weekly shopping and another in the evening so that he can go out socially with friends. This is something he wouldn’t be able to do without the help of the Carers Support Service.

New volunteers for the service are always needed. Gayle has, therefore, been pro-active in continually seeking recruitment opportunities, with eight new volunteers being recruited in the past year and another two going through the induction process. Some existing volunteers have left during the past year, mainly due to health problems or family commitments. Gayle also provides on-going support to volunteers with supervision sessions and support meetings.

Referrals for the service come mainly from the Social Services, although some people do self-refer and some are internal referrals. Gayle also informs people of any other services available to them, both within and outside of Age Concern.

Gayle has given talks to various groups of people over the last year to promote the service and also attended different events to try to recruit more volunteers to the service. She also visited community locations such as libraries, supermarkets, post offices, etc., distributing leaflets for the service.

There is plenty of scope for the service to grow, the need is definitely there, so in the coming year the Co-ordinator aims to:

- Promote the service to meet the ever-increasing support needed by carers
- Work on recruiting more volunteers
- Maintain a close working relationship with volunteers to help provide a good service

	2004/ 2005	2005/ 2006
Statistics for Gedling Carers Support Service		
Total No. of People Supported:	167	164
Carers	47	64
Cared for	47	64
Volunteers	32	36
No. of new Carers Referred:	41	43
Source of new referrals:		
Self	7	3
Health	6	4
Social Services	21	32
Age Concern	7	4
Age of new referrals:		
50-59	5	0
60-69	5	4
70-79	19	21
80-89	11	16
90+	1	2



Statistics for Gedling Carers Support Service	2004/2005	2005/2006
Gender of new referrals:		
Male	14	29
Female	27	14
Ethnic Background:		
White English	36	41
White Irish	2	0
White Polish	1	1
Black Caribbean	2	1
No. of enquiries/non-referrals:	45	27
No. of talks/special events:	45	12
No. of hours spent on talks/presentations:	112.5	60
No. of vols recruited:	4	10
Total no. of volunteers:	32	30
Total no. of hours of volunteer support:	3,671.5	2,976

For further information contact Gayle Bird, Gedling Carers Scheme Co-ordinator, on 0115 919 4877

Harmony Counselling Service

Harmony provides a county-wide, free and confidential counselling service to people over 60 who are facing a variety of difficulties, situations or feelings, which may be causing them some unhappiness or distress.

The counselling is provided by a dedicated team of volunteer counsellors and the service is currently being co-ordinated by Robert Norton. The service is entirely funded by monies raised by ACNN.

This year has been a time of change for Harmony with Jeanette Watts, our previous Co-ordinator, leaving her job on

1st February 2006. Jeanette achieved the following in eighteen months:

- Made links with GPs, hospitals, Cruse, Social Services and other organisations likely to refer people for counselling
- Contacted the University of Nottingham and other local colleges and recruited thirteen counselling students as volunteers with Harmony
- Found venues for counselling in different parts of the County
- Carried out all the counselling assessments
- Helped many older people find a counsellor
- Gave continued advice and support to all the student counsellors

Thanks are due to Jeanette for her hard work and dedication.

In the short time that Robert has been in post, he has further developed the service as follows:

- Cleared the backlog of referrals awaiting assessment so we go into the new financial year with no waiting list
- Found a new venue for counselling sessions in Mansfield

Harmony has increased its number of counsellors from ten to thirteen during this past year. Our counsellors are growing in experience all the time and most are now looking forward to qualifying at diploma level this summer.

Harmony had seventy referrals during the past year, and thirty-eight people had counselling. The majority of the people referred who did not go on to use the service were re-directed to more appropriate services such as Kindred Spirits. Our counsellors are currently seeing twenty clients.

Many older people need counselling which is why Harmony is a necessary and valuable service. However, there is always room for improvement and Robert is investigating ways of developing the service by:

- making it more accessible to minority ethnic groups
- making it more accessible to older people living in rural areas
- finding more counselling venues across the County
- building the profile of Harmony
- gaining feedback from clients about the service for further development
- finding ways of reducing waiting times

We would like to thank everyone who has helped Harmony reach the success it is today. In particular a big thank you is due to our volunteer counsellors for all the excellent work they have done for us.

For further information contact Robert Norton, Counselling Service Co-ordinator, on 0115 859 9205.

Information and Advice Service

Re-visiting our 2004/05 report, I mellowed in remembrance of the clutch of nervous volunteers who had recently joined as trainees: they are a bunch of hard-bitten veterans now, the SAS of ACNN! It is enough to bring tears to my rheumy old eyes. They have helped so many people claim Pension Credit that I am beginning to think we should call ourselves PC World!

For the ninth year in succession, we have exceeded £1m in benefit gains for our service users – in fact, we have topped £1.5m with plenty of “cases” yet to be finalised. This is a reason to be cheerful, of course, but not to be complacent. Our 1994/95 Annual Report records benefit gains of £500,000 but notes that older people in our area failed to claim up to £18m per year in state entitlements. The latest Government statistics indicate that up to £40m each year now goes unclaimed by older people in Nottinghamshire – and this figure excludes disability benefits such as Attendance Allowance which 50% of

entitled people fail to claim. There is plenty for us to be cracking on with!

During the year Zabina Kauser has continued to support members of the Asian communities and has also been involved in creating a “language bank” of staff and volunteers so that we can assist older people whose first language is not English. As a consequence, we have been able to assist pensioners from the Ukrainian, Polish and Chinese communities submit complex benefit claims. This is a very practical way of overcoming the isolation that language barriers can give rise to. The profile of ACNN amongst members of the minority communities has been enhanced as a result.

At our Northern Office in Mansfield, Kevin Winship has completed the second year of his Help the Aged/British Gas funded Welfare Benefits Take-up Project. Kevin and his volunteers exceeded project “targets” achieving £1.4 m in benefit gains over the two year period. Additional funding has been awarded and Kevin remains in post although, for reasons of his own, he has elected to work part-time from April 2006.

Two new areas of activity were undertaken during the year, both funded by the Department of Work and Pensions (DWP). Firstly, we have established a benefit take-up project – which we call Pennywise – to operate in very specific, deprived areas of Bassetlaw and Newark & Sherwood. This is a two year funded project; benefit gain targets of £225,000

to £250,000 per year were set and I am pleased to be able to report that the year one target has been comfortably exceeded by the Project Co-ordinator, Anne Winship.

Anne has to cover areas which are widely dispersed, geographically, and this creates significant problems. Often Anne’s clients live in rural areas and are isolated from service providers. There are difficulties in recruiting volunteers in these areas, although some progress is being made in this regard and, as a consequence, the time spent in getting to and from individuals is significant. Anne has given many presentations during the year and the profile of ACNN amongst members of the public and amongst other service providers has been enhanced.

The second new area of activity was our Money Maze Project (funded for an 11 month lifespan, this project came to an end in February 2006). The primary purpose of the project was to provide assistance to older people who were having difficulty in setting up banking systems to allow the direct payment of their benefits into accounts. We realised that our target group would include many people who, because of physical or mental ill-health and a dearth of social support, lacked the capacity to properly engage with the modern system of benefit payments – leaving them vulnerable to financial problems. We did, indeed, come across many individuals who were struggling to cope with major social welfare problems and our team of



advocates responded magnificently to the challenges that they encountered. Over 400 people were helped to set up direct payment arrangements and/or apply for state benefit entitlements (benefit gains of almost £500,000 being secured). Additionally, team members gave presentations to pensioner groups throughout the City and County, speaking to over 16,000 people.

Money Maze was a difficult project to set up and make work given short lead-in times and the brevity of its funded lifespan and Paula Bailey, seconded from our wider staff team to manage the project, achieved excellent results. Team members produced sterling work and, in most cases, have now returned to their former duties with ACNN. However, a number of new staff recruited to the Money Maze Project have found work with other parts of the organisation, including Peter Haynes and Lisa Turner who, from April 2006, joined the I & A Service as, respectively, Welfare Benefits Adviser and I & A Service Administrator. They will add strength to our team and, hopefully, the extra capacity that we have will enable us to engage in awareness raising and campaigning initiatives.

In July 2005, Jenny Wattley joined ACNN, taking the post of Receptionist /Adviser within the I&A Service. Jenny has rapidly built up her knowledge base and confidently deals with a wide range of general enquiries from members of the public, freeing up the time of other team members. This is of great assistance.

Finally, and importantly, the expertise and dedication of our volunteers needs to be recorded – they “donated” in excess of 4,000 hours to ACNN during the year and the impressive benefit gains that the service has achieved would not have been possible without them. How on earth they put up with Zabina, Kevin, Anne and myself I shall never know!

For further information contact Ken Hazard I & A Service Manager, on 0115 844 0011

Keep Warm Keep Well Project

The aim of this project is to reduce the number of vulnerable older people being admitted to hospital for treatment following a fall over the winter months or having to receive treatment for cold-related illness. To reduce the excess winter mortality rates amongst older people, it should be noted that the UK has the worst excess winter mortality rate in Europe. In the East Midlands, 1,700 over-65s died as a result of cold weather in 2003/04 (figure from the Office of National Statistics). The project is designed for people aged 60 and above living in the Nottingham City area only.

These aims were achieved by undertaking a series of Keep Warm Keep Well talks and exhibitions in community facilities across Nottingham to raise awareness amongst older people of measures they could take to safeguard themselves against ill health due to the cold. Advice covered such things as:



- being prepared for winter
- eating and exercise
- flu immunisation
- wearing the right clothes
- keeping the home warm (i.e. insulation, heating, draught proofing, setting heating controls)
- how to deal with flu and hypothermia

Information was available for people with learning disabilities and a DVD with British Sign Language. The information was also available in English, Bengali, Cantonese, Greek, Gujarati, Hindi, Polish, Punjabi, Turkish, Urdu and Vietnamese. Advice was also being given on how to prevent falls both in and outside the home during cold weather.

We obtained a portable television-combo with an appropriate DVD which volunteers took to events. We also obtained a supply of thermal insulated mugs so that older people could take a hot drink with them when they go to bed or at other times of the day. We also purchased a supply of plug-in night lights which operate automatically, coming on when it gets dark and going off again when it gets light.

Talks and presentations were given at:

- Lenton Community Centre
- Woodlark House, St. Anns
- Lenton Baptist Event

- Raleigh Retired Members Association (Radford)
- Pakistani Centre, St. Anns
- African-Caribbean Centre – St. Anns
- Chinese Welfare Association

Events attended included:

- Foxton Gardens, Beechdale
- Beechdale Baths Over 50s Day
- Beechdale Community Centre
- Harvey Haddon Over 50s Event
- Clifton Swimming Baths Over 50s Event

We also distributed booklets and leaflets to over twenty community centres across the city.

In total we have spoken to over 450 people, distributed 975 booklets and leaflets and given away 205 thermal mugs and 234 night lights.

The project continues with advice to groups at community centres and also on a one-to-one basis for individual clients across other Age Concern Projects, such as Safe and Sound, First Link and the Nottingham City Hospital Discharge Service.

For more information contact Trevor Hackworth, Assistant Co-ordinator – Safe and Sound, on 0115 841 4467

Kindred Spirits Service

The “mission statement” of Kindred Spirits is:



“To enhance the quality of life and promote the well-being of all Kindred Spirits by reducing their social isolation and loneliness through them sharing interests and making friends in a warm and inclusive atmosphere”

Anyone living in Nottinghamshire aged 60 or over, can access the service. Kindred Spirits has two bases, one in Nottingham and the other in Mansfield. There have been 201 new referrals in the past year and over 1,100 people use the service in total. The reduction in the total number of Kindred Spirits, when compared to the figure reported last year, is due to the removal from our data base of historically inactive members.

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.

Once they are inducted to the service, service users will be sent a monthly newsletter. This gives them details of interest groups and events organised by the Co-ordinator and service users 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 Lunches

- Theatre Trips
- Ten Pin Bowling
- Local Visits
- Social Dances
- Coach Trips
- Walks
- Tai Chi
- Table Tennis
- Coffee Mornings
- Occasional Holidays

There is an average of eleven groups/activities every week.

The highlights and notable events in Kindred Spirits from the past year include:

- Two new Sunday Lunch groups that now meet once a month
- A new Scrabble Group that now meet regularly in Nottingham
- A holiday over the Christmas break to Chesterfield which went very well
- In North Nottinghamshire, there have been two new coffee mornings set up, two new lunches and one extremely popular afternoon tea at a local health food shop
- A weekend break to Ironbridge in the summer that was very popular
- In Nottingham, a holiday meeting in February, where a group of Kindred Spirits who did not previously know each other, made their own arrangements to go to Ireland and



Malta. In a similar way, Kindred Spirits in North Nottinghamshire also met and booked a summer holiday and Tinsel & Turkey together

- A group has started regularly meeting for afternoon matinees at the Broadway cinema
- Several local visits have been led by Kindred Spirits themselves, for example to Nottingham Council House, Nottingham Castle Museum and the Galleries of Justice

In this year's Kindred Spirits questionnaire, service users were asked if they would recommend the service.

Some example replies were:

"I would recommend Kindred Spirits to anyone who is lonely. There are so many things and new friends to look forward to"

"Companionship, getting out of the house, chatting to others in the same position as yourself and on leaving that day feeling so much happier, and able to cope with life"

"Mixing with people helps you see you are not on your own in life when you lose your partner"

"It enables one to share his and her ideas and general joy of living"

"It has made a vast difference to my life by me making new friends and

going out to places I would never have been able to go to on my own"

Case Study

Joyce moved to Mansfield from Newcastle following the death of her husband. She moved to be nearer her daughter and family. Both the daughter and son-in-law work and the grandchildren are at school.

The lady spent the majority of the week by herself and felt increasingly more lonely and isolated. She joined Kindred Spirits to meet people her own age and to take part in the various activities on offer. She has since made numerous new friends and says that joining Kindred Spirits has "changed her life".

For further information contact Service Co-ordinators Tracy Morley on 01623 488211 for North Nottinghamshire or Sophie James on 0115 841 4473 for South Nottinghamshire

North Nottinghamshire Advocacy and Patients' Representative Service

The Advocacy Service for North Nottinghamshire continued to go from strength to strength in its first year. The target number of referrals for the year was 120 which was exceeded with 185 referrals being handled.

The service currently covers:



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

The Patients' Representatives receive referrals from a variety of sources, for example Social Workers, patients, nursing and medical staff, carers and family members.

The referrals cover a wide range of issues, including:

- Providing support, advice and information
- Decisions about moving into a Care Home and support through this process
- Advocating for people with issues whilst in care and liaising with Care Homes and all concerned for a positive outcome for the service user
- Supporting service users regarding financial abuse
- Attending reviews and multi-disciplinary meetings
- Advocating for patients with mental health problems
- Supporting and representing self-funders
- Benefits

- Providing support regarding vulnerable adults, court of protection, public guardianship

Some referrals are resolved within a short time scale. However, other cases which are more complex can be on-going over a period of months.

Example of Involvement

An 82 year old lady was referred to the service after being discharged from hospital into long-term care.

Initially, it was arranged for her personal belongings to be brought in to make her room more homely. However, subsequent visits uncovered an array of issues.

The Patients' Representative supported the lady through this difficult time, liaising with the family and Care Home Manager regarding her personal allowance so that she could get her hair done, a chiropody visit when necessary and have regular newspapers. Also, to make regular telephone calls to a family member who was ill and did not live locally.

This was extremely important to the service user and she was always very grateful for our help in making this possible.

The service has had very positive feedback and some comments received via questionnaires by service users/carers

and referring agencies have been as follows:

“Thank you. Not only for practical help but you understood and gave a measure of peace of mind as well”

“Resolved the problems and removed the stress. I honestly do not know what we would have done without you”

“You made a huge difference to my father through your help and visits”

“Does an excellent job in filling the gap for self-funders and their relatives which was there prior to your role. I find the service invaluable and regularly refer”

“The service has exceeded my expectations”

For further information please contact Jackie Shepherd, Advocacy Service Manager, on 0115 919 4879

Patients’ Representative Services

The Patients’ Representative Service at the Nottingham City Hospital, co-ordinated by Alice Headford, continues to be busy with an average of fifteen new referrals each month. The service provides advocacy, support and information for patients aged over 55 and their relatives/carers.

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

The reasons for referrals remain very varied and include:

- Decisions about moving into a care home
- Alleged financial and physical abuse
- Complaints about the quality of care on the wards
- Signposting to other schemes and support
- Issues over hospital discharge

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 and to services within ACNN, in particular, Information & Advice, First Link, Senior Link and the Hospital Discharge Service.

Many routine referrals are resolved within a short time scale, although other cases may be more complicated and are on-going over a period of weeks or even months.

Example of Involvement

The Patients’ Representative was asked to see an older man aged 75 who stated that he had been physically abused by



the Care Home where he was living. He was very upset. He had not said anything when he was in the Home for fear of reprisals. He did not wish to be discharged back to the Home from hospital.

The Patients' Representative listened to these allegations and with the patient's permission it was reported to Social Services. The matter was investigated and this, together with other irregularities which were taking place in the Home, resulted in its closure.

The gentleman concerned was discharged to a different Home where he is now much happier.

An annual evaluation of the service is undertaken which involves both patients and hospital staff. The evaluation demonstrates that the service is working well for the people it is intended to serve. Some of the comments made by patients during the evaluation were:

“We learned a lot talking to the Patients' Representative. It provides a valuable service and it helped a lot that someone cared about us. Now we are getting help thanks to the service”

“The service is excellent, caring, informative and concerned. The service was extremely helpful when it came to dealing with Social Services”

“It is of great benefit to have information from someone who is impartial, independent and there to support patients' needs and well-being”

“It is good to know that there is someone you can talk to who is independent of the hospital”

Comments from hospital staff included:

“The Patients' Representative Service is very helpful and supportive and of great benefit to patients and relatives”

“The service provides good support to patients and staff. It provides good communications with staff and families from an impartial individual who is always willing to listen”

The Patients' Representative Service based at Highbury Hospital has seen organisational changes during the past year. Following Mandy Dalglish's resignation in July, Ruth Coffey and Sandra Clark have increased their hours of work and co-ordinate the service between them.

Ruth covers Rushcliffe PCT's rehabilitation wards for older people both at Highbury Hospital and Lings Bar. She also visits Nottinghamshire Healthcare Trust's Peasehill Unit in St. Anns and supports NHS referred clients at Bramwell Day Centre, Chilwell. Sandra, who also co-ordinates the Patients' Representative Service based

at St. Francis Unit, covers Nottinghamshire Healthcare Trust wards at the QMC and also Granby Ward at Lings Bar and the Parkside Day Hospital.

Both Sandra and Ruth work 4 days a week and their working patterns ensure that, on any weekday, there is a Representative available to offer support to patients and carers. In total, they receive approximately 20 new referrals each month and have a busy on-going workload. They visit the various wards on a regular basis and promote the service amongst patients, their families and hospital staff.

The three elements of the Patients' Representative Service are:

- Advocacy
- Providing information
- Offering support on a practical and/or emotional basis

As independent advocates, the Representatives meet with patients to ascertain their wishes regarding, for example, their discharge from hospital or some aspect of their care. Sandra also provides advocacy for patients on the Mental Health Wards who may want to appeal against decisions made under the Mental Health Act.

The Representatives provide information to patients and carers on a variety of subjects, such as financial and legal issues, enabling clients to make informed choices. They also provide

details of other services offered by ACNN and other agencies.

Sandra and Ruth spend a great deal of time listening to patients and carers talking through their concerns and give on-going support through what can be an anxious time as difficult decisions are made. In recent weeks, the Representatives have both supported carers through the continuing care re-assessment process which is taking place within Nottinghamshire Healthcare Trust.

Ruth and Sandra also attend carers' meetings on some of the wards and meet with other healthcare professionals to raise patient/carer issues. Ruth continues to attend Essence of Care benchmarking initiative meetings within Nottinghamshire Healthcare Trust and has joined the Elderly Assessment and Rehabilitation Services Redesign group within Rushcliffe PCT.

Sandra and Ruth's Support and Advisory Group meet on a quarterly basis and is made up of representatives from both Trusts, including the Patient Advice & Liaison Services (PALS) officers. This meeting provides a useful forum in which to identify relevant themes and to raise the profile of the service.

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

The service continues to receive regular referrals, averaging at about five a month. Of those picked up, three out of five tend to be on-going cases with a duration of several months.

The following are just a few examples of areas covered:

- Benefits
- Complaints
- Appeals
- Arranging legal advice
- Signposting to other services

One of the main issues for carers this year at St. Andrew's Lodge is the review of the continuing care criteria. This has left many carers worried and, in some cases, confused, about what the review will mean to them and, in particular, their loved ones.

The Patient's Representative Service has spent a great deal of time this year discussing this issue with carers, both individually and as a group. The service organised several meetings for carers to attend to discuss their worries. The outcome of these meetings helped carers to discuss some of their concerns with each other. This led to them setting up a support group, led by one of the carers, and supported by the service.

The service organised a meeting with a solicitor who deals with continuing care appeals to come and talk to carers, to provide them with valuable information about the assessment process and the

right to appeal. This is an on-going issue for carers and the Patients' Representative Service will continue to help and support those who require any further information or support. All carers have been provided with a copy of the Age Concern fact sheet about the continuing care assessment.

Example of Involvement

The service received a referral from nursing staff. They were concerned about a carer who seemed to be having some difficulty coming to terms with their partner's condition and their need to be in long term care. The staff felt that when the carer visited there were times when the carer compromised the patient's safety, either by bringing inappropriate food in for their loved one or by removing essential moving equipment from under the patient, which was not in line with the care plan.

According to staff some of the care staff felt intimidated when the carer visited, due to the constant demands made by the carer towards them. This had got to such a stage that the consultant psychiatrist was considering banning the carer from visiting.

Initial contact was made with the carer to try and establish their view of the situation. The Patients' Representative found that there were times when the patient was indeed put at some risk by the carer and this issue was addressed by offering the carer an opportunity to

discuss their actions then working through safer options with both the carer and the named nurse.

It was found that the care plan was not being adhered to by all the staff. Some staff followed it to the letter and others paid no regard to it at all. It was these inconsistencies that led the carer to behave in the way they had been, as there did not appear to be any continuity in care. The Patients' Representative organised a review with the named nurse, the consultant and the carer to discuss the care plan and the best way forward without compromising the patient's safety.

An agreement was reached and a new care plan written which included regular evaluations (which it had not previously). The carer agreed to sign the care plan to acknowledge their agreement. The Patients' Representative met with the care staff to discuss the importance of adhering to the care plan.

The carer was offered further support by the Patients' Representative by arranging to meet with them, initially once a week, to allow them to discuss any worries. The carer was also given information about the counselling service as coming to terms with their partner's condition was still of some significance. As yet, this has not been taken up by the carer.

The Patients' Representative remains involved with this case, supporting the

carer with difficult decisions and currently looking at the continuing care assessment and how this may impact on the patient and the effect it may have on the carer with the possibility of difficult decisions ahead.

For further details contact, Jackie Shepherd, Advocacy Service Manager, 0115 919 4879

Residents' Representative Service

The Residents' Representative Service provides advocacy, representation, support and information to older people living in residential and nursing homes.

The service covers the South Nottinghamshire area, encompassing Gedling, Broxtowe, Rushcliffe, Nottingham City and Hucknall. The service is available to anyone in residential care over 55 years of age. However, priority is given to those in EMI status homes and to older people with mental health problems.

The service deals with a wide range of issues that can affect those living in residential care. The Residents' Representative provides an independent, confidential and free service to those needing support and information. Issues that have been dealt with this year include:

- Advocating for residents who have been given notice to leave their residential homes

- Providing information and support in financial matters, such as arranging Power of Attorney
- Liaising with health professionals and Social Services to represent the needs and wishes of service users
- Advocating for residents who have concerns over the level of care and support they are receiving in residential/nursing care
- Gathering information on services available in the community to enable service users to lead a more fulfilling life

The service receives referrals from a range of sources. These include:

- Social Workers
- Care Home Managers
- Relatives
- Service users themselves

A referral was received from a service user who had been given notice to quit her Residential Home within 28 days.

The Residents' Representative advocated for the client in meetings with the Care Home Managers and Social Worker to challenge this decision. The client eventually decided she would like to live elsewhere and was supported in exploring all the options available. The service user assumed that she would automatically move to another Residential Home. However, by discussing the move with the client it

was clear that this was not her preferred choice.

The Residents' Representative liaised with Social Services and other local agencies which raised several options, including sheltered accommodation.

The service user has now found her own flat in a warded aided complex and is looking forward to living a more independent lifestyle.

The Resident's Representative organises and chairs a regular Residents and Relatives meeting at a local Care Home. The feedback is passed to the Home Manager to then respond to. It is hoped that similar meetings can be set up at other Care Homes in the future as this has proved a valuable way of building relationships with care staff and promoting the service.

Quarterly Support and Advisory meetings are held to receive feedback about the service and discuss issues identified by the Co-ordinator.

The service has received 68 new referrals for the year 2005/06 with an average of around six new cases accepted per month. The service has also had a change of Co-ordinator this year. This has meant that for approximately 2.5 months other staff dealt with urgent referrals until the new Co-ordinator, Amy Taylor, started in post mid-November 2005.

As well as visiting service users in residential care, there are a significant number of telephone enquiries to the scheme for information and guidance. The Residents' Representative is a valuable source of information for clients and their relatives and can signpost callers to other appropriate services in the area.

The Residents' Representative Service continues to grow in popularity and strength. It provides an essential service for those in residential care, allowing them to be heard and supported at often very difficult times.

For further information contact Amy Taylor, Residents' Representative Service Co-ordinator, on 0115 919 4880

Safe and Sound Service

The 'Safe and Sound' Home Safety Service has now been running for two and a half years. 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 service is aimed, predominately, at homeowners aged 60 years and over living in the Nottingham City area. Nottingham City Council identified the importance of home safety and avoidable injuries as a corporate target, and the National Service Framework for Older People also recognizes that the issue of

home safety and falls should be addressed.

The main aim of Safe & Sound is to visit the homes of older people to carry out a home safety check, identify and advise 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.

There have been 1,053 home safety checks in total and 407 carried out between April 2005 and March 2006 with all service users being referred and using at least two or three other services (such as Falls Prevention Service, Home Care, First Link, Senior Link, Welfare Benefits Advice).

The service remains very successful in visiting older people and carrying out Home Safety checks while being mindful that the older person may require other services that Age Concern cannot offer. The team recognises that falls and accidents in the home can be as a result of various factors which can be related to a mix of medicines, disability, mental health issues, housing quality and condition, lack of exercise and level of home support. Therefore, close working relationships have been developed with organisations such as the Falls Prevention Scheme at Nottingham City Primary Care Trust, Preventative Adaptations Service (PADS), Disability



Living Centre, Nottingham Police and Nottingham Fire and Rescue Service.

The team has been involved in giving talks and presentations at community centres, luncheon clubs and other older people groups across the City including the Salvation Army, Raleigh Retired Members Association, War Widows Association, Beechdale Swimming Centre, Harvey Hadden Stadium, Pakistani Centre and the Lenton Care Link Centre.

One of the aims of the project is to re-visit clients after 6 months where a figure of three or more high risks or two or more falls were identified at the initial visit. These visits have been extremely worthwhile in producing statistics which show that 99% of people feel safer in their homes after a Home Safety Check and subsequent work has been carried out.

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

Case Studies

We visited Mrs A, an 83-year-old lady in Bilborough who was living on her own. Her main worries were about home

security and getting up and down the stairs.

Having looked around the home there were a few other issues too. There were no smoke alarms in the house, there were loose rugs and carpets and the electric wiring, plugs, switches and sockets looked extremely old.

We sent a referral form to the PAD scheme for them to fit a security chain to the front door, smoke alarms upstairs and downstairs, a second handrail to her stairs and threshold strips to secure carpets. We advised that rugs should ideally be removed or at least taped down to avoid tripping over them.

Lastly, we referred her to our 'Staying Put' Service to see if she was eligible for a grant to re-wire her home.

Mr B is a 78 year old ex-miner who lives with his 80 year old wife in a large, three storey house.

The husband is a wheelchair user and his wife struggles to manoeuvre the wheelchair in and out of the house. Several safety issues were identified including a lack of smoke alarms, inadequate stair rails and old, un-serviced gas appliances. As the husband is an ex-miner, the couple receives free coal, which is stored in the cellar and is brought upstairs by the wife. This chore is becoming a struggle and so we advised the couple that they should consider having a gas fire installed instead through the Healthy Housing Scheme. They could



then request a cash sum instead of a coal allowance, which would help with the heating bills.

During a follow up visit six months after the initial visit, we were pleased to discover that the couple had benefited from a new gas fire, boiler and gas central heating through the Warm Front grant scheme. Age Concern were able to arrange for smoke alarms, grab rails and a carbon monoxide sensor to be fitted free of charge. Contact with Social Services has resulted in wheelchair access being provided to the rear of the house.

The Future

Nottingham City Council's Supporting People will fund us from April 2006 onwards. This funding stream already funds our Staying Put Team and we will be working even more closely with this team to improve and further integrate preventative services in Nottingham City by ensuring homes are safe, secure and in reasonable repair.

Through continuing to attend steering groups and other meetings and events with partners involved in home safety for older people, we will carry on improving our service through suggestions, links and sharing good practice.

For further information contact Paula Bailey, Safe & Sound Service Co-ordinator, on 0115 844 0011

West Bridgford Visiting Service

Over the past five years, the West Bridgford Visiting Service has provided support to over 100 of the most lonely and isolated older people in West Bridgford, Gamston and Edwalton.

The volunteer visitors provide an important lifeline, generously giving their time to help combat social isolation and loneliness experienced by many older people today. The continuity of visits encourages the general well being of the older person, which can then help them towards retaining their independence for as long as possible. Forms of support range from enjoying conversation, taking a short walk that otherwise would not be able to happen, reading correspondence as well as friendship and laughter.

Angela Brown, the Service Co-ordinator, has successfully strengthened the service's community links this year with continued partnership working and networking with local voluntary & community groups and organisations from the statutory sector. The service has strong working relationships with Rushcliffe and QMC Social Services, healthcare professionals working in Rushcliffe and, in particular, Rushcliffe CVS.

Referrals to the service remain consistent with between 2 and 5 referrals being received each month. The volunteer team are currently supporting over 30 older people across the West Bridgford district. The dedicated volunteer team are



predominantly local people who can share local knowledge and interests with the person they visit.

Angela is constantly seeking volunteer recruitment opportunities as volunteers are a necessity to meet the demand for the service. This year, we have three new volunteer team members with a further two going through the recruitment process. Demand for the service is greater than the number of volunteer visitors. This, inevitably, leads to having to prioritise need and, unfortunately, holding a waiting list.

Regular requests for the service from outside of its' geographical area are common which continues to highlight the need for the service to be expanded.

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

The West Bridgford Visiting Service continues to be an important and valuable service. It remains flexible and responsible to the needs of older people across the West Bridgford district.

For further information contact Angela Brown, West Bridgford Visiting Service Co-ordinator, on 0115 841 4478

Key Future Year Objectives for Community and Advocacy Services

- ✓ Make our Counselling Service, Harmony, more accessible to older

people from black and minority ethnic groups and those living in rural areas

- ✓ To build on the success of the North Nottinghamshire Advocacy Service to create a generic advocacy service for older people across the City and County
- ✓ To increase the membership of the Residents' Representative Service Support and Advisory Group
- ✓ To introduce more Residents and Relatives Meetings in Care Homes in South Nottinghamshire
- ✓ To integrate the work of the Safe & Sound Service into the work of the Staying Put Service
- ✓ To recruit additional volunteers for the West Bridgford Visiting Service



Day Care

Ashfield Luncheon Clubs

2005 has been a year of consolidation for the Luncheon Clubs. There were 11 clubs running by the end of 2004, providing lunches for over 200 people a week. The project has been successful in meeting its key targets of running 10 lunch clubs, providing social contact for older, isolated people, healthy meals and opportunities for exercise and activities.

The New Opportunity funding came to an end in January 2005. Since then the project has continued through support from ACNN and the Nationwide Foundation. More recently, the Ashfield District Neighbourhood Renewal Fund has supported the project from July 2005 through to March 2006. The project now has a secured future with funding from The Coalfield Regeneration Trust for the next three years.

During 2005, the project had to close two small Lunch Clubs to conserve resources. Members of these clubs were encouraged to join other local lunch clubs.

A new Lunch Club at Skegby was opened in December 2005, which attracted members in a new area. Attendance levels vary between 150 to 200 a week, with an average attendance of 15 members at a Club.

The Lunch Clubs are located across the Ashfield District in areas of need in both urban and rural settings with many having connections to old mining areas. We continue to review locations for the Lunch Clubs to ensure that they are well attended and located where there is a local need. We plan to open a new Lunch Club in Hucknall this spring.

We now have an experienced team led by Adrian Bingley and supported by Hilary Bostock and Christine Stokes. They bring experience of running Lunch Clubs, as well as a friendly, enthusiastic approach, where all are welcome and treated equally, whether a member or a volunteer.

The Lunch Clubs are ably supported by volunteers. There are currently 12 volunteers and 15 helpers from the Willow Woods Centre, a facility for adults with learning disabilities, who not only provide invaluable support, but are also very much part of the "Lunch Club experience".

Our plans for the future are to continue to provide friendly and accessible hot lunches for older people that encourages healthy eating, meeting other people and increases exercise and participation. We will be looking at ways to continue the Lunch Clubs beyond the funding and thus seek to fund a sustainable model, where the Lunch Clubs can be run and organised by volunteers and supported by the local community.

For further information contact Chris Salter on 0115 844 0011

Day Care

ACNN Day Care continues to provide over 8,500 places a year for older frail people in the five centres in the County. Day Care also provides important support to many carers through this service.

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. Many of the referrals come from Social Services, but we also receive referrals from doctors, Community Psychiatric Nurses, hospitals and families.

Day Care gives older people the opportunity to meet other people and socialise in a warm and friendly atmosphere. Their carers are able to have a well deserved break from caring, to have time for themselves. ACNN now has five Day Care Centres in the County, as well as the Sybil Levin Centre in the City.

All of our day centres provide a warm and friendly atmosphere, a range of stimulating activities and a nutritious hot meal. Service users are all provided with a door-to-door bus service to ensure they arrive safely at the centres.

Rosehill Day Centre, Mansfield

The Rosehill Day Centre provides day care on Wednesday and Friday for older people living in the Mansfield area. The service is for frail older people aged over 60 who may also have mental health needs.

Members enjoy a regular feature of this centre which involves gentle exercise. Particular fun is had when passing a giant ball between members. Trips out continue to be a regular feature of this group with members especially enjoying boat trips on the River Trent.

Kingston Close Day Centre, Worksop

Kingston Close Day Centre provides day care on Mondays and Thursdays for older frail people from the Worksop area. The Day Centre caters for older people over 55 who may also have mental health needs.

Arts and crafts are a regular feature of this group, last year this included making calendars and Christmas cards. Members are also particularly keen on regular quiz sessions held at the centre.

Lancaster Group Day Centre, Gedling

The Lancaster Group based in Burton Road, Gedling, is open on Monday and Wednesday. The Centre service is for frail older people aged 60 and over who may have mental health problems in the Carlton and Gedling areas.

Last year members particularly enjoyed a number of trips to the riverside at Gunthorpe for Afternoon Tea.

Aynsley Wright Day Centre, Newark

The Aynsley Wright Day Centre is based in Newark and provides day care on Monday and Wednesday for older people in the Newark area. Day Care offers an enjoyable day out for all older people, some of who may have mental health issues.

Last year we made specific links with the local museum service who brought along items of historical interest to our members. This stimulated memories of past years and led to many interesting conversations.

Cora Reilly Day Centre

The Cora Reilly Day Centre is based in Stapleford and is open to frail older people aged over 60 on a Tuesday.

Trips out are a regular feature of this group, during the summer members particularly enjoyed a trip out to a local steam railway.

One of the highlights of the year for members at the Cora Reilly Centre is the creation of colourful and imaginative Easter bonnets. This results in a display of bonnets which last year was judged by our Service Manager, Chris Salter.

These important Day Care Services, which also support carers, are part-funded by the Nottinghamshire County Council Social Services Department. The Council contributes 73% of the funding, 13% comes from charges to service users and ACNN raised the remaining 14% which amounts to £23,200 each year.

We will continue to look for additional funding to open further day care in areas of need.

For further information contact Chris Salter, Service Manager, on 0115 844 0011

Sybil Levin Centre

The past year has been a very busy and successful year for the Centre with some significant changes taking place. However, the guiding principles remain the same: to provide the best possible day care for older people, some with dementia, in a friendly and caring environment. The Centre also provides drop in, lunch and activities for people over 60 on three days of the week. Additionally, the Centre offers a range of classes during the week, including computer studies, art and craft, art classes, yoga, movement to music and table tennis.

Day Care

Day Care is provided five days a week for older frail people and for those with dementia.

The experienced staff provide a warm and friendly environment, organise games and activities, as well as trips out. There are nutritious home-cooked meals with varied menus and hot and cold drinks available.

Referrals are received from Social Services, hospitals, doctors and from families. The service is also supported by experienced volunteers.

Drop-In

There are now three drop-in days for people aged 60 and over. Since the refurbishment, the Centre has opened a third day on Friday, due to the popularity of the Centre. Older people visit to meet friends, talk, join an activity or, on Tuesday, to enjoy music and dance if they wish to. There is home cooking available, as well as snacks and drinks. Trips out are organised and there is an annual holiday, which is very popular.

Classes and Activities

There are a range of activities at the Centre that welcomes any older person who may prefer to attend a class at the Centre rather than attending college. They may also enjoy a meal at the Centre. The classes are very reasonably priced and include:

- Arts and Craft
- Art Class
- Movement to Music
- Yoga
- Table Tennis

- Introduction to Computing

Other Activities

The Centre provides a number of other services including hairdressing and a bathing service. There are regular “Pie and Peas” Evenings with music, trips out, Christmas meals, trips to the Panto and various fundraising events

Staff and Volunteers

The experienced staff and volunteers have continued to work hard to provide a pleasant and welcoming environment. They helped move the day care to Foxtan Gardens during the four month building work and then helped with the move back into the Centre. A number of staff have taken and achieved NVQ qualifications during the year. Michelle Sanderson was appointed the Centre Manager in December 2005.

Funding for the Centre

The Day Care Service is funded by Nottingham City Council who contributes over £95,000 towards the Service. ACNN contributes a further £55,000 towards the other activities for older people, including the three drop-in days and activities.

Building Alterations and Refurbishment

During 2005, there were major building alterations and refurbishment of the Centre. A mezzanine floor was installed



with offices above. On the ground floor, a new and larger kitchen was provided and fitted out, as well as new toilets, hair salon and bathroom. The main hall was also refurbished. This has all added to a more versatile and inviting atmosphere in the building.

These major alterations could not have been achieved without the generous contributions of a number of benefactors who include:

- The Yorkshire Building Society
- The Skerritt Trust
- McAlpines
- Grant Thornton
- Percy Bilton Trust
- New Appeals Trust
- Fundraising by staff, volunteers and service users

Our future plans include adding further activities for older people and expanding our drop-in-days.

For further information contact Michelle Sanderson, Sybil Levin Centre Manager, on 0115 978 0011

Key Future Year Objectives for Day Care

- ✓ To open two new lunch clubs in Hucknall and Sutton-in-Ashfield
- ✓ To seek to work with both Nottingham and Nottinghamshire Social Services Departments to develop additional days of day care at our existing centres and

expand this provision into new geographical areas

- ✓ To enhance the support given to our lunch clubs and County day centres by appointing a new Area Day Care Manager
- ✓ To continue to devote resources to ensure staff are well trained by investing in food hygiene and NVQ in Care training during the next financial year

Core Services

Central Services

Last year has been another busy year for Central Services with some periods during the year where positions were vacant, putting pressure on the remaining staff who all coped extremely well.

There have been a number of staff changes within the Central Services Team during the year. On the finance side, Chipu Muparadzi moved from Finance Assistant to Assistant Finance Manager in November 2005. The training programme has resulted in a further person being able to complete management accounts which gives us more flexibility.

During the year, Wendy Harrison left the team and has been replaced during March 2006 by Vicky Jeffery as Assistant Administrator who will be trained on website administration. She will then work with our administrator, Linda Taylor, to ensure the ACNN website is kept up to date.

As the refurbishment work at the Sybil Levin Centre was completed over the summer months providing office space, some project staff moved out of Bradbury House to make use of this new space. Also, during March, the Insurance Service provided at Bradbury House was relocated to 48 Upper Parliament Street. Both of these events,

coupled with an increase in people using direct dial numbers and e-mail, led to the reduction in visitors and telephone calls to Bradbury House Reception, as detailed below.

The number of visitors to our Reception decreased to 7,521 (a fall of 27% compared to 2004/05) and the number of telephone calls dealt with by Central Services decreased to 22,620 (a fall of 16% compared to 2004/05).

The IT network was developed further with the addition of Beeston & Mansfield sites enabling staff at those sites to access the IT network via the server at Bradbury House. Unfortunately, due to lack of resources, the internal intranet has not been fully developed yet.

For further information contact Michelle Elliott, Finance and Administration Manager, on 0115 844 0011

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 2005/06 three formal complaints were made to the charity.

Equality and Diversity

Over the past year, ACNN has continued to develop and implement our Diversity Strategic Plan. A large part of this work has been developing links with lesbian, gay and bisexual (LGB) older people, with a view to developing appropriate and accessible services. We are currently developing a LGB older peoples group. The group will be instrumental in highlighting the needs and developing appropriate services for older people from LGB communities.

For the first time, this year ACNN celebrated LGB History Month. Twenty-five people gathered in our Training Suite to hear a presentation on LGB History. The day of celebration also included stalls and information on ACNN and LGB support and services.

ACNN supported Nottingham Pride in July 2005, which included being featured in the day's information brochure and providing an information stand. The event was attended by approximately 7,000 people.

Over the past year, ACNN has established support groups for staff and volunteers from diverse communities. Black and Minority Ethnic (B&ME) and LGB workers support groups now have regular meetings.

ACNN has an extensive Diversity training programme which all staff attend. The charity invested £25,669 in this training programme during 2005/06

with a further £20,889 of investment planned over the next year. The programme covers the following areas:

- Sexuality Awareness
- Disability Awareness
- Gender Identity
- Diversity
- Age Discrimination

Over the forthcoming year, ACNN will continue to develop our work with Black and Minority Ethnic (B&ME) communities. We aim to develop the work of the ACNN B&ME Elders Forum using existing members to work with older people from different B&ME communities across the City and County. We will also continue to seek to secure funds to enable us to appoint a specialist B&ME Development Worker.

For further information contact Diane Trinder, Executive Officer (Services), on 0115 844 0011

Diversity Policy

Diversity welcomes difference. By understanding, 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.

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.

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.



Group Support Worker

ACNN has continued to provide support to other Age Concern charities throughout the County who are members of the Age Concern federation. There are currently seven groups located throughout Nottinghamshire:

- Age Concern Carlton & District
- Age Concern Eastwood
- Age Concern Harworth & Bircotes
- Age Concern Hucknall
- Age Concern Mansfield
- Age Concern Newark & Sherwood
- Age Concern Warsop

Each group is an independent charity providing invaluable services to local older people. The groups vary in size; some groups are run entirely by volunteers whilst others employ a small number of staff. The groups offer a range of services including drop-in centres, luncheon clubs and day care.

ACNN provides support to these groups via a dedicated Group Support Worker, Nicky Wheddon. Nicky provides advice, support, information, training and a link into other specialists at ACNN on subjects such as Human Resources and Public Relations, as required by groups. The work that Nicky undertakes supports groups with their governance and management and in their work with local older people.

Over the past year, support has been provided on a wide range of issues. These have included:

Financial Matters including:

- Identifying sources of funding
- Assistance completing funding application forms
- Help with producing budgets and cash flow forecasts
- Sourcing appropriate training for treasurers
- Providing on-going support

Employment Issues – Detailed work has been carried out with a group to help them to recruit a new member of staff and to up-date their employment practises. This has included:

- Helping them to produce a job description and application form
- Assisting in carrying out interviews
- Helping with producing Terms and Conditions of Employment and Grievance and Discipline Procedures
- Helping with the production of an Employee Handbook

Trustee Requirements – training has been provided to some trustees regarding their roles and responsibilities and regarding charity risk assessments. Information and advice has been provided on such topics as:

- Health and Safety



- Insurance
- Data Protection
- Disability Discrimination Act
- Equality and Diversity
- Promoting services
- Criminal Records Bureau checks

Quality Counts – the current round of the federation’s quality assessment process is underway with all groups having to complete a detailed report and assessment visit. Nicky is working in conjunction with a Support Worker from Age Concern East Midlands to facilitate this process and provide groups with support and guidance on the requirements of Quality Counts.

ACNN are developing a closer working relationship with groups in the County. Groups attended a presentation by Mick Tinkler on the work of ACNN. Nicky ran an Information and Advice Workshop with the assistance of Kevin Winship (Advice and Information Co-ordinator) which has led to ACNN engaging with some groups to provide surgeries, talks and Information Points. We worked together on Tesco store collections to raise the profile of Age Concern throughout the County and to maximise the fundraising potential.

Age Concern Groups play an essential part in supporting older people in the County and ACNN will continue to support them in their work.

For further information contact Nicky Wheddon, Group Support Worker, on 0115 972 4813

Human Resources

The Human Resources Department within ACNN exists to enhance the organisation’s mission by fostering a healthy, fair, equitable work environment that will attract excellent employees and enable them to develop to their full potential. To further aid the work of the HR Department, an HR Administrator, Laura Page, has joined the team.

The main role of the department is to:

- attract and retain skilled and professional employees
- promote effective management practices
- promote fair and equitable treatment of employees and volunteers
- ensure compliance with all relevant legislation
- ensure and promote a healthy environment

April 2005-2006 has been another year of change for ACNN, most notably through a management re-structure which has seen the following changes to strengthen the Management Team for the future:



- Appointment of a second Executive Officer with responsibility for services.
- HR Manager joined the Senior Management Team
- Service Managers' areas of responsibility were re-structured to give time for more focus on development in their geographical areas
- The First Link Service changed their Senior Manager to the new Executive Officer (Services)
- The Training Department changed their Senior Manager to the Human Resources Manager

In November 2004, ACNN introduced a scheme of flexible working for employees which was the beginning for the development of a Work Life Balance philosophy for the organisation. We added to this philosophy with the introduction of flexible contracts, such as term-time only.

We decided to use the annual Investors in People (IIP) assessment in September 2005 to question employees around their perceived benefits of this system.

87.5% of those interviewed felt that Work Life Balance policies worked well for them.

Since introducing these Work Life Balance policies our annual labour turnover figure has dropped from 10% to 6%.

ACNN was, again, successfully reviewed for its Investor in People status. The following are some of the comments of our assessor:

“The high morale of staff found in the past has certainly been maintained and the consultative climate intensified”

“The strategy for encouraging the contribution of ideas had resulted in plenty of consultation in groups and individually and also team development”

Over the last year, we have used quarterly staff meetings to involve staff with input to decision making. The first Annual Staff Conference was held in December 2005. The day was structured around suggestions that came directly from staff themselves at the 1st March 2005 staff meeting. At this meeting staff were split into groups and asked to discuss and feedback on areas such as format of the day, the evening entertainment and volunteers for the planning group.

According to the Chartered Institute of Personnel and Development, the average labour turnover figure across all sectors is 15.7%. ACNN's turnover figure is 6% which is well below even the public sector figure of 11%. The

public sector is considered to have one of the lowest rates of turnover which shows how well ACNN does in this area by fostering a flexible and supportive working environment for staff.

ACNN's retention figure for the year 2005/6 is 81% which is 2% lower than the previous year (83%) but is still significantly higher than the average retention figure in the UK which is 73%.

The following shows an analysis of job applicants:

Gender of Job Applicants		
Female	270	75%
Male	88	25%

Job Applicants with a disability		
Yes	16	4.5%
No	319	89%
No response	23	6.5%

Ethnic Background of Job Applicants		
African	11	3.1%
Black British	3	0.8%
Caribbean	8	2.2%
Indian	14	3.9%
Pakistani	12	3.4%
White British	30	8.4%
White English	260	72.6%
White European	2	0.6%
White Irish	4	1.1%
White Polish	1	0.3%
White Scottish	5	1.4%
White Welsh	5	1.4%
No response	3	0.8%

Age Range of Applicants		
Under 20	9	2.5%
21-29	80	22.3%
30-39	58	16.2%
40-49	96	26.8%
50-59	81	22.6%
60-69	12	3.4%
Above 70	1	0.3%
No response	21	5.9%

Sexual Orientation of Job Applicants		
Lesbian	1	0.3%
Gay	8	2.2%
Bisexual	7	2.0%
Heterosexual	302	84.4%
Prefer not to say	6	1.6%
No response	34	9.5%

Area of Residence of Job Applicants		
Ashfield	25	7%
Bassetlaw	1	0.3%
Broxtowe	40	11.2%
City of Nottingham	126	35.2%
Derbyshire	15	4.2%
Gedling	40	11.2%
Leicestershire	4	1.1%
Mansfield	32	8.9%
Newark & Sherwood	12	3.4%
Rushcliffe	31	8.6%
Other	7	2.0%
No response	25	7%
Nottingham City	126	35.2%
Nottinghamshire County	181	50.5%

For further information contact Tara Dunseath, Human Resource Manager, on 0115 844 0011



Learning Disabilities Project

With the closure of nearly all the long-stay hospitals, most people with learning disabilities have now moved out into the community, while others have remained with their family carers, but wherever they live, they still experience relative disadvantage and remain on the margins of society. Also, the life expectancy of people with learning disabilities has been increasing significantly, with some likely to live into their 70's and 80's.

Measures to promote greater social inclusion are a central policy issue today and Age Concerns have a part to play in ensuring that older people with learning disabilities can access their services and activities on equal terms with other older people.

With the above in mind, in January of this year a local pilot project commenced to look at the needs of Older People with Learning Difficulties in the Nottinghamshire area. The project is being carried out by Jackie McGuinness, a First Link Support Worker, in partnership with ACE and supported by other Age Concerns in the country.

Jackie has formed a consultation group of volunteers from day centres in the area, and will be gathering information from them about what services they would benefit from. Over time, Jackie will also consult with carers to find out their thoughts of current services for

people with learning disabilities and their wishes for the future.

The areas the project will focus on are staff training, research and consultation, and partnership working. The anticipated outcome will mean increased knowledge and understanding of the needs of older people with learning disabilities by ACNN and the staff team, further resulting in better practical support for individuals and their families. In turn this will potentially mean the production of appropriate ACNN services, materials and literature, and training resources, thus contributing towards improving the quality of life for older people with learning disabilities in Nottinghamshire.

For more information please contact Carol Burness or Jackie McGuinness on 0115 844 0011.

Protection of Vulnerable Adults

This report highlights the figures of Elder Abuse but does not show the pain and suffering of the victims. ACNN as an organisation is able to offer support and a reporting link to Social Services for clients during a very upsetting time. Abuse can take many forms: physical, financial, sexual, neglect, psychological and discrimination.

Over the last 12 months ACNN has been involved with 15 cases which were first reported to the charity that were subsequently reported to Social Services and Adult Protection.

As an organisation we are involved with service users offering support and information. ACNN has 9 reporting officers who have attended the NCPVA training.

FIGURES:

Types of Abuse		Settings	
Physical	7	Care Homes	11
Financial	7	Own Home	2
Neglect	2	Healthcare	2
Multiple abuse	1		
Age		Reported by	
55 to 64	1	Relative	5
65 to 74	3	Carer	6
75 to 84	3	Self	1
85 plus	1	ACNN	3
Unknown	7		

Many more cases are brought to ACNN which have already been reported to Adult Protection and Social Services but we become involved offering support and information.

Many cases arise in Care Homes which will often then involve Care Standards. The figures show that financial and physical abuse are the two main causes which are reflected in the figures monitored by NCPVA. The two main groups of service users who are abused are older people and those with Learning Disabilities as monitored by NCPVA.

Older people are often very reluctant to report any incidents of abuse because they may fear reprisals from the abuser.

This is where Age Concern can offer support to clients and vulnerable adults. The advocacy team deals with many clients who need support during this difficult time.

ACNN staff attend our in-house training session “Abuse of Vulnerable Adults”, so they are more aware of the issues and procedure of alerting abuse.

An older man who had a long term carer living with him was admitted to hospital. After talking with a Social Worker he told him that he didn’t know where all his money was going and felt that his carer was using it for himself. The Social Worker not only had the allegation investigated but also contacted Age Concern so that support was available for the client.

After the issues were investigated by social services and the police the carer was charged and the person decided to move to a care home.

For further details contact, Jackie Shepherd, Advocacy Service Manager, on 0115 919 4879

Training Services

Since its establishment in 2001, the Training Department has constantly strived to meet the needs of an ever expanding dynamic organisation within an equally challenging and diverse voluntary sector. We have met these challenges year on year and have



grown in strength and stature within an ever competitive sector.

Our portfolio of courses, which are available to staff, volunteers and other voluntary sector organisations, continues to grow each year and 2005 – 2006 was no different with the addition of 3 new courses: Listening Skills; Recruitment, Retention and Management of Volunteers; and Dealing with Difficult People, all developed in response to an identified need from the sector. Incredibly, since it was first delivered in November 2005, the latter has so far attracted over 70 people on 5 scheduled courses up to the end of June 2006.

Internal courses

In addition to our portfolio of 19 courses, we have also been heavily involved in the development of a number of strictly internal courses, namely our extremely comprehensive Diversity Programme, and the Performance Management Programme for both Senior and Middle Management, with a view to extending the latter to *all* managers with line management responsibilities.

Diversity

The Diversity programme was designed to raise awareness amongst staff of the importance of embracing every employee's uniqueness to create a more understanding and efficient workforce.

To achieve this, the programme was split into a number of parts: an overview of Diversity; Age Discrimination; Sexuality Awareness; Gender Identity; Disability Awareness; and Cultural Awareness. Despite the challenge of sourcing suitable tutors at acceptable costs, the largest one by far was the administration involved in ensuring nearly 180 staff attend *all* sessions over a 3 year period, something which has put a tremendous strain on the administration side of the department over the last few months. Due to problems with the selected tutors, the Disability element will not start until April 2006.

Performance Management

With the expansion of the organisation over the last few years, there has been an equal expansion of staff with line management responsibilities. It has become apparent that there appeared to be some inconsistency in practices e.g. induction or supervision.

As a result, many middle managers identified a need for more formal training in these and other areas, something wholeheartedly supported by the Senior Management Team. The decision to develop an in-house programme (as opposed to buying in an accredited one) was made solely on the basis of practical application as opposed to theoretical underpinning – something greatly appreciated by the recipients.

Depending on the success of the programme, one of the targets for the coming year will be to identify whether the whole or any individual components of this programme are marketable to other voluntary organisations. Even though it is not an accredited programme, the fact that it can be tailored to individual needs at an affordable cost could potentially make it an extremely attractive proposition to other organisations within the sector.

Assertiveness

Another area of development has occurred as a result of a request for assertiveness training for some pupils being bullied in a Nottingham Comprehensive school. We were sourced as a potential provider through one of our internet listings (we are listed as training providers on the UK Register of Learning Providers, the Learning & Skills Council website, and Hotcourses).

In consultation with the school Deputy Head, we have developed a 3 session programme which will be evaluated at every point. If successful, this could potentially be marketed to the LEA as a means of supporting their anti-bullying programme.

Due to the age of this client group, it is not possible to deliver the programme through the charitable side of the organisation so is being conducted through the Trading Company.

External training

Externally, the department has maintained its reputation for quality and value within the sector, although there have been fewer requests for our services over the last year. This is something we would wish to concentrate on in the coming year.

During the year covered by this report, we have provided training to the following organisations:

- Notts. Social Services (Age Discrimination)
- University of Nottingham (Ageing & Society)
- Gedling Borough Council (Abuse of Vulnerable Adults x 2 and Dealing with Loss & Bereavement x 2)
- Ryecroft Resource Centre (Abuse of Vulnerable Adults)
- Broxtowe Crossroads (Communication Skills)
- Framework (Lone Working & Personal Safety)
- PPI Team (Teambuilding)
- Carlton-le-Willows School (Assertiveness)

In Conclusion

As an integral part of ACNN, the Training Department has continued to provide good quality training to the whole organisation, responding to needs identified by employees and managers alike, the value of which cannot be underestimated. Feedback, on the whole, is usually extremely positive and we constantly assess this in terms of appropriateness of subject matter, accessibility of content, and standard of delivery. Whilst the department cannot be considered self-financing in budget terms, the considerable cost of purchasing the requisite training from external sources would be prohibitive, with a resulting detrimental impact on the organisation.

For further information contact Eileen Tomany, Training Services Manager, on 0115 841 4476

User Involvement

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

Particular areas of older people involvement include:

- Involvement in service evaluation

- Involvement in recruitment and selection of staff
- Involvement in the production of information and publicity
- A consultation group
- Involvement in the ACNN Older Peoples' Advisory Group

To ensure older people have a voice and are fully involved within the charity, Older People Representatives are:

- Represented on Support and Advisory Groups
- Represented on the Board of Trustees
- Represented on the ACNN Older Peoples' Advisory Group (ACOPAG)
- Represented at stakeholder and service user events
- Given the opportunity to complete satisfaction surveys/questionnaires

ACOPAG continues to grow from strength to strength. ACOPAG have achieved all of the objectives identified in their Operational Plan and are currently working towards achieving new objectives. ACOPAG members have been involved in the recruitment of new staff throughout the year which ACNN feels has been a very positive and necessary part of the recruitment

process.

For further information contact Simon Cook, Service Manager, on 0115 844 0011

Volunteers

Volunteers are fundamental to all that we do at ACNN. Volunteers bring value by helping to deliver services, bringing new perspectives, fresh ideas and different energy and motivation.

In the recent Five Year Strategic Plan, ACNN gave high priority to the aims of improved standards of volunteer practice and increased recruitment of volunteers.

There are currently 220 volunteers and most of them volunteer for one ACNN service.

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

- Administration
- Advice and Information
- Charity Shops
- Day Care
- Fund Raising
- Home Visiting
- Lunch Clubs
- Trading
- Training

Some volunteers do offer their skills and time to more than one ACNN service. For example, a volunteer visitor might also help with fund raising or promotional

activities. In the field of managing volunteers, it is advantageous to consider how best to involve the valuable skills, experience and knowledge that volunteers bring.

Volunteers are regularly asked for feedback from their volunteering experiences and some very positive comments have been made, including:

“My time with Age Concern was enjoyable and rewarding. The support I received from my Co-ordinator was excellent”

“Thank you for the Christmas lunch. I did enjoy the meal and meeting other volunteers. It makes me feel valued as a volunteer”

The Volunteer Co-ordinator Group continues to meet regularly. The meetings give Co-ordinators with responsibility for volunteers the forum to address issues relevant to volunteering. It also gives the Age Concern Volunteer Co-ordinator the opportunity to inform colleagues about changes in legislation and good practice affecting volunteers.

Future volunteering plans include:

- A database to record volunteer skills and experiences. This will enable us to access volunteers who would like to be involved with future ACNN projects and events
- Increased volunteer recruitment. Emphasis will be placed on targeting



groups of people who are traditionally less likely to volunteer and also specific geographical areas

For further information contact Susan Brown, Volunteer Co-ordinator, on 0115 919 4878

Key Future Year Objectives for Core Services

- ✓ To expand the IT network to include our newly created offices at the Sybil Levin Centre
- ✓ To refresh the charity website to reflect our new local ACNN branding
- ✓ To develop a new intranet facility for staff and volunteers
- ✓ To change our principle bank provision to CAF Bank Ltd. to maximise interest returns
- ✓ To develop the work of the ACNN B&ME Elders Forum using existing members to work with older people from different B&ME communities across the city and county
- ✓ To develop a Lesbian, Gay and Bisexual Older Persons Advisory Group
- ✓ To agree a strategic development plan for all Age Concerns across Nottinghamshire
- ✓ To develop a long term action plan for improving volunteer practices against nationally developed Age Concern volunteering standards

Governance

Board of Trustees

The Board of Trustees of Age Concern Nottingham and Nottinghamshire has seven members. The Trustees are appointed by the charity's Members. The membership is made up of the seven Trustees plus nine Non-Trustee Members. The names of the Trustees and Members can be found on pages 4 and 5 of this Annual Report.

Trustees have a full induction into their role as a Trustee and the work of the charity. The Board and individual Trustees undertake training as and when appropriate.

The governance costs detailed in the financial section of this report are the costs associated with:

- Holding monthly Board meetings
- Holding two General Meetings during the year
- Holding the Annual General Meeting
- Audit costs
- Legal advice for Trustees

Risk Management

The Board carries out an annual risk assessment and monitors other risks the

charity could be exposed to on an on-going basis.

The risk register maintained by the Trustees had 100 identified risk areas on the 31st March 2006. These risk areas have been reviewed and systems or procedures have been established to manage them.

Work has been undertaken during the year to further manage or mitigate the following risk areas:

- The impact on service delivery and the functioning of the charity due to long or short term sickness. Changes to the charity staff structure have been implemented, succession planning has been developed and key pressure points identified and staff trained to ensure continuity.
- A range of Health and Safety risks have been identified, a range of procedures and systems have been implemented to reduce these risks. The HR Manager has lead responsibility to ensure these risks are minimised.
- A range of employment-related risks have been identified a range of procedures and systems have been implemented to reduce these risks. The HR Manager has lead responsibility to ensure these risks are minimised.
- Continuing compliance with Protection of Vulnerable Adults



Policies was identified as a risk as a result of an increase in the number of cases being reported to ACNN. As a result, a further three members of staff have been identified and trained as reporting officers. In addition, the new Advocacy Manager has taken on the lead responsibility for this area of work.

compliance with the Age Concern quality framework, *Quality Counts*

- To ensure compliance with the charity's Memorandum & Articles of Association a small sub-group from the Board of Trustees carried out a review. This resulted in a few minor changes to the charity's governing document.
- As a result of the Proceeds of Crime Act 2002 the Trustees have changed the charity's financial procedures and adopted the guidance issued by the Charity Commission.

Key Future Year Objectives for Governance

- ✓ To evaluate the benefits of the Partnership Group to the Board of Trustees and the statutory sector members
- ✓ To carry out a risk assessment of the charity
- ✓ To complete and submit a report to the Age Concern federation demonstrating our continued



Fundraising

General Fundraising

The charity had a total of £275,469 of donations and legacies during 2005/06.

This vital support from a number of grant making trusts ensured the continuation of our services.

Our volunteer Fundraiser, Hubert Edge, in addition to researching and applying for funds from grant making trusts, provided valuable support to our Fundraiser.

ACNN recruited a Community Fundraiser, Mike Gale, in August 2005. He has been progressing initiatives such as payroll giving, corporate donations, legacy income development and employee volunteering, in line with our 2005-2010 Fundraising Strategy. Volunteer “ambassadors” are being recruited to support community fundraising.

Mike has also worked with a volunteer, Caryl Moore, to develop plans for a programme of pro-active approaches to solicitors, encouraging them to commend to their clients the value of giving to a local charity, for local benefit.

Mike has also developed presentations and information on payroll giving which will be provided to targeted local companies with a view to them creating/adapting payroll schemes

which include ACNN as a nominated charity.

Age Concern was Tesco’s “Charity of the Year” for 2005 and ACNN developed good working relationships to identify promotional and fundraising opportunities within local Tesco stores. The funds raised from this initiative will be distributed to Age Concerns from July 2006.

Public Relations

2005/06 saw Jannette Galtrey, PR Officer, firmly grasping the challenge of managing the reputation of ACNN, both internally and externally.

The year has seen a number of positive changes in terms of building awareness with various stakeholder groups and also in a major overhaul of all visual materials produced by ACNN.

In 2005/2006:

- Building on the national Age Concern brand, a new local corporate identity was created with new local images
- A main charity leaflet was produced in 17 different languages
- Corporate, lightweight pull-up display panels were made available for use at events
- Progress was made on developing a corporate presentation



- Services were branded in terms of relevance and colour coded accordingly
- An image library was created with every service having its own unique image
- Each group of relevant services was provided with an individual image and every service now has a supply of its own leaflets
- A fully comprehensive distribution plan was created
- Work began on the construction of a new corporate-branded website
- Multi-functional report covers were produced

ACNN's first Annual Staff Conference took place in December 2005

Shops

It was another tough year for shops such as ours, supporting local charities in competition with the national charities and commercial shops selling cheap imports. The quantity and quality of donated clothing and bric-a-brac has decreased as more and more people sell such items for personal profit on internet sites such as E-Bay.

Lynn Burton, Manager of our Eastwood shop, took on the role of Retail Manager (14 hours weekly), with oversight of all three shops. This was achieved by reducing some of Lynn's time as Shop

Manager. The impact was felt almost immediately:

- Measures to reduce transport and donor collection costs have been implemented
- Other cost saving opportunities were identified and will be implemented in 2006/07
- Eastwood is successfully selling some new goods (small gifts and ornaments), purchased from a discount warehouse
- The sale of wool and knitting needles, popular at Eastwood, has been extended to Mansfield and West Bridgford
- At West Bridgford, sales showed promising signs of recovery following improvements to shop layout, stock control and administration systems

Furniture sales at Mansfield continued to attract customers but the profitability of the operation was hampered by high transport costs and the lack of "buffer storage" facilities. Both areas are being addressed.

Audrey Stanley, Manager of the West Bridgford shop, retired in March.

Sales and surplus were £153,264 and £12,486 respectively, compared with £155,781 and £14,146 in the previous year.

The Arnold shop (jointly operated with Age Concern England) contributed £11,515 to ACNN during the financial year.

Christmas Shop

The Christmas Shop gained ACNN valuable publicity and many people praised its “professional look” and attractive merchandise.

An enormous amount of work went on behind the scenes, planning the project, purchasing stock and getting displays ready. This would not have been possible without the hard work of the shop staff and volunteers, together with the support of many ACNN staff.

Sadly, the shop did not produce the profits that we had expected. Two retail units at Broadmarsh Centre, which an agent indicated we could choose from, were let, without prior warning, to other, more permanent occupants, leaving us with just the option of 48 Upper Parliament Street, then being negotiated for use by our Insurance Service.

The resultant time slippage, additional project management and operational staffing costs proved detrimental to the viability of what should have been a profitable venture.

Nevertheless, the experience provided valuable knowledge for the future and much of the equipment purchased for the shop is now in use at our three ACNN shops and the new Insurance Office.

For further information please contact David Timcke on 0115 844 0011

Trading Report

As detailed in last years Annual Report the trading company now provides trading services across Derbyshire as well as Nottinghamshire, as a result the trading company changed its name during the last year from Age Concern Nottinghamshire Trading Limited to Age Concern Local Trading Limited.

Commission income of £215,942, derived from insurance and other products, represents an increase of 37% over the previous financial year (£157,436).

In a market that remains fiercely competitive, 2005/06 was a particularly challenging period for the staff and volunteers involved in the sale of insurance products. The exacting demands of operating within the Financial Services Authority (FSA) regime, including the significant amount of time needed for training and the regular testing of the knowledge and skills gained, often stretched our resources to the limit.

National changes aimed at making Age Concern financial products more competitive, including a move from Norwich Union to Fortis, placed tremendous strains on our staff in the short term, while inevitable “gremlins” in new operating systems were resolved.



In March, the Nottingham-based part of the service moved from Bradbury House to 48 Upper Parliament Street, where the sale of small aids to daily living have been added to the service offered to customers.

In addition to Nottingham, we continue to have trading outlets in Mansfield, Derby and Chesterfield.

The title of Clive Parkin's post has been changed from Sales and Marketing Manager to Commercial Director. ACNN is indebted to Clive, his staff and volunteers for their commitment and dedication during one of the most demanding years we have experienced.

For further information please contact Clive Parkin on 0115 841 4458

Patient and Public Involvement in Health Initiative

The Patient and Public Involvement in Health Project (PPI) is now approaching the end of the three year contract that ACNN secured to start up the Forum Support Organisation (FSO) for the seven South Nottinghamshire Forums.

PPI is a Government initiative and, to date, has undergone much change and is facing an uncertain future. It has been announced that The Commission for Patient and Public Involvement in Health (CPPIH) is being abolished from January 2007. One of the principle roles of CPPIH is to work with the FSOs and support them in their work.

We await further news about the future of the PPI Project as a whole beyond the end of our contract period of 31st August 2006. Currently, there is a three month consultation regarding PPI and we hope to have further information by the end of May.

Individual PPI Forums were set up across the UK to work alongside, but be independent of, each NHS Trust. The Forums consist of volunteers who liaise with and work in partnership with existing NHS and other appropriate health organisations and committees to bring forward the views of the service users and general public. ACNN co-ordinates the Forums across the City and South Nottinghamshire.

The Nottingham City PCT Forum continue to focus their energies on GP visits and, so far, have undertaken eight visits and produced two reports which have been well received by both the practices concerned and the PCT.

The emphasis remains on identifying best practice and encouraging the PCT to disseminate this best practice through to other practices in their area.

The Forum has also had substantial involvement in the Modernising Older Peoples' Services (MOPS) consultation.

Patient surveys have been carried out at two intermediate care hospitals affected by the proposed changes. They have also met with the Project Manager to input into the draft proposal and have been instrumental in encouraging other



Older Peoples' Forums to join the MOPS Consultation Group. This project is also on-going with the three month public consultation due to begin in late April.

Broxtowe and Hucknall Forum have carried out a patient survey to identify the main health concerns of the Broxtowe and Hucknall population. They have been particularly active in attending a number of local shows and events to promote PPI to the wider public. A Forum Member has also had significant input into the Modernising Older Peoples' Services Consultation. They are members of both the Consultation Group and Service Redesign Group.

Gedling PCT Forum have carried out a number of visits this year regarding Quality Outcomes Framework and to GP surgeries regarding Disability Discrimination Act (DDA). They have also been involved in the Patient Experience Group and the PPI Steering Group Meeting to ensure that PPI remains an integral part of the PCTs future work. They have been writing to the PCT about pharmacy concerns such as generic switches.

Rushcliffe PCT Forum is primarily focusing on the new mutual structure and the implications of this in the Rushcliffe area. One of the Forum Members sits on the Rushcliffe Mutual Strategic Planning Group. Patient Environment Action Team (PEAT) visits have been carried out, looking at cleanliness and health and safety, and a forum representative is involved in PCT organised sub-groups. The Forum has completed their Annual

Healthcare Declaration for April and there is a strong interest in pharmacy issues, such as packaging and labelling.

The East Midlands Ambulance Service (EMAS) PPI Forum covers three counties. In April, the Forum will merge with the PPI Forums for Lincolnshire and Northamptonshire Ambulance Trusts. This, therefore, has been the main focus of their efforts for the past six months with meetings being held in Leeds, Nottingham and Leicester.

The Forum have been focusing on recruitment of new members and reinforcing their links with EMAS Trust and the other statutory bodies providing healthcare across the East Midlands. To this end, information meetings have been held to great success and acclaim in Nottingham, Derby, Newark and Woodhall Spa.

Other areas the Forum have looked into include staff safety, speed bumps damaging ambulances and the implementation of Emergency Care Practitioners for which they appeared on both Saga FM and BBC Radio Derby.

Nottingham City and Queen's Medical Centre Hospital Forums have been very busy with the, now agreed, merger of Nottingham City Hospital and the QMC to form the Nottingham University Hospitals NHS Trust. The two forums will also merge from April 1st 2006.

Becoming a new Hospital Trust does not just happen overnight and, as the new Trust evolves, they will be keeping a

Nottingham City (NCH) Campus and a Queen's Medical Centre (QMC) Campus. The new Forum is likely to mirror this and keep two sub-committees for each site.

Both Forums were very involved in the merger issue via:

- Promoting the public meetings
- Making a submission to the consultation document highlighting the need for a high profile patient and public involvement in the new structure
- Offering support in the recruitment/induction of the new Chief Executive
- Along with the Forum Support staff, hosting various public meetings on health issues – most recent Modernisation of Services for Older People
- Making a “commentary” on the self assessments at both Trusts (Annual Health Check)
- Working in collaboration with the County and City Overview and Scrutiny Committee

Other areas of involvement for the hospital forums throughout 2005/06 have been:

- Formal review of the Breast Unit and Maternity Unit at the NCH site

- Taking part in the Patient Environment Action Team Assessments (PEAT) at NCH
- Representing the public interest on the Blood Transfusion Committee at NCH
- Influencing the disability access – communal seating, etc., in the new Treatment Centre at QMC (due to open in December 2007)
- Formal review of healthcare acquired infection on three units at QMC (report and findings about to go public)

For further information contact Sandra McLelland, PPI Project Manager, on 0115 919 5823

Key Future Year Objectives for Fundraising

- ✓ To carry out legacy promotion activities at local solicitor practices
- ✓ To promote payroll giving to local companies
- ✓ To pilot sales of items on internet sites such as E-bay
- ✓ To ensure effective patient and public involvement within the newly structured NHS in South Nottinghamshire
- ✓ To launch and promote locally the new national membership scheme



“Heyday”

- ✓ To maximise donations of items to our charity shops and ensure efficient delivery of furniture items by carrying out a pilot to employ our own driver and have our own van
- ✓ To enhance the range of products sold through our Trading Company

Statistics

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

	2004/05	2005/06
No. of personal callers and telephone enquiries for information	37,262	30,141
No. of older people approaching the Community Support Service for help	200	317
No. of Community Support Service hours spent on client issues	1,196	1,191
No. of users of the Advice Service	14,000	15,000
Estimated value of the benefit gains from the Advice Service	£1.75m	£1.9m
No. of people supported by the Direct Payments Project	73	87
No. of units fitted by the Senior Link Service	168	184
No. of people supported through the Advocacy Service	872	662
No. of people supported through the Gedling Carers Support Service	167	164
No. of volunteers supporting the Gedling Carers Support Service	32	36
No. of people who regularly received visits from the Visiting Service	35	30+
Total no. of visits made by the Visiting Service	820	952
Total no. of visiting hours provided by the Visiting Service	2,050	2,380
No. of people supported by the Harmony Counselling Service	18	38
No. of individuals accepted by the Kindred Spirits Service	205	195
No. of successful matches provided through the Kindred Spirits Service	194	195
Total no. of Kindred spirits service users	1,361	1,100
No. of people assisted by the Hospital Discharge Service	785	885
No. of people supported by the Staying Put Service	1,487	1,456
No. of jobs completed through the Home Maintenance Service	855	1,372
No. of people supported by First Link	425	462
No. of Home Safety Checks carried out by Safe and Sound	431	407
No. of training places provided by the Training Department	817	1,329
No. of people assisted by an approved gardener	293	527
No. of people assisted by an approved decorator	175	426
No. of volunteers available for all services	200	220
No. of volunteers recruited and trained for all services	200	220
No. of volunteer hours provided for all services	59,000	64,900

Kingston Close Day Centre, Worksop	Day Care (Mondays)		Dementia Day Care (Thursdays)	
	2004/05	2005/06	2004/05	2005/06
No. of days of day centre operation	48	47	52	49
No. day centre places available	672	658	520	490
Source of Referral: Self	10%	10%	-	-
Relatives	-	-	-	-
Social Services	90%	90%	100%	100%
Total number of placements filled	490	485	450	462
% of day centre users suffering mental illness	100%	100%	100%	100%
Age of users:				
60-69	-	-	-	-
70-79	30%	20%	30%	20%
80-89	80%	70%	70%	70%
90 plus	-	10%	-	10%
Gender of users:				
Female	80%	60%	70%	50%
Male	20%	40%	30%	50%
Ethnic Background:				
White	100%	100%	100%	100%
No. of people on waiting list at year end	0	0	0	0
No. of volunteers available during year	0	1	2	0
No. of carers supported	19	33	26	29

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 Age Concern Nottingham and Nottinghamshire and its trading subsidiary.

The annual report and accounts have been prepared to reflect the new requirements of SORP (Statement of Recommended Practice) 2005. We are no longer required to show management and administration costs but instead show governance costs. It should be noted that the figures for the year ending 31st March 2006 have been changed to reflect this change to enable comparisons to be made.

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 £281,200 for the financial year ended 31st March 2006. 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 36.5% of expenditure on 31st March 2005. This level of reserve is satisfactory in line with the Trustees' policy of between 25% and 50% of expenditure. It should be noted that the unrestricted reserve is made up of 41% fixed assets and 59% current assets.

Total incoming resources for the year were £3,982,707 compared with £3,646,475 for the previous year

It is pleasing to be able to report that charitable expenditure has increased to £3,140,463, an increase of £387,037 (14%) when compared to the previous year.

Eric Edwards
Honorary Financial Adviser

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

REPORT OF THE DIRECTORS

The directors present their report with the financial statements of the company for the year ended 31st March 2006. They have adopted the format of the Statement of Recommended Practice (SORP) 2005 and as a result restated our prior year accounting figures to allow comparison between years.

1. Principal Activity

The principal activity of the company in the year under review was to enhance the quality of life and promote the well being of all older people in and around Nottingham and Nottinghamshire.

2. Directors' Responsibilities

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficit for that year. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

3. Disclosure of Information to Auditors

There is no relevant audit information of which the company's auditors are unaware. The directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

4. Review of the Business

A full report and review of the business can be found in the Annual Report of which these financial statements form a part.

5. Directors

The directors are as follows:
Mr. E.G. Edwards (Chairman)
Mr. D.G. Hancock
Mr B. Burdus
Mr M. Williamson
Mrs. S.I. Warzynska
Dr. P. Cansfield
Mr. A. Ghelani

The Board of Trustees meets monthly and administers the Charity. The Chair and Members of the Board are elected for three years and are then eligible for re-election save that the Chair may serve for a maximum of six consecutive years.

6. Investment Powers

Under the Memorandum and Articles of Association, the Charity has power to make any investment which the Board sees fit provided the Board shall seek proper professional advice. At present the Charity's funds are kept in a high interest bank account. The Trustees are currently reviewing their investment policy in order to maximise the investment income to the Charity.

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

REPORT OF THE DIRECTORS

6. **Reserves Policy**

The Trustees have reviewed the Charity's need for reserves in line with the guidance issued by the Charity Commission. The Trustees have also undertaken a financial risk assessment that examines potential liabilities (staff, contracts and leases) and assets (both current and fixed). The Trustees have, therefore, identified the need to build an unrestricted reserve of between three and six months running costs, excluding the capital payments associated with the Staying Put project or other capital projects agreed by the Board of Trustees. The reserve fund will be used to safeguard the Charity's service commitment in the event of delays in receipt of grants, lower than anticipated levels of donations or other unexpected expenditure. The Trustees believe that reserves should be at least at this level to ensure the Charity can run efficiently and meet the needs of local older people.

7. **Risk Assessment**

A full risk assessment is carried out annually which includes actions necessary to limit each identified risk.

8. **Governing Document**

The Charity is governed by the Memorandum & Articles of Association which were adopted on 31st January 1998.

By Order of the Board

**M.I. TINKLER
Chief Executive and Secretary**

Date

REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE LIMITED BY GUARANTEE

We have audited the financial statements of Age Concern Nottingham and Nottinghamshire for the year ended 31st March 2006 which comprise the Statement of Financial Activities, the Balance Sheets and the related notes. These financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

This report is made solely to the company's members as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective Responsibilities of Directors and Auditors

As described in the Statement of Directors' Responsibilities the company's directors who are also the trustees of Age Concern Nottingham and Nottinghamshire are responsible for the preparation of the financial statements in accordance with the applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland)

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the Directors' Report is not consistent with the financial statements, if the company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding directors' remuneration and transactions with the company is not disclosed.

We read the Directors' Report and consider the implications for our report if we become aware of any apparent misstatement within it.

Basis of Audit Opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion the financial statements give a true and fair view of the state of the Group and the Company's affairs as at 31st March 2006 and of its incoming resources and application of resources in the year then ended, and have been properly prepared in accordance with the Companies Act 1985.

The information given in the Report of the Directors is consistent with the financial statements.

B L Y T H E N S
Registered Auditor
Chartered Accountants

Haydn House
309-329 Haydn Road
Sherwood
Nottingham
NG5 1HG

Date

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31ST MARCH 2006

	<u>Note</u>	<u>Unrestricted</u> <u>Funds</u> £	<u>Designated</u> <u>Funds</u> £	<u>Restricted</u> <u>Funds</u> £	<u>Total</u> <u>2006</u> £	<u>Total</u> <u>2005</u> £
Incoming Resources						
<u>Donations and Legacies</u>	3					
Housing Services				26,150	26,150	31,000
Community and Advocacy				15,290	15,290	22,446
Day Care				76,951	76,951	7,737
Core Services		157,078			157,078	242,777
<u>Activities in furtherance of</u>						
<u>Charity's Objects</u>						
Grants and Service Agreements	2					
Housing Services		1,866,127		113,297	1,979,424	1,991,498
Community and Advocacy		344,936		283,794	628,730	386,595
Day Care		41,566		170,325	211,891	218,346
Core Services		52,045		6,000	58,045	53,290
Fees and Contributions		146,409		22,384	168,793	147,048
Rent Receivable		5,280			5,280	7,288
<u>Activities for Generating Funds</u>						
Merchandising Income	5	153,264			153,264	155,781
Fundraising Income	6	6,836			6,836	1,884
Investment Income		39,797			39,797	17,375
Trading Subsidiary		455,178			455,178	363,410
<u>Total Incoming Resources</u>		3,268,516		714,191	3,982,707	3,646,475
<u>Resources Expended</u>						
<u>Cost of Generating Funds</u>						
Merchandising Costs	5	140,778	2,316		143,094	141,635
Fundraising Costs	6	19,550			19,550	2,727
Trading Subsidiary Costs		365,560			365,560	269,547
<u>Cost of Activities in furtherance of</u>						
<u>Charity's Objects</u>						
Charitable Expenditure	12					
Housing Services		1,727,526	16,576	154,802	1,898,904	1,769,607
Community and Advocacy		413,806	100	331,411	745,317	563,858
Day Care		155,458	4,384	187,445	347,287	336,990
Core Activities		82,477	46,885	19,593	148,955	82,971
Governance Costs	7	32,840			32,840	33,660
<u>Total Resources Expended</u>	8	2,937,995	70,261	693,251	3,701,507	3,200,995
<u>Net Incoming Resources</u>						
<u>before Transfers</u>		330,521	(70,261)	20,940	281,200	445,480
Transfer between Funds	13	(116,995)	116,995			-
<u>Net Incoming Resources and</u>						
<u>Net Movements in Funds</u>		213,526	46,734	20,940	281,200	445,480
<u>Balance at 1st April 2005</u>		791,109	351,600	647,299	1,790,008	1,344,528
<u>Balances carried forward at 31st March 2006</u>		1,004,635	398,334	668,239	2,071,208	1,790,008

The notes on pages 88 to 107 form part of these financial statements

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

BALANCE SHEETS

AS AT 31ST MARCH 2006

	<u>Notes</u>	<u>The Group</u>		<u>The Company</u>	
		<u>2006</u>	<u>2005</u>	<u>2006</u>	<u>2005</u>
		<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<u>Fixed Assets</u>					
Tangible Assets	9	1,064,359	965,121	1,039,088	947,676
		<hr/>	<hr/>	<hr/>	<hr/>
<u>Current Assets</u>					
Stock		0	500	0	500
Debtors	10	234,654	217,318	218,265	220,900
Cash at Bank and in Hand		1,117,999	816,008	1,095,587	782,267
		<hr/>	<hr/>	<hr/>	<hr/>
		1,352,653	1,033,826	1,313,852	1,003,667
		<hr/>	<hr/>	<hr/>	<hr/>
<u>Creditors</u> : amounts falling due within one year					
Accruals and Deferred Income		274,907	152,878	265,499	137,741
Taxation and Social Security		44,819	41,474	29,695	29,693
Other Creditors		26,078	14,587	11,747	6,285
		<hr/>	<hr/>	<hr/>	<hr/>
		345,804	208,939	306,941	173,719
		<hr/>	<hr/>	<hr/>	<hr/>
<u>Net Current Assets</u>		1,006,849	824,887	1,006,911	829,948
		<hr/>	<hr/>	<hr/>	<hr/>
<u>Total Assets less Current Liabilities</u>		2,071,208	1,790,008	2,045,999	1,777,624
		<hr/>	<hr/>	<hr/>	<hr/>
<u>Net Assets</u>		2,071,208	1,790,008	2,045,999	1,777,624
		<hr/>	<hr/>	<hr/>	<hr/>
<u>Funds</u>					
Restricted	11	668,239	647,299	668,239	647,299
Designated	13	398,334	351,600	398,334	351,600
Unrestricted		1,004,635	791,109	979,426	778,725
		<hr/>	<hr/>	<hr/>	<hr/>
	12	2,071,208	1,790,008	2,045,999	1,777,624
		<hr/>	<hr/>	<hr/>	<hr/>

Approved by the Board on

and signed on its behalf by:

Director **E. G. EDWARDS**

Director **S. I. Warzynska**

The notes on pages 88 to 107 form part of these financial statements

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

1. **ACCOUNTING POLICIES**

a) **Format of Accounts**

As permitted by Section 226(4) Companies Act 1985, information additional to that required by Schedule 4 of that Act has been shown in the accounts to provide a true and fair view of the results for the year. As permitted under Section 226(5) Companies Act 1985, a profit and loss account has not been prepared, as compliance with the Charities Statement of Recommended Practice gives a true and fair view.

b) **Basis of Accounting**

The accounts are prepared under the historical cost convention and are in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2005) applicable accounting policies and the Companies Act 1985. Following the adoption of SORP 2005, figures within the Statement of Financial Activities have been restated for previous year to allow comparison.

c) **Consolidation**

The consolidated accounts include the audited accounts of the Company and its subsidiary undertaking Age Concern Local Trading Limited (formerly Age Concern Nottinghamshire Trading Limited). A separate statement of financial activities for the charity is not shown due to the exemption by the charity Commission as detailed in paragraph 397 of the SORP 2005.

d) **Voluntary Income**

Gifts and legacies are included in full in the statement of financial activities.

e) **Grant Income**

Grant & Service Agreement income is included in the financial statements as entitlement arises.

f) **Deferred Income**

Any income received during the current financial year that relates to funding due for the next financial year is included as deferred income.

g) **Fixed Assets**

Expenditure on fixed assets has been capitalised and depreciated in order to write off each asset over its estimated useful life at the following rates:

Freehold Property	-	5% and 2% (straight line)
Computer Equipment	-	33% (straight line)
Fixtures and Other Equipment	-	10% (on reducing balance)
Motor Vehicles	-	25% (straight line)
Leasehold Improvements	-	5% (straight line)

h) **Investment Income**

Bank and building society interest is included in the accounts on receipt.

i) **Gifts in Kind**

The Charity's shops benefit from second-hand goods donated for resale. The Statement of Financial Activities includes gifts in kind as resources arising and expended when they are sold. No value is placed on shop stock of second-hand goods until they are sold.

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

j) **Direct Charitable Expenditure**

Direct charitable expenditure includes the direct costs of the activities and depreciation on related assets. Where such costs relate to more than one functional cost category, they have been split on an estimated usage basis and included within direct charitable expenditure.

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

1. **ACCOUNTING POLICIES** (continued)

k) **Funds**

Designated Funds

Amounts disclosed as designated funds have been set aside by the Trustees for specified objects as set out in Note 13.

Restricted Funds

Amounts disclosed as restricted funds have been restricted as a result of the conditions imposed by the income provider. All the restricted grants and donations have specified terms and conditions attached to them. Note 11 gives a detailed breakdown of all restricted income and expenditure.

Unrestricted Funds

Any other funds held by the Charity are classified as unrestricted and may be used as deemed appropriate by the Trustees to further the objects of the Charity.

l) **Voluntary Help**

The Trustees recognise the significant contribution made by volunteers who give freely of their time. It is not practicable to place a value on this contribution.

m) **Grant Making Policy**

The Charity makes small grants to individual older people who are in need and who cannot access financial support from other sources.

n) **Pension Costs**

The company makes contributions to a number of defined contribution personal pension schemes on behalf of its employees. The assets of these schemes are held separately from those of the company in independently administered funds. Contributions to these schemes are charged against revenue as they are paid.

o) **Operating Leases**

Operating leases are charged on a straight-line basis over the period of the lease.

p) **Allocation of Funds within Note 8**

Core costs are allocated out across all Schemes within the Charity based on the proportion of staff within the area. This is itemised as overheads recharged in Note 7.

2. **GRANTS AND SERVICE AGREEMENTS**

	<u>2006</u>		<u>2005</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
a) <u>HOUSING SERVICES</u>				
<u>Nottingham City Supporting People/ Nottingham City Capital</u>				
Staying Put / Safe & Sound(see Note 4)		691,064	-	724,936
First Link		1,100,098	-	1,100,098
<u>Nottingham City Council</u>				
Home Maintenance (Hospitals)	38,490		37,740	-
Home Maintenance (West Area)	73,307		56,685	-
City Hospital Discharge	1,500		1,500	-
Staying Put House Proud		5,000		
<u>Nottingham Primary Care Trust</u>				
City Hospital Discharge		55,228	-	55,228
c/f	<u>113,297</u>	<u>1,851,390</u>	<u>95,925</u>	<u>1,880,262</u>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

2. **GRANTS AND SERVICE AGREEMENTS** (continued)

	<u>2006</u>		<u>2005</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
b/f	113,297	1,851,390	95,925	1,880,262
a) <u>HOUSING SERVICES</u> (continued)				
<u>Help the Aged</u>				
Senior Link		14,737	-	14,737
<u>Department of Employment</u>				
First Link			-	574
	<hr/>	<hr/>	<hr/>	<hr/>
	113,297	1,866,127	95,925	1,895,573
b) <u>COMMUNITY AND ADVOCACY</u>				
<u>Nottingham City Supporting People/ Nottingham City Council</u>				
Prevention	-		24,160	-
Home Safety	28,762		55,104	-
Sloppy Slippers	-		1,250	-
Keep Warm Keep Well	2,250			
<u>Help the Aged</u>				
Advice Service	35,555		46,872	-
<u>Department of Health</u>				
Direct Payments			55,800	-
<u>Nottinghamshire County Council</u>				
West Bridgford Visiting Scheme	31,602		30,982	-
Gedling Carers		21,500	-	20,450
Mansfield Kindred Spirits	30,356		29,761	-
Nottingham Kindred Spirits	17,856		17,506	-
Advocacy Scheme	2,590		2,534	-
Hospital Advocacy			6,000	-
Advocacy North Notts	48,385		10,250	-
Direct Payments	40,000			
<u>Nottinghamshire Healthcare Trust</u>				
Hospital Advocacy		21,800	-	21,800
<u>Rushcliffe Primary Care Trust</u>				
Hospital Advocacy		12,027	-	12,027
<u>Nottingham City Hospital NHS Trust</u>				
City Hospital Patients Representative		14,207	-	13,492
<u>Nottingham City Council</u>				
Advocacy Scheme	21,810		21,382	-
<u>DEFRA</u>				
Advice Service in Rural Areas	20,375		1,583	-
Money Maze		275,402		
	<hr/>	<hr/>	<hr/>	<hr/>
c/f	279,541	344,936	303,184	67,769

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

2. **GRANTS AND SERVICE AGREEMENTS** (continued)

	<u>2006</u>		<u>2005</u>
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>
b) <u>COMMUNITY AND ADVOCACY</u> (continued)			
b/f	279,541	344,936	303,184
<u>Age Concern England</u>			
Keep Warm Keep Well	915		
<u>Partnership Grant</u>			
Promotional Work			10,000
<u>Mansfield Area Strategic Partnership (NRF)</u>			
Falls Prevention	3,338		5,642
	<u>283,794</u>	<u>344,936</u>	<u>318,826</u>
			<u>67,769</u>
c) <u>DAY CARE</u>			
<u>Nottingham City Council</u>			
Sybil Levin	95,082		93,217
<u>Nottinghamshire County Council</u>			
Gedling Respite Service		23,851	21,502
Worksop		17,715	17,595
Stapleford	10,608		10,397
Mansfield	20,000		20,000
Newark	25,000		24,992
<u>Neighbourhood Renewal Fund</u>			
Ashfield Luncheon Clubs	19,635		
<u>New Opportunities Fund</u>			
Ashfield Luncheon Clubs			30,643
	<u>170,325</u>	<u>41,566</u>	<u>179,249</u>
			<u>39,097</u>
d) <u>CORE SERVICES</u>			
<u>Nottingham City Council</u>			
Core Activities		14,045	13,770
<u>Nottinghamshire County Council</u>			
Core Activities		38,000	39,520
<u>Age Concern England</u>			
Learning Disabilities	5,000		-
<u>Age Concern in the East Midlands</u>			
BMEE	1,000		-
	<u>6,000</u>	<u>52,045</u>	<u>-</u>
	<u>573,416</u>	<u>2,304,674</u>	<u>594,000</u>
			<u>2,055,729</u>

Note

The Charity has relationships between all of the above parties who give money via either grants or service level agreements. Each grant or service level agreement has a set term and are reviewed regularly.

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2006**

(continued)

3. **DONATIONS AND LEGACIES**

A. UNRESTRICTED FUNDS

	<u>2006</u>	<u>2005</u>
	<u>£</u>	<u>£</u>
Anonymous	25,000	25,000
Brook Street		250
Chilwell Manor Golf Club	500	
D Clifford		250
D Lloyd	250	
E Cradwin	300	
EON – Powergen Mansfield Shop		303
Experian		205
F G Stephens		400
Forman Hardy Charitable Trust	250	250
M Jacklin		300
Mr & Mrs Buckland		250
Nottingham Energy Partnership		100
K Davies	500	
P Lock	375	
P Waite	500	
The Gray Trust	10,000	10,000
The J N Derbyshire Trust	1,850	1,800
The Late D Riley	11	-
The Late Florence Croft	-1,450	20,000
The Late H Lebeter	6139	
The Late J E Bignall	574	
The Late Katherine Ward	1,520	100,000
The Late M E Nicholson		1,000
The Late M Lock		275
The Late M H Kitching	500	
The Late Miss Marjorie Poyser	4,887	75,000
The Late Miss Betty E Timms	54,406	
The Late P Brownbridge	28,000	
The Late P A Neale	6,750	
The Late Ronald Corpe	5,000	
The Late P M Gilbert	45	
The Late S Bull		1,000
The Rothera Family Charitable Trust		400
The Sherwood Raisers	700	
The Sir John Eastwood Foundation	1,500	1,500
Others < £250	8,971	4,594
	157,078	242,877

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS

a) HOUSING SERVICES

Staying Put

	<u>2006</u>	<u>2005</u>
	<u>£</u>	<u>£</u>
The Skerritt Trust	26,000	26,000
Hardship Fund	150	-

Capital Items – Staying Put

Nottingham Building Society		5,000
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	26,150	31,000
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**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2006**
(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

b) **COMMUNITY AND ADVOCACY**

	<u>2006</u>	<u>2005</u>
	£	£
<u>West Bridgford Visiting Scheme</u>		
Harry Dunn Charitable Trust	1,000	1,000
<u>Advocacy North Service</u>		
The Yorkshire Bank Trust	500	
<u>Gedling Carers</u>		
J N Derbyshire Trust		-
Boots Charitable Trust		4,000
Individuals	75	610
<u>Kindred Spirits Mansfield</u>		
Individuals	1,131	1,010
<u>Kindred Spirits</u>		
Individuals	6,684	6,241
The Sir John Eastwood Foundation		-
Lloyds TSB Foundation		8,000
The Thomas Farr Charity	500	-
The J N Derbyshire Trust	3,000	
The C L Hill Trust	1,000	
<u>Home Safety – Sloppy Slippers</u>		
Capital Shopping		485
Age Concern England	1,000	1,000
<u>Home Safety – Locks</u>		
Capital Shopping	400	
	15,290	22,346
	15,290	22,346

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2006**
(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

	<u>2006</u>	<u>2005</u>
	£	£
c) <u>DAYCARE</u>		
<u>The Sybil Levin Centre</u>		
The Building Fund		
Individuals	2,389	2,787
The Skerritt Trust	10,000	
Anonymous	40,000	
The Percy Bilton Charity	5,000	
New Appeals	6,230	
The Robert McAlpine Trust	7,775	
Grant Thornton		2,500
Yorkshire Building Society		1,450
<u>Workshop Day Care</u>		
J Hensman Trust	100	-
<u>Newark Day Care</u>		
The Beatrice Lang Trust		-
<u>Ashfield Luncheon Clubs</u>		
Anonymous		500
The Whitaker Trust		500
The Sir John Eastwood Foundation	2,000	
The Coalfield Regeneration Trust	3,457	
	76,951	7,737
d) <u>CORE SERVICES</u>		
<u>TOTAL RESTRICTED DONATIONS AND LEGACIES</u>	118,391	61,083

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

4. **STAYING PUT/SAFE & SOUND - Income Resources**

(See Note 2)

	<u>2006</u>	<u>2005</u>
	£	£
Nottingham City Council Grant	103,760	79,950
Fee Income	58,330	60,772
Payments to Subcontractors	528,974	584,214
	691,064	724,936
	691,064	724,936

5. **SURPLUS ON SHOPS**

	<u>Eastwood</u>	<u>ACE</u>	<u>Mansfield Shop</u>	<u>West Bridgford</u>	<u>Total 2006</u>	<u>Total 2005</u>
	£	£	£	£	£	£
<u>Takings</u>	44,385	11,515	55,032	42,332	153,264	155,781
<u>Direct and Overhead Expenses</u>						
Purchases	2,685		623	641	3,949	858
Less Closing Stock	0		0	0	0	(500)
Staff Costs and Volunteer Expenses	19,523		22,294	19,380	61,197	59,407
Rent, Rates and Water	10,578		14,069	12,444	37,091	37,398
Light and Heat	1,540		565	1,140	3,245	3,316
Cleaning, Repairs, Renewals and Insurance	1,927		2,274	1,290	5,491	8,893
Telephone	478		476	389	1,343	1,598
Advertising	30		2,331	209	2,570	172
Depreciation	0		64	125	189	181
Sundry Expenses	849		471	967	2,287	1,405
Other Overheads	4,665		5,347	4,747	14,759	18,288
Share of Surplus to Age Concern England/Eastwood		510			510	813
Transport and Collection	2,300		7,963	200	10,463	9,806
Professional Fees	0		0	0	0	-
	44,575	510	56,477	41,532	143,094	141,635
	44,575	510	56,477	41,532	143,094	141,635
Designated Funds Used	900		1,416	0	2,316	
<u>Profit for the Year</u>	710	11,005	(29)	800	12,486	14,146
	710	11,005	(29)	800	12,486	14,146

Note

Within designated funds a shop sinking fund has been built up to cover unusual repair and maintenance work, during the year £2,316 has been used for such repairs at Mansfield and Eastwood. The shop at Mansfield has had staffing difficulties during the year which has had an effect on takings and recruitment has cost £1,075, also stock collection has been costly however the deficit is only £29 compared to a deficit of £2,341 in 2004/05.

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

6. FUNDRAISING AND PUBLICITY

Unrestricted Funds

	<u>2006</u>	<u>2005</u>
	£	£
Salaries	14,194	
Postage, Printing and Stationery	1,140	176
Advertising and Publicity	1,933	722
Other Costs	2,283	1,829
	19,550	2,727
	19,550	2,727

Note

The costs of fund raising are shown as £19,550 with corresponding income of £6,836. However, a full-time fundraiser has been appointed.

7. GOVERNANCE COSTS

	<u>Unrestricted</u>	<u>Total</u>
	<u>Total</u>	<u>2005</u>
	<u>2006</u>	<u>2005</u>
	£	£
Annual General Meeting & Annual Report Production	6,943	6,480
Audit and Accountancy	9,490	6,500
Board Meetings	14,048	13,967
Board of Trustees Expenses	20	85
Legal and Professional	2,339	4,562
Strategic Planning Meeting	0	2,066
	32,840	33,660
	32,840	33,660

The costs involved with the management and administration of the charity that are not included within Governance Costs are apportioned out to all cost centres based on number of staff working in that service area. Also a rent is charged for use of the offices at Bradbury House and Peachey Street, which is allocated out on a floor area basis. The split by expenditure category is shown below:

	Office Rent	Central Overheads	Total 2006	Total 2005
	£	£	£	£
Merchandising	0	13,902	13,902	17,814
Fundraising	0	0	0	0
Trading Subsidiary	4,440	24,623	29,063	19,527
Housing Services	36,091	173,149	209,240	201,277
Community & Advocacy	27,020	83,503	110,523	69,819
Day Care	1,196	51,079	52,275	54,603
Core Activities	<u>7,343</u>	<u>12,028</u>	<u>19,371</u>	<u>16,860</u>
	<u>76,090</u>	<u>358,284</u>	<u>434,374</u>	<u>379,900</u>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

8. TOTAL RESOURCES EXPENDED

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other Costs</u>	<u>Total 2006</u>	<u>Total 2005</u>
	£	£	£	£	£
Direct Charitable Expenditure	1,956,913	101,534	1,082,010	3,140,457	2,753,426
Fundraising and Publicity					
- shops	59,934	189	82,971	143,094	141,635
- other	14,194	186	5,170	19,550	2,727
Governance Costs	20,028	0	12,818	32,846	33,660
Trading Subsidiary Costs			365,560	365,560	269,547
	<u>2,051,069</u>	<u>101,909</u>	<u>1,548,529</u>	<u>3,701,507</u>	<u>3,200,995</u>
				<u>2006</u>	<u>2005</u>
				£	£
Staff Costs:					
Wages and Salaries				1,801,238	1,522,756
Social Security Costs				160,566	127,842
Pension Costs				89,265	82,371
				<u>2,051,069</u>	<u>1,732,969</u>
				<u>2006</u>	<u>2005</u>
				£	£
Other Costs:					
Audit				9,816	6,820
Grants - repair works for individuals				569,550	607,553
Property Costs				108,771	103,636
Travel Costs and Volunteers' Expenses				72,567	60,106
Transport Costs				40,134	34,716
Advertising and Office Expenses				233,522	170,358
Training				38,524	40,073
Legal and Professional				35,765	12,718
Miscellaneous				74,320	65,960
Trading Subsidiary Costs				365,560	269,547
				<u>1,548,529</u>	<u>1,371,487</u>

Note

The Charity assists clients to apply to Nottingham City Council for repair grants which are then administered by Age Concern Nottingham and Nottinghamshire.

	<u>2006 No.</u>	<u>2005 No.</u>
No employee earned £60,000 p.a. or more		
The average number of full-time equivalent employees, analysed by function, was:		
Direct Charitable Services	84	77
Fundraising and Publicity	7	5
Management and Administration of the Charity	15	12
	<u>106</u>	<u>94</u>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

9. **TANGIBLE FIXED ASSETS**

(a) **THE GROUP**

	<u>Leasehold Improvements</u>	<u>Freehold Property</u>	<u>Computer Equipment</u>	<u>Fixtures and Other Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
	£	£	£	£	£	£
<u>Cost</u>						
At 1st April 2005	6,996	1,005,792	187,592	111,753	92,652	1,404,785
Additions in Year	1,321	159,666	22,527	25,213		208,727
Disposals			(42,247)			(42,247)
At 31st March 2006	8,317	1,165,458	167,872	136,966	92,652	1,571,265
<u>Depreciation</u>						
At 1st April 2005	596	201,732	117,229	48,384	71,723	439,664
Charge for Year	416	46,392	45,791	8,851	8,039	109,489
Disposal			(42,247)			(42,247)
At 31st March 2006	1,012	248,124	120,773	57,235	79,762	506,906
<u>Net Book Values</u>						
At 31st March 2006	7,305	917,334	47,099	79,731	12,890	1,064,359
At 31st March 2005	6,400	804,060	70,363	63,369	20,929	965,121

(b) **THE COMPANY**

	<u>Freehold Property</u>	<u>Computer Equipment</u>	<u>Fixtures and Other Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
	£	£	£	£	£
<u>Cost</u>					
At 1st April 2005	1,005,792	176,350	105,704	92,652	1,380,498
Additions in Year	159,666	15,645	18,010		193,321
Disposals		(42,247)			(42,247)
At 31st March 2006	1,165,458	149,748	123,714	92,652	1,531,572
<u>Depreciation</u>					
At 1st April 2005	201,732	112,991	46,376	71,723	432,822
Charge for Year	46,392	39,751	7,727	8,039	101,909
Disposals		(42,247)			(42,247)
At 31st March 2006	248,124	110,495	54,103	79,762	492,484
<u>Net Book Values</u>					
At 31st March 2006	917,334	39,253	69,611	12,890	1,039,088
At 31st March 2005	804,060	63,359	59,328	20,929	947,676

Barclays Bank Plc hold a charge on the freehold property situated at 12 Shakespeare Street, Nottingham as security against any money owed by the Charity to them.

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

10. **DEBTORS**

	<u>The Group</u>		<u>The Company</u>	
	<u>2006</u>	<u>2005</u>	<u>2006</u>	<u>2005</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Grants Receivable	112,511	19,598	112,511	19,598
Prepayments	9,268	10,905	9,268	10,905
Other Debtors	77,134	60,105	60,745	63,487
VAT	6,912	6,710	6,912	6,910
Donations Receivable	28,829	120,000	28,829	120,000
	234,654	217,318	218,265	220,900

11. **RESTRICTED FUNDS**

Funded by:

	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
	<u>1.4.2005</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2006</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<u>HOUSING</u>				
<u>Nottingham City Council</u>				
City Hospital Discharge	-	1,500	1,500	0
Home Maintenance (Hospitals)	13,457	33,183	37,151	9,489
Home Maintenance Sinking Fund (Van)	10,614	5,307		15,921
Home Maintenance (West Area)	10,669	73,307	76,161	7,815
Home Maintenance (West Area) Sinking Fund	2,850		346	2,504
<u>The Skerritt Trust</u>				
General	11,571	26,000	33,467	4,104
<u>Age Concern England</u>				
Home Service	2,341		234	2,107
<u>General Donations</u>				
Staying Put Hardship Fund	1,555	150	766	939
Bathlifters - The W G Edwards Trust	-			
<u>Nottingham Primary Care Trust</u>				
Super Insulation	7,898		2,534	5,364
First Link	2,424		242	2,182
<u>Nottingham Building Society</u>				
Capital Items	2,401		2,401	0
<u>TOTAL</u>	65,780	139,447	154,802	50,425

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

11. **RESTRICTED FUNDS** (continued)

Funded by:

	<u>Balance</u> <u>1.4.2005</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2006</u>
	<u>£</u>	<u>Incoming</u> <u>£</u>	<u>Outgoing</u> <u>£</u>	<u>£</u>
<u>COMMUNITY & ADVOCACY</u>				
<u>Joint Finance</u>				
Gedling Development Officer	92		9	83
Rushcliffe Continuing Care Support Worker	280		29	251
<u>Help the Aged</u>				
Advice Service	2,818	35,555	37,288	1,085
<u>Department of Health</u>				
Direct Payments	3,618		2,547	1,071
<u>Nottinghamshire County Council</u>				
West Bridgford Visiting Scheme	2,418	31,602	32,746	1,274
Mansfield Kindred Spirits	-	30,356	30,356	0
Greater Nottingham Kindred Spirits	-	17,856	17,856	0
Advocacy Scheme	-	2,590	2,590	0
Advocacy North Notts	-	48,385	48,197	188
Direct Payments		40,000	40,000	0
<u>Nottingham City Council</u>				
Prevention	-			
Home Safety	1,357	28,762	29,980	139
Advocacy Scheme	-	21,810	21,810	0
Keep Warm Keep Well		2,250	2,250	0
<u>National Lottery Charities Board</u>				
Mobile Resource	64		6	58
Kindred Spirit	332		33	299
<u>Age Concern England</u>				
Age Resource Information & Advice	350		35	315
Emergency Heating/Cooking Fund	245	300	0	545
Sloppy Slippers	366	1,000	975	391
Keep Warm Keep Well		915	915	0
<u>Nottingham Primary Care Trust</u>				
Age Well Project	102		10	92
Electric Blankets	4,132		2,212	1,920
<u>Ashfield District Council</u>				
Safe & Warm Sutton-in-Ashfield	214		22	192
<u>Partnership Grant</u>				
Promotional Work	446		444	2
<u>Mansfield Area Strategic Partnership (NRF)</u>				
Falls Prevention	1,889	3,338	5,227	0
<u>DEFRA</u>				
Advice Service Rural Areas	26	20,375	19,770	631

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

11. **RESTRICTED FUNDS** (continued)

Funded by:

	<u>Balance Movement in Resources Balance</u>			
	<u>1.4.2005</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2006</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<u>COMMUNITY & ADVOCACY</u>				
<u>General Donations</u>				
Gedling Carers – Individuals	-	75	75	0
North Notts Advocacy – Yorkshire Bank Trust		500	500	0
Advice Centre	347		35	312
Kindred Spirits Mansfield - Social Fund	20	12,856	11,727	1,149
Kindred Spirits Mansfield				
Individuals	-	1,131	1,131	0
C Hill Trust		1,000	1,000	0
Kindred Spirits Social Fund	1,389	9,228	10,588	29
The Harry Dunn Charitable Trust – WB Visiting	1,000	1,000	465	1,535
Kindred Spirits				
The Thomas Farr Charity	-	500	500	0
The J N Derbyshire Trust		3,000	3,000	0
Individuals	-	6,684	6,684	0
Capital Shopping – Locks		400	399	1
<u>TOTAL</u>	21,505	321,468	331,411	11,562
<u>DAY CARE</u>				
<u>Nottingham City Council</u>				
Sybil Levin Centre	10,484	95,082	95,606	9,960
<u>Nottinghamshire County Council</u>				
Stapleford	54	10,608	10,662	0
Mansfield	-	20,000	20,000	0
Newark	470	25,000	25,047	423
<u>The Neighbourhood Renewal Fund</u>				
Ashfield Luncheon Clubs		19,635	19,635	0
<u>The Skerritt Trust</u>				
Sybil Levin Decorating	2,700		135	2,565
<u>General Donations</u>				
Sybil Levin Centre				
Building Fund	5,305	2,389	457	7,237
McCarthy & Stone – Security	450		23	427
Barclays Bank carpets	1,036		52	984
Grant Thornton	2,500		250	2,250
Yorkshire Building Society	1,450		145	1,305
The Skerritt Trust		10,000	500	9,500
Anonymous		40,000	2,000	38,000
The Percy Bilton Charity		5,000	250	4,750
New Appeals		6,230	623	5,607
The Robert McAlpine Trust		7,775	389	7,386
Sybil Levin Centre (High Sheriff of Notts Appeal)	139,220		5,964	133,256

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

11. **RESTRICTED FUNDS** (continued)

Funded by:

Newark Day Care – The Beatrice Lang Trust	385		38	347
Worksop Day Care – The Beatrice Lang Trust	470		49	421
J Hensman Trust		100	100	0
Ashfield Luncheon Clubs The Sir John Eastwood Foundation		2,000	2,000	0
The Coalfield regeneration Trust		3,457	3,457	0
Sainsburys Plc Sainsburys Project	629		63	566
<u>TOTAL</u>	165,153	247,276	187,445	224,984

	<u>Balance</u> <u>1.4.2005</u> £	<u>Movement in Resources</u> <u>Incoming</u> £	<u>Outgoing</u> £	<u>Balance</u> <u>31.3.2006</u> £
<u>CORE SERVICES</u>				
<u>Age Concern England</u>				
Building Fund	12,387		544	11,843
Learning Disabilities Project		5,000	833	4,167
<u>Age Concern in the East Midlands</u>				
BMEE Work		1,000	1,000	0
<u>Nottingham City Council/Transact Grant</u>				
Travel Plan	15,238		840	14,398
<u>General Donations</u>				
Bradbury House Building Fund	367,236		16,376	350,860
<u>TOTAL</u>	394,861	6,000	19,593	381,268
<u>TOTAL RESTRICTED FUNDS</u>	647,299	714,191	693,251	668,239

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Held for:

DIRECT CHARITABLE PURPOSES

<u>Restricted Funds</u>	<u>Tangible Fixed Assets</u>	<u>Net Assets</u>	<u>Total</u>
	£	£	£
Gedling Development Officer	83		83
Advice Service – Help the Aged	1,085		1,085
Direct Payments	1,071		1,071
Home Maintenance (Hospitals)	5,989	19,421	25,410
Home Maintenance (West Area)	7,815	2,504	10,319
Home Safety	139		139
Transact Travel Plan	14,398		14,398
National Lottery Charities Board - Kindred Spirits	299		299
Kindred Spirits Mansfield Social Fund		1,149	1,149
Skerritt Trust			
- General		4,104	4,104
- Sybil Levin	2,565		2,565
Sainsbury's Project	566		566
Staying Put - Hardship Fund	447	492	939
Kindred Spirits Social Fund		29	29
Age Concern England – Building Fund	11,843		11,843
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	133,256		133,256
Age Concern England – Learning Disabilities Project		4,167	4,167
Rushcliffe Continuing Care Support Worker	251		251
Ashfield District Council - Safe & Warm	192		192
Home Service	2,107		2,107
Bradbury House Building Fund	350,860		350,860
Age Well Projects	92		92
National Lottery Charities Board - Mobile Resource	58		58
Age Concern England – Emergency Heating/Cooking fund		545	545
Age Resource Advice and Information	315		315
West Bridgford Visiting Scheme	1,274	1,535	2,809
Electric Blankets		1,920	1,920
Super Insulation		5,364	5,364
Advice Service	312		312
Sybil Levin Building Fund	10,792		10,792
- The Skerritt Trust	9,500		9,500
- Anonymous	38,000		38,000
- The Percy Bilton Charity	4,750		4,750
- New Appeals	5,607		5,607
- The Robert McAlpine Trust	7,386		7,386
McCarthy & Stone Camera Fund	427		427
First Link	2,182	0	2,182
Sybil Levin Centre – Nottingham City Council	9,960	0	9,960
Newark Day Care	770		770
Worksop Day Care	421		421
Sybil Levin – Barclays	984		984
DEFRA	631		631
Age Concern England – Sloppy Slippers		391	391
Partnership Work		2	2
Advocacy North Notts	188		188
Capital Shopping – Locks		1	1
<u>RESTRICTED FUNDS AT 31ST MARCH 2006</u>	626,615	41,624	668,239
<u>OTHER PURPOSES</u>	412,473	990,496	1,402,969
<u>TOTAL ASSETS</u>	1,039,088	1,032,120	2,071,208

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

13. DESIGNATED FUNDS

	<u>Balance</u> <u>1st April 2005</u> £	<u>Movement</u> <u>in Resources</u> £	<u>Transfers</u> <u>between Funds</u> £	<u>Balance</u> <u>31st March 2006</u> £
Events/Campaigns			5,000	5,000
Health Safety			500	500
Welfare Fund	364	100		264
Sinking Fund –				
Information Technology	30,000	8,266	6,650	28,384
Sybil Levin	13,291		4,998	18,289
Sybil Levin Minibus			10,000	10,000
Bradbury House	44,385		14,795	59,180
Minibus Fund	30,000		5,000	35,000
Home Maintenance Vehicles	3,650		3,650	7,300
Shops	30,000	2,316	5,000	32,684
Staff Conference	10,000	5,449	5,750	10,301
Sybil Levin Building work	120,951	11,885	(93,186)	15,880
Community Development Worker	32,931	16,576	16,476	32,831
Ashfield Luncheon Clubs	10,359			10,359
Advice & Information			89,107	89,107
Counselling			22,366	22,366
Training Department	25,669	25,669	20,889	20,889
	351,600	70,261	116,995	398,334
	351,600	70,261	116,995	398,334

14. STATUS OF THE COMPANY

As a company limited by guarantee, in the event of its being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

15. FINANCIAL ACTIVITIES OF THE CHARITY

The financial activities shown in the consolidated statement includes those of the charity's wholly owned subsidiary, Age Concern Local Trading Limited (formerly Age Concern Nottinghamshire Trading Limited).

The following is a summary of the financial activities undertaken by the charity:

	<u>2006</u> £	<u>2005</u> £
Gross Incoming Resources	3,604,322	3,374,608
Merchandising costs	(143,094)	(141,635)
Fundraising costs	(19,550)	(2,727)
Expenditure on charitable activities	(3,140,463)	(2,753,426)
Governance costs	(32,840)	(33,660)
	268,375	443,160
Net Incoming Resources	268,375	443,160
Balance brought forward from previous year	1,777,624	1,334,464
	2,045,999	1,777,624
Total Funds carried forward	2,045,999	1,777,624

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

16. **SUBSIDIARY COMPANY**

The Charity owns the whole of the issued ordinary share capital of Age Concern Local Trading Limited (formerly Age Concern Nottinghamshire Trading Limited), a company registered in England. The subsidiary is used for non-primary purpose trading activities, namely for that of agents for insurance and travel business and introducer for financial services.

All activities have been consolidated in the SOFA. The net profit is gifted to the Charity with the exception of funds needed as working capital within the trading company.

A summary of the results of the subsidiary is shown below:

Age Concern Local Trading Limited

	<u>2006</u>	<u>2005</u>
	£	£
Turnover	455,178	363,410
Cost of Sales	8,483	-
	<hr/>	<hr/>
Gross Profit	446,695	363,410
Administrative Expenses	358,166	275,952
Gifted to Charity	75,704	85,138
	<hr/>	<hr/>
<u>Net Profit</u>	12,825	2,320
	<hr/> <hr/>	<hr/> <hr/>
The aggregate of the assets, liabilities and funds was:		
Assets	90,199	100,904
Liabilities	(64,990)	(88,520)
	<hr/>	<hr/>
	25,209	12,384
	<hr/> <hr/>	<hr/> <hr/>
Share Capital	2	2
Profit and Loss Account	25,207	12,382
	<hr/>	<hr/>
Funds	25,209	12,384
	<hr/> <hr/>	<hr/> <hr/>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2006

(continued)

17. LEASING COMMITMENTS

At 31st March 2006, the group had annual commitments under non-cancellable operating leases as detailed below:

	<u>2006</u>		<u>2005</u>	
	<u>Land and Buildings</u>	<u>Other</u>	<u>Land and Buildings</u>	<u>Other</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Operating Leases which expire:				
Within one year	3,938	-	-	
Between two to five years	-	13,502	5,250	12,298
Over five years	52,000	-	31,549	-
	<hr/>	<hr/>	<hr/>	<hr/>
	55,938	13,502	36,799	12,298
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

18. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration during 2006 or 2005. Trustees' expenses of £20 (2005: £85) were reimbursed during the year.