

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

**ANNUAL REPORT
& ACCOUNTS
FOR THE YEAR ENDED
31ST MARCH 2007**

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***

**Company No. 3455485
Registered Charity No. 1067881**

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Registered Office:

Bradbury House
12 Shakespeare Street
Nottingham
NG1 4FQ

Telephone: (0115) 844 0011
Fax: (0115) 841 4460

Email: info@ageconcernnotts.org.uk
Internet: ageconcernnotts.org.uk

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

President: Mr E Barnes

Life Vice Presidents:

Mrs I Aynsley
Mrs O Baines
Mrs P Davies
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 C N Cullen
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:

Cllr J Allin
Dr D Arey
Mr D Atkinson
Dr E Cliffe

Mrs P Davies
Dr R Harwood
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
Wednesday 15th August 2007 at 2.00 pm
in
The Lecture Theatre
The University of Nottingham Adult Education Centre
Shakespeare Street
Nottingham**

Staff of Age Concern Nottingham and Nottinghamshire (31/3/07)

Senior Management Team

Mick Tinkler	Chief Executive
David Timcke	Executive Officer (Marketing and Income Generation)
Diane Trinder	Executive Officer (Services)
Simon Cook	Service Manager (Community Services and South Notts)
Tara Dunseath	Human Resource Manager
Michelle Elliott	Finance and Administration Manager
Ken Hazard	Service Manager (Information & Advice and Policy)
Chris Salter	Service Manager (Day Care and North Notts)
Scott Smith	Service Manager (Information & Advice and Policy) (from 30/04/07)
John Wheeldon	Service Manager (Housing and City)

Staff

Trina Allcock	Office Cleaner (Northern Office)
Alison Allen	Age Well Co-ordinator
Peter Allen	Handyperson/Driver
Robert Anderson	Advocate (Community)
Zahid Aziz	Support Worker (First Link)
Carole Bailey	Deputy Shop Manager (Eastwood)
Paula Bailey	Home Safety Manager
Darren Barker	Staying Put Manager
Adrian Bingley	Lunch Club Co-ordinator
Lynn Bland	Care Assistant (Sybil Levin Centre)
Tim Bond	Service Co-ordinator (Home Safety)
Hilary Bostock	Lunch Club Co-ordinator
Margaret Brader	Care Assistant (Newark Day Centre)
Christine Bradley	Office Cleaner (Bradbury House)
Helen Branson	Manager (Direct Payments)
Phil Brealey*	Insurance Arranger
Neil Brittain	IT Manager
Lisa Bromwich	Support Worker (First Link)
Paul Brotherton	Team Leader (First Link)
Angela Brown	Service Co-ordinator (Visiting)
Susan Brown	Service Co-ordinator (Community Support)
Carol Burness	Community Manager
Lynn Burton	Retail Manager
David Buxton	Support Worker (First Link)
Mary Cann	Regional Day Care Manager
Anthony Chapman	Support Worker (First Link)
Sandra Clark	Advocate (Mental Health)

Ruth Coffey	Advocate (Rehabilitation)
Mick Connelly	Support Worker (First Link)
Glenys Conway	Care Assistant (Gedling Day Centre)
Katie Cresswell	Support Worker (First Link)
Linda Crick	Advocate (Community)
Nigel Cruickshank	Service Co-ordinator (Hospital Discharge)
Graham Dennett	Administrator (First Link)
Michael Dobrowski	Support Worker (First Link)
Elaine Draper	Service Co-ordinator (Senior Link)
Jackie Dyer	Cook (Sybil Levin Centre)
Patrick Dyer	Driver (Sybil Levin Centre)
Ian Elliott*	Administrator (E-Shopping)
Lesley Ellison	Administrator (Staying Put)
Sharon Ewen	Support Worker (First Link)
Miriam Flint*	Insurance Arranger
Bob Foreman	Support Worker (First Link)
Jean Foreman	Clerical Assistant (Central Services)
Julie Forte	Shop Manager (Mansfield)
Andrea Foster	Support Worker (First Link)
Brian Foster	Handyperson (Home Maintenance)
Lee Foster	Handyperson (Home Maintenance)
Kathy Furby	Day Care Sessional Worker
Paul Gallanagh	Senior Caseworker (Staying Put)
Jannette Galtrey	Public Relations Manager
Nicola Gell	Administrator (Direct Payments)
Kate Greaves	Team Leader (Energy Right)
Joanne Greenwood	Support Worker (First Link)
Trevor Hackworth	Service Co-ordinator (Home Safety)
Susan Harrington-Tucker	Support Worker (First Link)
Chris Hawkes*	Insurance Arranger
Peter Haynes	Information & Advice Co-ordinator
Phillida Hayward	Support Worker (First Link)
Alice Headford	Advocate (City Hospital)
Sheila Horan	Support Worker (First Link)
Paul Howard	Team Leader (First Link) (to 30/03/07)
Sue Hudson	Care Assistant (Mansfield)
Margaret Humphreys	PA to Executive Team
Asche Jacobs	Community Outreach Co-ordinator (from 30/04/07)
Sophie James	Service Co-ordinator (Kindred Spirits – South)
Vicky Jeffery	Assistant Administrator (Central Services)
Averil Johnson	Support Worker (First Link)
Brian Jones	Relief Driver
Carol Jordan	Support Worker (First Link)
Samina Kauser	Support Worker (First Link)
Zabina Kauser	Information and Advice Co-ordinator

Ken Keeton	Handyperson (Home Maintenance)
Jayne Kendrick	Advocate (Community)
Jean Kerslake	Deputy Shop Manager (West Bridgford)
Madeline Littlewood	Support Worker (First Link)
Tony Loggenberg*	Insurance Arranger
Lily Lomas	Support Worker (First Link)
Angela Main-Reade	Assistant Administrator (First Link)
Dianne Marshall	Support Worker (First Link)
John Matthew	Senior Caseworker (Staying Put)
Teresa Matthew	Support Worker (First Link)
Jackie McGuinness	Acting Team Leader (First Link)
Sandra McLelland	Funding Development Manager
Tina McTighe	Events Co-ordinator
Clair Mellors	Day Centre Organiser (Newark Day Centre)
Louise Mellows	Care Assistant (Sybil Levin Centre)
Ranjana Mitra	First Link Manager
Diana Moore	Day Centre Organiser (Gedling Day Centre)
Tracy Morley	Service Co-ordinator (Kindred Spirits – North)
Sayka Naz	Support Worker (First Link)
Joyce Ndirangu	Support Worker (First Link)
Robert Norton	Service Co-ordinator (Counselling)
Emilia Nowicki	Support Worker (First Link)
Tim O'Connor	Support Worker (First Link)
Laura Page	HR Administrator (Maternity leave)
Hazel Parkes	Day Centre Organiser (Stapleford Day Centre)
Ruth Parkes	Team Leader (First Link)
Clive Parkin	Commercial Director
Carol Payne	Sales Supervisor (Mansfield Shop)
Jackie Pearce	Support Worker (First Link)
Rona Pickard	Support Worker (First Link)
Rita Price	Care Assistant (Sybil Levin Centre)
Lisa Priestley	Senior Care Assistant (Sybil Levin Centre)
Kate Purdue	Support Worker (First Link)
Lorraine Rhodes	Service Co-ordinator (Gedling Carers)
Deborah Round	Administrator (Direct Payments) (Maternity Cover)
Michelle Sanderson	Sybil Levin Centre Manager
Sarita Sapia	Support Worker (First Link)
Jo Scott	Assistant Co-ordinator (Kindred Spirits – South)
Jackie Shepherd	Advocacy Manager
Angela Skinner	Care Assistant (Sybil Levin Centre)
Mary Smale	Advocate (Community)
Elaine Smith	Deputy Shop Manager (Eastwood Shop)
Marie Smith	Home Maintenance Co-ordinator
Judith Southall	Finance Assistant
Joyce Steel	Support Worker (First Link)

Chipo Stevens	Assistant Finance Manager
Christine Stokes	Lunch Club Co-ordinator
Nichola Storey	Day Centre Organiser (Newark Day Centre)
Phyllis Sweet	Care Assistant (Sybil Levin Centre)
Mandy Sweeting	Support Worker (First Link)
Amy Taylor	Advocate (Community)
Linda Taylor	Administrator (Central Services)
Gillian Thomas	Support Worker (First Link)
Diane Thraves	Trainer
Eileen Tomany	Training Manager
Steve Towe	Day Centre Organiser (Mansfield Day Centre)
Lisa Turner	Information & Advice Administrator
Adele Walker	Community Outreach Co-ordinator
Elaine Watson	Support Worker (First Link)
Terry Watson	Driver (Sybil Levin Centre)
Jennifer Wattle	Receptionist (Bradbury House)
Nicky Wheddon	Group Support Worker
Beverley White*	Insurance Arranger
Jane Whitehead	Service Co-ordinator (Hospital Discharge)
Hayley Whitten	Clerical Assistant (Staying Put)
Ruth Widdowson	Shop Manager (West Bridgford Shop)
Anne Winship	Information & Advice Co-ordinator
Kevin Winship	Information & Advice Co-ordinator
Sarah Wood	Advocate (Community)
Gill Yeatman	Cleaner (Beeston Office)

*Employed by Age Concern Local Trading Limited

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

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

Bankers: CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling,
Kent, ME19 4TA

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

Chair of Trustees Statement

The last year has seen a further expansion of the work of Age Concern Nottingham and Nottinghamshire (ACNN) which has meant that we have been able to touch the lives of more local older people than ever before.

The continued success of the charity is the result of considerable hard work by my fellow Trustees and our professional staff and volunteers.

Everyone connected with the charity was saddened by the untimely death of Ken Hazard shortly before Christmas. Ken had not been well for some time but, nevertheless, his death was a great shock.

Ken had worked as the charity's Information and Advice Manager for more than twenty years and his outstanding contribution to the work of the charity over that time was of major benefit to the well-being of many older people.

He was deeply concerned about the plight of many pensioners and would spare no effort to ensure they received what was rightfully theirs. Age Concern was a major part of his life and under his able and caring leadership the charity's Information and Advice Service grew not only in delivery but also in reputation and was held in high regard around the country as well as locally. Following his death, the charity received numerous messages of condolence from the many people who had known and respected him. He will be deeply missed.

The charity was founded in 1942 and, consequently, 2007 is our 65th year of service for older people. We intend to mark this achievement with various celebrations. These started with the planting of 65 oak trees in Sherwood Forest at the end of March. We were joined by celebrity gardener Diarmuid Gavin, children from Ollerton Primary School and many older people to plant the trees. The Age Concern Wood shall be a lasting legacy for hundreds of years to come.

The Senior Management Team has had two new members during the last year. We welcome John Wheeldon who manages our Housing Services and links with Nottingham City, and Scott Smith who manages our Information and Advice Services and has a lead responsibility for policy and campaigning work.

We recently welcomed the return of Nigel Cullen as a Trustee, following a decision by the members to increase the size of the Board to eight Trustees.

To maintain the development of our work we rely on a whole range of partners whose continued financial support enables us to carry out our work locally. I would like to publicly thank the many individuals, charitable trusts, local companies, local NHS Trusts, the City and County Councils and Central Government for this support.

The continued success of the charity is the result of a great deal of hard work by a great many people but particular thanks must go to our Chief Executive, Mick Tinkler, for his outstanding leadership and his ability to develop and

maintain excellent working relationships with so many individuals and organisations. I have no doubt the charity will continue to develop and expand under his most able guidance.

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 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

This last year has seen continued growth of the charity with more services and support being given to local older people.

As we look to the future, there are many challenges that face us. We have invested in our income generation activities which should result in additional income to the charity in the medium to long term.

This investment has been in our long-standing trading operation which now covers Nottinghamshire and Derbyshire; we will also be diversifying the products sold via Age Concern Local Trading Ltd. We are currently seeking to develop additional internet-based sales and fundraising, as well as further developing our income from companies, trust funds, individuals and legacies.

We need to position ourselves so that we can respond in a positive way to the ageing population in the City and County. We will continue to seek opportunities to further expand the services and direct support to individual older people.

One exciting new initiative that is in the early stages of development is the establishment of a one-stop advice and information outlet in the heart of Nottingham. "The Hub" will be a multi-purpose resource for older people in Nottingham and surrounding areas.

We have now secured premises and have moved our trading arm into the shop space. The next stage is to work with partners, including older people, to further develop our plans for The Hub. We will then need to raise the funds to adapt the premises to ensure they meet the needs identified. This is an exciting long-term project which we anticipate will come to fruition in 2009.

As well as direct support to older people we will also continue to encourage older people to have a voice either directly or via ACNN. There are many changes that will have an impact on the lives of older people in the City and County and it is essential that the voice of older people is heard and taken on board.

We will continue to work with our partners, in particular health trusts and the local authorities, to seek to ensure the quality of life of local older people is enhanced and their well being is promoted.

Mick Tinkler
Chief Executive

Housing Services

The **Housing Services** team continued to work hard during the year to help make “more of life” for the users of its eleven services:

- **Staying Put** (A Home Improvement Agency)
- **Safe and Sound** (Free home safety checks)
- **Home Maintenance Service** (Small household repairs)
- **Stay Safe** (A New Deal for Communities (NDC) project)
- **Senior Link** (Providing an emergency link to a dedicated call centre, pendant operated)
- **First Link** (A floating housing support service)
- **Traders' Register** (A register of vetted traders committed to giving older people a service that can be trusted)
- **Hospital Discharge Service** (A post-hospital discharge volunteer support service)
- **Community Support Service** (A volunteer support service for older people in the City)
- **EnergyRight** (Free home energy checks to help remove older people from fuel poverty)
- **Victim Care Unit** (Repairs to property for victims of crime)

The Home Improvement Agency, **Staying Put**, in partnership with Nottingham City Council, enabled the owners of 167 City houses to have their homes improved under the Government's Decent Homes - Housing Health and Safety Rating System. Improvements included installing or

updating central heating, rewiring, treating causes of damp, removing asbestos and renewing paths to help prevent falls. Further home safety help and advice was given by the **Safe and Sound** staff, who provided free home safety checks for 431 City residents and reduced high risks in their homes by 60%. In addition, through the advice and support of the PCT Assistant Practitioner (part of the **Stay Safe NDC** team), 198 Hyson Green and Radford residents received falls prevention and healthy eating advice. Additionally, many local residents attended Postural Exercise classes held in local community centres. This project included the fitting of 128 grab rails by the **Home Maintenance Service (HMS)**. This same service enabled 983 older people, living in Greater Nottingham, to have small jobs, such as fitting door chains, curtain rails or shelving, carried out in their homes at very reasonable cost. The **HMS** received around 90 requests for assistance each month.

All eleven **Housing Services** contributed towards older people being able to live safely and independently in their own homes. For example, **SeniorLink** (in partnership with Help the Aged) fitted 159 emergency call units, in various parts of the City and County, linking the user by telephone line and operated by a push-button pendant, to a permanently staffed call centre from where help could be initiated.

First Link is a Home Support service, funded by Nottingham City Council's Supporting People (SP) programme. Available to all older people aged 60 and above, its aim is to support older

people to live independently in their own homes for as long as they wish and enable them to lead healthy, active and fulfilling lives in the community.

Since the inception of the service, **First Link** has supported 1,195 older people in the City. Between April 2006 and March 2007, **First Link** supported 459 service users of whom 28.8% were from the Black & Minority Ethnic (B&ME) communities. It received 432 new referrals of whom 301 were accepted for support. Those who completed a programme of support in this period received, on average, 35 weeks of support.

The team of 35 Support Workers and three Team Leaders bring to the service a wide range of skills and experience. They continue to benefit from ongoing internal training, as well as external training in specialist areas such as mental health, drug awareness, etc. This has enabled them to support challenging clients effectively. **First Link** continues to benefit from very competent administrative support. Some Support Workers have gained knowledge of administrative systems by volunteering time in the office.

In the past year, **First Link** has focussed on forging and renewing links with the B&ME community in Nottingham. Support Workers with language skills have been networking within these communities and this has been facilitated by the service leaflet being translated into Gujarati, Urdu, Punjabi, Polish and Cantonese. Efforts are underway to have it translated into other languages. Links have also been strengthened with Adult Services,

Housing and Health Teams with **First Link** being invited to attend some of their team meetings. The service has also benefited from having a new Service User Handbook which gives a variety of information to its users.

A new Manager joined the service in June 2006 and has continued to consolidate as well as develop systems and processes. The assessment process has been changed so that all applicants are assessed as soon as their referrals are received and are then placed on the waiting list, if required, to receive the service. A system of prioritisation has also been put in place so that those who have urgent needs can receive the service immediately.

Another development is a change in the support planning process so that it is now outcome focussed and the support plans can be linked to quantifiable outcomes. This has permitted the measurement of service level outcomes, and data shows that 75% of those who completed a programme of support in the last year needed support to maintain their tenancies/remain in their own homes while 63% were supported to obtain aids and adaptations that helped them remain mobile.

A further development is the participation of service users in their own risk assessment process – imparting a degree of openness and responsibility on the part of both the service and the user.

Since August 2006, **First Link** has also set up a protocol for automatically referring all clients to Safe and Sound for home safety checks. Referrals to

this and other projects within ACNN, such as Staying Put and Information and Advice, are added value for our service users.

The **First Link** Contact Directory, which is a very useful database of services, has been up-dated to reflect changes to various services' details.

At the beginning of 2007, all floating support services for older people in the City were re-tendered by SP and **First Link** goes into the new year having bid for the contract in partnership with Nottingham City Homes and Radford Care Group. It hopes to win the contract and provide a more comprehensive and value-added service to the older people in Nottingham.

The Traders' Register promoted peace of mind to many older people by responding to over 2,000 requests for the names of reputable trades-people from our register of over 100 traders. The register included builders, plumbers and electricians, together with many other trades, and aimed at reducing the likelihood of employing the services of a rogue trader.

The Hospital Discharge Service supports people aged over 55 who have been discharged from Nottingham University Hospitals (formally Nottingham City Hospital and Queen's Medical Centre). The volunteers visit the service user at home and provide support such as shopping, paying bills, social visits and checking on the persons well-being. There are currently 48 volunteers supporting the service, but it is hoped this will shortly rise to 50. The Hospital Discharge service

supported 745 older people over the past twelve months.

The Community Support Service provides volunteer visitors to older people in the City of Nottingham. The 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 G.P. surgeries, libraries and banks
- Emotional support after illness or bereavement
- One-off practical tasks

Onward referrals and enquiries are often made to CVS, Volunteer Bureaux, Carlton Age Concern, Social Services, Community Physiotherapy and Occupational Therapy, Radford Care Group and Mansfield Senior Steps.

The Community Support Service is currently supported by 26 volunteers who are greatly valued by the older people who use the service.

The **Housing Services** team was invited to conduct two pilot projects during the year. **EnergyRight**, in partnership with E-on and Age Concern England, trains volunteers to conduct free home energy efficiency checks and give energy-saving advice. The aim of this project, conducted initially in

Nottinghamshire and planned to be rolled out to other counties during 2007/08, is to reduce fuel poverty amongst vulnerable older people.

The second pilot, conducted in the City, a partnership between Victim Support and our **Home Maintenance Service**, provides practical support to victims of crime such as the replacing of damaged locks or the addition of door chains.

The **Housing Services** Team valued and appreciated the partnership working of:

- Age Concern England
- Alzheimer's Society
- City and County PCTs
- E-on
- Good Companions
- Help the Aged
- Neighbourhood Development Company (NDC)
- Nottingham City and Nottinghamshire County Councils
- Nottingham City Primary Care Trust
- Nottingham University Hospitals
- Radford Visiting Scheme
- Skerritt Trust
- Supporting People
- Victim Support

Referrals, by agreement of the service users, were made between the various ACNN services, and to/from Warm Front, Preventative Adaptation Scheme, Falls Prevention Team, Victim Care, Health and Social Care professionals.

Comments and feedback from users have included:

"I would like to thank you and all at Age Concern for the help you gave

us all during my house improvements...Everyone performed their duties in a courteous and professional manner and we would like to thank them all"
(Staying Put)

"Many thanks for the alarm system. It really gives both me and my husband peace of mind. Many thanks"
(SeniorLink)

"Cannot do enough to help us with excellent suggestions"
(Safe and Sound)

"Thank you so much, because of the help I've received I feel much safer and less vulnerable"
(Skerritt Trust small repairs through the Home Maintenance Service)

"C and I have a lot in common in spite of the age difference. She is a lovely young lady and we chatter like old friends. She always asks if I need anything, accepts me as I am and I feel very comfortable with her. She calls me her adopted grandma which is nice for me too as I had no children of my own"
(Community Support Service)

The **Housing Services** team constantly monitors and reviews the services provided in order to improve the quality and efficiency of the service experienced by older people. The team looks forward to continuing to work with its many partners as it seeks to expand its services during the coming year.

Review of Housing Services Objectives for 2005/06

- A very successful shopping group has been established in both Old Basford and Clifton areas
- We have tendered for a Floating Housing Support Service for Older People in the City
- The Healthy Housing Safety Rating system is now fully operational within the Staying Put Service
- Our Stay Safe Service has been successfully operating in the Radford and Hyson Green areas of Nottingham

Key Future Year Objectives for Housing Services

- ✓ To expand the Safe and Sound Service into the County
- ✓ To increase the capital spend within the Staying Put Service to £1.2m
- ✓ To pilot “Growing Together” – an allotment project in the St. Ann’s area
- ✓ To expand our Home Maintenance Service into other areas of the County
- ✓ To expand the partnership work with the Victim Care Unit

For further information contact John Wheeldon, Service Manager (Housing & City) on 0115 844 0011.

Community and Advocacy Services

“I feel I have a life now and don’t feel so alone and isolated”

(Kindred Spirits service user)

The **Community Team** provides high quality support and assistance to enable older people to continue to live independently in their local communities with families, friends and relatives. This includes support for those caring for older people. The team also involve older people in decisions about services and gives them the information they need to make informed choices. The **Community Team** utilises volunteers to provide this assistance – 191 people have volunteered over the year offering nearly 7,500 hours of time to the community. The team comprises eighteen staff and includes the following services:

- **Gedling Carers’ Support Service**
- **Age Well Peer Mentoring**
- **Harmony Counselling Service**
- **Shopping Service**
- **West Bridgford Visiting Service**
- **Kindred Spirits Service**
- **Advice and Information Service**

There has been significant development over this last year with three funding bids being successful. This has enabled expansion of the **Harmony Counselling Service** to have a specific remit to counsel older people who have been victims of abuse of all kinds. **Harmony** will also conduct research with B&ME communities to establish how the service can best provide appropriate

counselling to members of those communities. The expansion is a very innovative one and ACNN will be working closely with Comic Relief to monitor outcomes to shape future spending to help alleviate the suffering of older people in this way.

Two new services have also been added to the team this year. **Age Well Peer Mentoring** has a health perspective and aims to assist older people to become more active thus promoting healthier lifestyles. Volunteers who are active in their community will mentor an older person, encouraging and supporting them to enhance or begin physical activity. **Age Well** also seeks to work with people in areas rating highly in deprivation indices. This will be challenging work over the coming year but will have a tangible impact on older people's health.

ACNN has secured funding to pilot a **Shopping Service** in the Mansfield and Ashfield areas which has a focus on helping older people access healthy, affordable food and other general services. ACNN has long recognised the need for this type of service, particularly as much of the traditional statutory support has been diminished. Two members of staff will compile a database of useful information regarding local services, lobby local providers where appropriate to introduce or change practice and manage a team of volunteers to assist older people fulfil their shopping needs. This service will be getting underway in June 2007.

The **Community Team** has also benefited this year from the recruitment of a designated manager to oversee

operations. This has enabled quality improvements in a number of areas including:

- Information Technology (IT) – tailored courses have improved staff skills
- Procedures – have been reviewed
- Monitoring – standardisation across all services aiding performance management
- Service manuals – produced for each service to aid continuity
- Team meetings – enhancement of the structure and purpose

Some individual highlights of the **Community Team** include:

- A 10 year anniversary celebration of **Kindred Spirits** held at Rufford Park in July, bringing together over 120 people from the Nottingham and Mansfield services for entertainment and a giant picnic

Kindred Spirits has also developed services in new areas and engaged with B&ME service users to aid service design and delivery

- The home visiting services of **Gedling Carers'** and **West Bridgford Visiting** both commemorated volunteers who had helped ACNN for 5 years or more, including some who had been with us for over 10 years

“It is good to speak to someone independent who is prepared to help and knows the system”

(Patients Representative service user)

ACNN has a number of Advocacy Services operating in three different settings – hospital, community and residential care homes. The Advocacy Team Manager, along with nine advocates, offer an impartial, independent service to older people across the County who are in need of someone to speak on their behalf about issues such as health, housing, finance and care.

The numbers of older people accessing the services and receiving assistance are incredibly impressive:

- Hospital advocacy (Patients Representatives) – 478 referrals
- Community advocacy – 323 referrals
- Care Homes – 91 referrals

The **Advocacy Team** take pride in these results for older people. These outcomes and services for older people are even more impressive when you consider that only one member of the team is full time.

The **Patients’ Representatives** have faced many challenges throughout this year. The PCT reconfiguration has meant older peoples’ wards being moved from the City Hospital yet referral rates are consistently high. The closure of continuing care wards at Highbury left many patients and their carers distressed and in need of representation and/or advice from advocates who have

attended consultations with carers in order to highlight their concerns.

“I feel this is a valuable service that is there for our client group as the occasion requires. This service needs to be maintained.”

(City Hospital staff member)

The work of the **Residents’ Representative**, supporting people in residential care, continues to offer protection for older people and to assist with a wide range of matters:

“A referral was received from a lady whose husband was living in a nursing home. The couple were desperately missing each other and wanted to arrange some time for the husband to return home during holiday periods. The couple had been told conflicting stories about whether this was possible and were losing hope.

However, the Residents’ Representative asserted that Social Services should send out a reviewing officer. A risk assessment was completed and it was agreed that the gentleman could make occasional trips home, although these could not be paid for or arranged by Social Services. The advocate then liaised with local home care agencies and the nursing home to enable the gentleman to go home for Christmas. Since this time the couple have also been able to spend Easter together...”

This touching case demonstrates both how power over one’s life can be denied and how substantial changes to quality

of life can be achieved through advocacy.

The **Community Advocacy Service** has now gone through its first year following a successful pilot. Based in the City and County, with specific hours of operation in Newark and in Bassetlaw, the service has firmly established itself. The team have worked hard promoting advocacy which is reflected in the statistics given above. The work includes supporting those in transition from intermediate care into the community; where conflicts arise with agencies liaising on service users' behalf to achieve positive outcomes and supporting vulnerable adults through issues of financial, emotional and physical abuse.

'Thank you so much. You not only gave practical help but you understood and gave a measure of peace of mind as well'
(Community Advocacy service user)

Meaningful peer support has developed throughout this year which is vital when considering the nature of many cases advocates are involved in. Team meetings and other informal gatherings have helped to nurture a genuine mutual support network for staff.

The past 12 months have been one of change and increased activity for our **Information and Advice (I&A) Service**. The most significant event was the untimely death of Service Manager Ken Hazard. Ken had built up and managed the I&A team for more than 20 years and brought a wealth of knowledge, experience and compassion to the role. His death in December left a huge void

not only for the service he passionately devoted much of his life to, but also to ACNN and the wider community he served.

The work of **I&A Service** remains broadly as in previous years, providing information, guidance and help to older people in claiming Social Security benefits, help with fuel bills, and housing issues. Most of the case work is carried out by visiting service users at home. In addition there are two drop-in sessions run each week at Bradbury House on Monday and Thursday mornings. The service is staffed by four co-ordinators, and an administrator. The service is also supported by our Receptionist/Advisor Jenny Wattlely. The paid staff are supported by a team of 16 volunteers who carry out a variety of duties from form filling to full benefit checks and running the Monday morning drop-in at Bradbury House. These volunteers are a vital part of the team, they devote thousands of hours to ACNN and without their support the I&A service would struggle to function.

Zabina Kauser has continued with her work with the Asian and B&ME communities. She has developed a language bank which has helped many members of the community whose first language is not English to claim benefits. Peter Haynes has made many presentations to outside organisations such as the Parkinson's Society, Alzheimer Groups and Occupational Therapists.

During the year there was a significant increase in referrals, up from 900 last year to 1360 a rise of 51%. This is due to a variety of factors, such as other

agencies, for example, the Pension Service and Nottingham Welfare Rights, reducing their capacity. The number of internal referrals has also risen. Benefit gains stand, at present, at £2.4m and with the normal follow up work to existing cases, this is expected to rise to £2.7m for the full year. This represents an increase of 42%.

The pressure on **I&A Services** continues to increase which, in part, is a reflection on how much older people in Nottinghamshire are missing out on unclaimed benefits.

Over the past year ACNN has worked in partnership with Help the Aged and British Gas on a very successful programme which has seen:

- 632 leaflets publicising the Advice and Information service being given out at various events/talks, etc
- 1,582 packs issued giving advice to organisations and individuals on what to do to avoid problems in cold weather
- 526 people receiving advice in their homes
- 474 people receiving advice at the Northern Office in Mansfield or at events, talks, surgeries etc
- 685 people accessing advice over the telephone
- In total, 564 home visits were undertaken by the Benefits Co-ordinator and the volunteers

Our Pennywise project finished at the end of February 2007. It operated in the rural areas of Bassetlaw and Newark & Sherwood giving benefits advice and help with completion of Attendance Allowance, Disability Living Allowance Pension Credit and Housing Benefit application forms. This very successful project reached nearly 3,000 people. At the end of the project we had helped older people in those areas gain nearly £³/₄ million in unclaimed benefit with a 95% success rate with benefit claims. We have managed to train and recruit some volunteers to help with the home visits and this will help to continue the service.

There are many good news stories. One that springs to mind is a lady who had mobility difficulties and had to rely on her son who lived away to fetch her shopping and to take her to all appointments. The project managed to increase the lady's income by over £175 a week by getting the full range of benefits she was entitled to. She was overjoyed and purchased a mobility vehicle with the arrears of benefit. She said her greatest joy was the independence to go to the village library to choose her own library books.

Our **Direct Payments Service** had another successful year. The number of older people receiving Direct Payments has increased by 107%. As a result of using the Direct Payments DVD made last year, the support service has been involved in training many hospital and County based staff.

On reviewing this last year it is obvious that **Community & Advocacy Services** have continued to make a considerable

difference to older people across the county. The challenges for the year ahead will be to build on these successes ensuring a first class, professional, outcome based delivery.

Review of Community & Advocacy Objectives for 2005/06

- **The Harmony Counselling Service** has been expanded and has a specific remit to research appropriate counselling approaches within the B&ME communities. Work currently being undertaken will recruit counsellors for centres in Mansfield and Newark expanding our services into rural areas
- A new **Community Advocacy Service** has been created and is now fully operational throughout the City and County
- The **Residents' Representative Service Support and Advisory Group** has seen a change in membership which has resulted in greater attendance and input from the group
- **Residents and Relatives Meetings in Care Homes** – meetings taking place have remained stable
- **Safe and Sound** has been successfully integrated with Staying Put and the two services have worked closely together
- **West Bridgford Visiting Scheme** has been very successful this year. Not only have volunteer numbers increased – with 35 people volunteering this year – but the Co-

ordinator has also extended her hours

Key Future Year Objectives for Community & Advocacy Services

- ✓ Establish the new **Age Well and Shopping Services** and seek funding to ensure continuation following the pilot phase
- ✓ **Harmony Counselling Service** – evaluate findings from the B&ME research and implement changes, as required. Achieve development in counselling older people who have suffered abuse
- ✓ Introduction of formal volunteering policy
- ✓ For ACNN Advocacy Services to achieve the Quality Standard as set out by Action for Advocacy
- ✓ To standardise some procedures within the Advocacy Service, e.g., case files and to develop IT skills
- ✓ To develop a new Support and Advisory Service for the Community Advocacy Team representative of the whole County
- ✓ To promote advocacy amongst professional colleagues in the County

For further information contact Simon Cook, Service Manager (Community and Advocacy Services) or Scott Smith, Service Manager (I&A) on 0115 844 0011.

Day Care and Lunch Club Service

The **Day Care Service** aims to provide high quality support and assistance to enable older people to continue to live independently in their own communities with families and friends for as long as they are able. This includes support for those caring for others. The department involves older people in decisions about services and gives them the information they need to make informed choices. The **Day Care Service** provides a friendly, warm and safe environment for older people who can participate in activities and trips out and enjoy hot, nutritious meals.

The key objectives of the service include:

- To provide independence and personal dignity for older people with mental health difficulties and complex needs
- To provide breaks for their carers
- To reduce isolation of older people and their carers
- To improve the health and well-being of older people and their carers

The range of needs vary at each Centre. Day Centres provide time to socialise for isolated, frail, older people. Other provision includes respite care for carers and, importantly, care for those with memory loss and early stage dementia.

Although each Day Care Centre varies according to local needs, there is a

similar pattern to each service. Service users are collected from their home by minibus and individually welcomed at the Centre by staff and volunteers. Each Centre provides hot drinks, snacks and hot nutritious meals.

The aim of the Centre is to provide a warm and friendly environment where older people can feel welcome and enjoy the company of others. It is also an opportunity to provide a range of activities and games that help to ensure mental stimulation as well as exercise and a bit of fun and enjoyment for all.

Exercise helps with co-ordination, balance and general mobility. The Centres introduce a range of exercises and activities, including chair-based exercise, carpet bowls, darts and dancing. Games are used to encourage social interaction and provide mental stimulation and include card games, quizzes and board games.

Service users particularly enjoy musical bingo, singing along and dancing. Many service users enjoy joining in with music activities as it stimulates the mind and helps to bring back memories and encourages discussions about the past.

The Centres also use scrap books, videos and items from the past which help to create lively reminiscing sessions which all can enjoy at different levels.

Trips out are very popular and each Day Centre arranges boat trips, also trips to a range of local venues including pubs, tea shops, garden centres, and other places of interest.

Some of the Centres provide additional services like bathing and hairdressing and all can help with information and signposting to other services, including a range of ACNN services.

The provision of the **Day Care Service** is also designed to help support carers by providing respite care and other forms of support, including information, advice and signposting to other services.

Benefits of the **Day Care Service** include improved quality of life for older people and their carers, improvement in their well-being, mobility, confidence and morale and an opportunity to socialise with others in a safe and caring environment.

Number of Older People Attending Day Centres

The **Sybil Levin Day Care** operates five days a week and has 65 places available. The number of places attended across the year totals 2,776 providing 1,449 breaks to carers.

The **Drop-In Service** at the **Sybil Levin Centre** is available three days a week on Tuesday, Wednesday and Friday and provides a friendly informal day for the more independent older person.

The **Drop-In Service** is attended each week by 60 people over the age of 55.

There are five County Day Care Centres providing nine days of care a week and 95 places per week. These are:

- **Lancaster Group** (Monday and Wednesday)

- **Mansfield Day Care** (Wednesday and Friday)
- **Newark Day Care** (Monday and Wednesday)
- **Worksop Day Care** (Monday and Thursday)
- **Stapleford Day Care** (Tuesday)

The number of places available each week at all five centres totals 95 with the number of places attended through the year being 2,850, providing 3,500 breaks for carers.

The **Day Care Services** are funded by Nottinghamshire County Council and Nottingham City Council with additional funds provided by ACNN. The **Drop-In Service** is funded by ACNN.

Day Care staff have accessed the following courses during the year:

- Moving and Handling
- Food Handling
- Continence Training
- Equality and Diversity Training
- NVQ in Care Levels 2 and 3

There are ten Age Concern **Lunch Clubs** in the Ashfield District, covering both rural and urban areas, based in community centres, church centres or sheltered housing. Each of the **Lunch Clubs** provides hot, nutritious meals with a variety of menus. The **Lunch Clubs** are supported by staff from Age Concern and local volunteers. There is a range of activities available at the different centres which members can choose to participate in. We also provide information and contact with other services. The **Lunch Clubs** provide a number of special meals during the year and some organise trips out. Ashfield

Lunch Clubs are funded by the Coalfield Regeneration Trust and the Nationwide Foundation.

The ten **Lunch Clubs** provide up to 200 places per week and served about 9,000 meals during the year.

A new **Lunch Club** will open at The Crossing Centre in Worksop in June 2007. This is part of an ambitious plan to provide a new “resource centre” for older people in the town. ACNN and The Crossing Social Enterprise Company are developing a centre for older people that will provide meals, activities, exercise classes and access to useful information. The Lunch Club will be funded by Help the Aged.

Review of Day Care Objectives for 2005/06

- Two new Lunch Clubs were opened in Ashfield District during the year, Herbert Buzzard was successfully opened in Hucknall, followed by the Zion Baptist Lunch Club which was opened in August and continues to thrive with active members joining in a range of activities at the centre
- We have continued to work with Adult Services in the County to seek to develop new, much needed day care for older people. However, limited resources have meant that this was not achieved during the last year
- A new Area Day Care Manager was appointed in June and has been able to give support and training to all the County Day Care staff and Lunch

Club staff and volunteers

- All Day Care and Lunch Club staff have participated in a range of training during the year. This includes Food Hygiene, Moving and Handling, Equality and Diversity Training, Contenance Training and further NVQ Training at Level 3

Key Future Year Objectives for Day Care

- ✓ To open a new ACNN Lunch Club at The Crossing Centre in Worksop. The aim is to provide additional services to older people, including a range of ACNN services, for example, Advice and Information, Kindred Spirits and Advocacy, as well as signposting to other relevant services and providing activities and classes at the centre
- ✓ To provide the new Community Outreach Advisor Service in Ashfield and Gedling. This service is supported by Link Age Plus and will provide contact and support for hard to reach older people in each district and ensure that they have access to services and contact with their local community
- ✓ To continue to enhance existing day care provision in the County and work with Adult Services to provide additional services where these are required

For further information contact Chris Salter, Service Manager (Day Care and North Notts.) on 0115 844 0011

How Services are Funded

ACNN is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. The following gives a breakdown of how services have been funded during 2006/7:

Service	Funder	Amount	Percentage
Direct Payment Support Service	Age Concern England	£250	0.5%
	Donations (Individuals)	£674	1.3%
	ACNN*	£11,024	20.8%
	Nottinghamshire County Council	£40,900	77.4%
Senior Link	Help the Aged	£8,928	43.3%
	ACNN*	£11,550	56.7%
Home Maintenance	ACNN*	£851	0.7%
	Skerritt Trust	£6,000	5.1%
	Nottingham City Council	£57,864	49.6%
	New Deal for Communities	£17,662	15.1%
	Service user contributions	£34,333	29.5%
Sybil Levin Centre	Other	£570	0.3%
	Donations	£4,865	2.2%
	Rental Income	£8,999	4.1%
	Service user contributions	£34,090	15.7%
	ACNN*	£71,883	33.1%
	Nottingham City Council	£96,987	44.6%
County Day Care	Donations	£50	0.01%
	Service user contributions	£14,387	9.4%
	Nottinghamshire County Council	£97,200	63.2%
	ACNN*	£42,169	27.39%
Ashfield Lunch Clubs	Nationwide Charitable Trust	£2,000	6.0%
	ACNN*	£8,184	24.4%
	Charges	£2,395	7.2%
	Donation	£100	0.1%
	Coalfield Regeneration Trust	£20,803	62.3%
Community Support Service	ACNN*	£29,492	73.8%
	Charges	£10,478	26.2%

Service	Funder	Amount	Percentage
Gedling Carers' Support	Donations	£150	0.5%
	ACNN*	£9,743	30.7%
	Nottinghamshire County Council	£21,875	68.8%
First Link Service	Nottingham City Council	£1,100,098	100%
Advocacy Services	Donations	£238	0.1%
	Rushcliffe PCT	£12,027	5.4%
	Nottingham City Hospital NHS Trust	£14,207	6.4%
	Nottingham City Council	£16,364	7.3%
	Notts Healthcare NHS Trust	£21,800	9.7%
	ACNN*	£53,934	23.9%
	Nottinghamshire County Council	£105,842	47.2%
Kindred Spirits	Nottinghamshire County Council	£50,124	41.1%
	ACNN*	£33,135	27.2%
	Service user contributions	£17,171	14.1%
	Nottingham City Council	£14,570	12.0%
	Donations	£6,862	5.6%
Staying Put	Capital Grants	£986,091	76.3%
	Nottingham City Council	£143,076	11.1%
	Fees	£105,392	8.2%
	New Deal for Communities	£36,716	2.8%
	Skerritt Trust	£20,000	1.5%
	Service user contributions	£1,930	0.1%
Hospital Discharge	Nottingham City PCT	£55,228	89.1%
	Nottingham Health Authority	£5,237	8.5%
	Nottingham City Council	£1,500	2.4%
Harmony Counselling Service	ACNN*	£21,934	98.9%
	Donations	£250	1.1%
Age Well	Nottingham City Council	£4,374	100%
Shopping Service	Nottinghamshire County Council	£8,604	100%
Community Outreach Advisors	Nottinghamshire County Council	£8,243	100%

Information & Advice	ACNN*	£94,233	81.4%
	Department for the Environment, Food and Rural Affairs	£21,542	18.6%
Energy Right	Age Concern England / EON	£18,225	100%
West Bridgford Visiting Service	Donations	£25	0.1%
	ACNN*	£903	2.5%
	Harry Dunn Charitable Trust	£2,021	5.7%
	Nottinghamshire County Council	£32,738	91.7%

* During the last financial year ACNN had to generate funds to ensure all these services were maintained. For the year 2006/7 this amounted to £389,035 for the above services.

We are grateful for the support of a number of grant making trusts such as The Gray Trust, The J N Derbyshire Trust, The Rothera Family Trust, The Sir John Eastwood Foundation, the Skerritt Trust, the Harry Dunn Charitable Trust and the Foreman Hardy Charitable Trust and companies such as the Coventry Building Society for their continued support. We also benefit from donations from other groups who have fundraised for us such as the Chilwell Manor Golf Club and the Castle Masonic Group, as well as many individuals who made donations to the charity.

We have also worked hard to generate income via our charity shops and trading company activities. Without this income the charity could not continue to provide these vital services to local older people.

Core Services

Central Services

Central Services have seen another very busy year with involvement in administrative work for the Showcase of Talent and events connected to the 65th Anniversary celebrations taking up much of the time of our Assistant Administrator, Vicky Jeffery. Vicky has also been responsible, together with our PR Manager, Jannette Galtrey, for the improved content and appearance of our monthly internal newsletter "Our Concern".

In September 2006, we welcomed Neil Brittain to the organisation in the position of IT Manager. Neil quickly settled into this much-needed post and this year saw the Sybil Levin Centre being connected to the network, to the relief of staff based there who were very patient as Neil sorted out many unforeseen obstacles to the connection. Neil has also been responsible for the development of our internal intranet which now enables staff to access such things as referral forms, the Training Department Brochure, documents and information relating to fund raising, HR, etc.

March saw the launch of our re-designed website and thanks are extended to our Administrator, Linda Taylor, and, again, Jannette, for all the hard work they undertook to produce such a vibrant and professional site. Linda will be responsible for keeping this site up to date.

The number of visitors to our Reception decreased this year to 4,975 (a fall of

34% compared to 2005/06) and the number of telephone calls dealt with by Central Services decreased to 19,659 (a fall of 13%). The decline in visitors and telephone calls can be attributed to the fact that the insurance office has been relocated to 48 Upper Parliament Street where they are now receiving many general enquiries regarding ACNN services. The office at Upper Parliament Street keeps a stock of our service leaflets which helps to deal with some of these queries. Another factor is the increased use of emails, not only between staff at different locations, but also with service users and other organisations.

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 2006/07 three formal complaints were made to the charity and successfully resolved.

Equality and Diversity

Over the past year, ACNN has seen some exciting developments in our Equality and Diversity work. We are continuing to develop our work with the lesbian, gay and bisexual (LGB)

communities. Our Equality and Diversity lead officer was fortunate to attend a conference earlier in the year entitled "Lifting the Lid on Sexuality and Ageing". The conference shared the research findings of a project examining the needs, wants, fears and aspirations of older lesbians and gay men. We were also, once again, able to support Nottingham Pride in June 2006. This year the event attracted record numbers of people.

Our Equality and Diversity lead officer continues to be involved with the National Age Concern LGB Network.

Our Diversity Training Programme has been expanded to include a new element – Racial Identity. The vast majority of ACNN staff have now completed the entire Equality and Diversity Training Programme.

ACNN is committed to ensuring our publicity material is as accessible as possible to the local community. ACNN's core charity leaflet has been translated into 17 languages and our First Link Service leaflet has been produced using Makaton symbols.

Over the past twelve months, ACNN has developed a more sophisticated database to monitor take up of services across the organisation. This has enabled us to access up to date, accurate information about the older people who use our services. Over the coming months, ACNN will be analysing this data to identify gaps, in relation to equality and diversity and, where appropriate, targeting service provision.

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 Diversity Training Programme

Group Support Worker

ACNN has continued to provide support to other Age Concern charities in the county via a dedicated **Group Support Worker**, Nicky Wheddon. Age Concern Groups play a vital role in the support of older people in Nottinghamshire, providing invaluable services in response to local needs.

During the year, support has been provided to eight Age Concern groups. Each group is an independent charity with its own Trustees. Priority has been given to those groups who are members of the Age Concern federation

The Age Concern groups offer a variety of services. Collectively the groups are running 7 day centres, 14 luncheon clubs and 18 drop in centres. Additionally, groups provide a home visiting service, regular outings, wheelchair hire, a minibus service, a newsletter and a telephone helpline.

Over the past year, information, support and advice has been provided on a wide range of issues.

Examples of some of the support provided include:

Financial Management

- Two groups have been helped to find funding and to complete successful

applications

- Two groups have been helped to produce annual budgets to assist with their financial management
- A Financial Procedures Manual has been written with a group
- Two groups now have a Reserves Policy

Human Resources

- Supervision and appraisals systems have now been established with two groups to ensure staff are supported in their work
- Job descriptions and person specifications have been written for two groups employing new staff
- Correct employment procedures are being introduced for the first time with one group, including terms and conditions of employment and grievance and discipline procedure
- An employment handbook and an employment procedures manual has been written with one group to support their employment practice

Governance

- One group has been helped to implement a new constitution and two others are being supported to review theirs

Trustee Training

- Training has been provided to a number of groups on various subjects including:

- ❖ Roles and Responsibilities of Trustees
- ❖ Risk Management
- ❖ Equality and Diversity
- ❖ Abuse of Vulnerable Adults

Quality Counts

Five groups are currently being supported through the federation's quality assessment process. Nicky is working in conjunction with a Support Worker from Age Concern East Midlands, Linda George, to facilitate this process. Linda's assistance over the year has been invaluable in helping groups aim to achieve the required standard.

County Strategy

Groups have worked together with ACNN to produce an Age Concern County Strategic Plan. This outlines the work being carried out throughout the County by all Age Concerns and explores ways in which we can work together to improve the quality of life for older people across Nottinghamshire.

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

Human Resources

The **Human Resources Department** of ACNN continues to support the progression of the organisation by support and consultancy relating to employment law, best practice, people management, learning and development, supporting expansion, performance and recruitment and retention of staff. We also support the organisation through

advice regarding health and safety, diversity issues and the Criminal Records Bureau.

ACNN was, again, confirmed as an **Investor in People** by the East Midlands Quality Centre in December 2006, having met all ten standards. Some examples of high quality practice found by our assessor are:

- The Chief Executive and Senior Management Team have demonstrated sound levels of leadership, particularly within the development of the Strategic Plan and the involvement of employees
- The people who work for ACNN are very well trained and qualified to maintain their high standards of professionalism and are also very loyal and dedicated
- The communication within the whole organisation is clearly two-way, and people are listened to and feel free to offer their ideas

This year has, again, seen our organisation grow in terms of service provision for older people. This year has seen the following new services:

- Age Well Service
- Shopping Service
- Area Day Care Manager
- Out Reach Workers
- Heyday
- EnergyRight
- E-Shopping
- Drivers
- Advocacy

The Fund Raising role within the organisation has also developed this year with the role being expanded to one of Funding Development Manager. The Counselling Service was also expanded to full-time this year. Two new Service Managers have joined the Senior Management Team this year – John Wheeldon for City and Housing Services and Scott Smith for Advice & Information and Policy.

At the time of writing this report, the Works Council is progressing with its formation. Elections will be held for membership to the Council in June 2007. The Works Council will aim to:

- Provide a further voice for employees for input to the Management Team
- Support and advise employees
- Gain employee opinion about major changes in structure, policy or plans

It is envisaged that the Council will elect around 10 members from a range of different services and that the Council will meet quarterly, or more frequently, if necessary.

This year has seen the introduction of two other major HR initiatives:

- Child Care Voucher Scheme
- Line Manager Briefing Sessions

The Child Care Voucher Scheme was introduced for our employees to enable them to make tax savings on the costs of professional child care. The scheme has been well received with many parents taking up the scheme.

The first of the Line Manager Briefing Sessions related to the introduction of the Age Discrimination Law in October 2006. The sessions are held to up-date, brief, provide information on and answer questions about changes to law, policy or best practice for line managers. The briefing sessions are concise, informative, compulsory and time-managed for line managers' benefit. They further help to ensure the consistent treatment, welfare, rights and knowledge of all of our employees and that we provide supportive and up-to-date people management.

This year has seen some of the most far-reaching legislative changes in terms of employment law in many years. The two most notable legislative changes have been:

- Work and Families Act
- Age Discrimination Act

In terms of organisational development and response to legislation, the HR Department, in conjunction with other managers, have produced and/or developed some of our people policies. Most notably, these have been:

- Maternity, Paternity and Adoption Leave and Pay Policies (Family Related Policies)
- Disciplinary Policy
- Grievance Policy
- Absence Management Policy
- Alcohol Policy

- Smoking Policy
- Drugs Policy

All recruitment advertising is now available in the form of e-application packs from our website. We hope to move in to full e-recruitment this coming year.

The HR Department now has its own dedicated section on the in-house intranet with all policies, procedures, standard forms and some basic advice available to all employees from their desk instantly (for all those connected to the network).

The following shows an analysis of 333 job applicants:

Gender of Job Applicants		
Female	212	63.6%
Male	102	30.6%
No Info entered	19	5.8%

Job Applicants with a disability		
Yes	22	6.6%
No	293	88.0%
No response	18	5.4%

Ethnic Background of Job Applicants		
African	14	4.2%
Asian Other	2	0.6%
South African	1	0.3%
Bangladeshi	1	0.3%
Black British	2	0.6%
Black Portuguese	1	0.3%
Caribbean	5	1.5%
Chinese	3	0.9%
Indian	8	2.4%
Pakistani	7	2.1%
White British	76	22.8%
White British Other	1	0.3%
White English	180	54.0%
White European	7	2.2%
White Irish	2	0.6%
White Scottish	3	0.9%
White Welsh	3	0.9%
Other	5	1.5%
No response	12	3.6%

Area of Residence of Job Applicants		
Ashfield	30	9.0%
Bassetlaw	3	0.9%
Broxtowe	34	10.2%
City of Nottingham	103	30.9%
Derbyshire	5	1.5%
Gedling	30	9.0%
Leicestershire	2	0.6%
Mansfield	40	12.0%
Newark & Sherwood	23	6.9%
Rushcliffe	29	8.7%
Other	12	3.6%
No response	22	6.7%
Nottingham City	103	30.9%
Nottinghamshire County	189	56.7%

Age Range of Applicants		
20 and under	15	4.5%
21-29	68	20.4%
30-39	64	19.2%
40-49	77	23.1%
50-59	66	19.8%
60-69	31	9.3%
70 and over	8	2.4%
No response	4	1.3%

Sexual Orientation of Job Applicants		
Lesbian	1	0.3%
Gay	6	1.8%
Bisexual	4	1.2%
Heterosexual	276	82.9%
Prefer not to say	37	11.1%
No response	9	2.7%

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. 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 2006 a local pilot project commenced to look at the needs of older people with learning difficulties in the Nottingham and Nottinghamshire area. The areas the project will focus on are:

- Staff training
- Research and consultation
- 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, 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.

The project is now in its final year and continues to be an education and an asset to the organisation. Specifically:

- Consultation has continued with older people with learning difficulties and also their carers
- Members of staff have been trained on issues such as communication, causes and types of learning disability, ageing and learning disability, etc. These courses will continue up to the end of the year
- Service leaflets have been translated into Easyread format ensuring

people with learning disabilities can understand our services, thus making them more accessible

- Links have been forged with other relevant organisations including Positive Futures, Mencap, City and County Partnership Boards and other Age Concerns

Jackie McGuinness continues to co-ordinate the project with the voluntary help of Elaine Draper.

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

Protection of Vulnerable Adults

During the year from April 2006 to March 2007, ACNN has reported 14 cases of abuse. Abuse can take the form of discrimination and neglect and can also be physical, financial, sexual, and psychological

Types of Abuse		Settings	
Physical	4	Care Homes	7
Financial	7	Own Home	7
Multiple abuse	2		
Verbal	1		
Age		Reported by	
55 to 64	2	Relative	2
65 to 74	3	Carer	4
75 to 84	5	Friend	3
85 plus	0	ACNN	5
Unknown	4		

Action on Abuse defines elder abuse:

“A single or repeated act or lack of appropriate action occurring within any relationship where there is an

expectation of trust, which causes harm or distress to an older person”

ACNN figures show, again, that financial abuse is very prevalent amongst older people. Is this because it is on the increase or because we are more aware of this occurring?

Older people are often very reluctant to report abuse because they are frightened of the outcome as they are often isolated and, therefore, vulnerable. This may be because the abuser is someone close to them, a carer or family member on whom they feel dependant. This type of abuse is often long term and can develop from a kind act of “lending” money to an abuser and develop to a point where it is expected and even demanded.

ACNN is in a unique and privileged position to empower older people to report abuse and enable them to take back what is rightfully their own. This is not only a material act, but is a step for the abused to regain self esteem.

A fundamental code for ACNN is that older people should be able to live without fear, be able to make their own choices and, as an organisation, we can support and enable them to make informed choices when reporting abuse.

This is one area where the Advocacy Team support many older people where abuse has already been reported to Social Services. With this support, older people have someone they are able to trust and discuss their worries with.

Comic Relief and The Department of Health have commissioned a new prevalence study and this report is due

out this year. World Elder Abuse Awareness Day is on Friday 15th June 2007.

For further details contact, Advocacy Service Manager, on 0115 844 0011

Training Services

Now in its sixth year, the **Training Department** has continued to meet the training needs of staff and volunteers from ACNN and a number of other voluntary organisations both within and beyond Nottinghamshire. Despite yet another change of staff mid-year, we have been able to not only modify and up-date our existing courses, but also add a number of exciting new ones to our portfolio, ensuring we continue to offer extremely good value for money and maintain our position within a highly competitive market.

During 2006/07, we had 23 courses in our portfolio, including three new ones:

- ***Advanced Presentation Skills***
- ***Managing People***
- ***Dealing with Dementia Level 2.***

For 2007/08, we are planning to extend this portfolio even further to offer:

- ***Train the Trainer***
- ***Pre-Retirement***
- ***Effective Communications*** (which now includes ***Listening Skills***)

We have also, due to demand, extended the ***Dealing with Dementia Level 2*** course to a full day.

In addition to extending our course portfolio, we also began a process of extending our Training team by giving

some members of staff the opportunity to become relief trainers. An on-going process, this will provide much needed capacity for the Training Department and also provide continued professional development for these members of staff, something which is important to ACNN within the context of our Investors in People status.

In addition to our portfolio of 24 courses, we also ran our **All About Age Concern** courses three times during the year and piloted a new **Induction Course** which now takes place every month.

With regard to the IT training needs of employees, we have long recognised that sourcing external training is not particularly cost effective as courses invariably cover far too much to be absorbed in one day. Following the completion of a highly successful pilot with staff from two projects, we now arrange short sessions (one or two hours at most) either at peoples' desks or in small groups in the now fully functioning Resource Room. The plan is to roll this out over the whole organisation over the next year.

Our extremely comprehensive **Diversity Programme** continues to ensure we have a more understanding and efficient workforce and has been extended to include Racial Equality. This year, it has also now been possible for staff to undertake the Disability element, something which was postponed last year due to the health problems of the tutors.

Following on from our success with **Confidence Building for Young**

People, we have marketed ourselves to all senior schools in the County and are receiving very positive feedback. Whilst we have had one or two requests, this is an area we are hoping to expand into over the next year.

Externally, the department has maintained its reputation for quality and value within the sector and we are now getting numerous requests to undertake bespoke training throughout the County and, occasionally, further afield.

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

- Carlton-Le-Willows School (Confidence Building for Young People)
- Abbeyfield Housing Association (Devon) (Abuse of Vulnerable Adults)
- NCC Housing Aid (Dealing with Difficult People)
- Eastwood Volunteer Bureau (Lone Working & Personal Safety)
- Nottingham CAB (Lone Working & Personal Safety)
- Framework Housing Association (Lone Working & Personal Safety)
- CPPIH (Lone Working & Personal Safety)
- AC Lindsey (Lone Working & Personal Safety)

- AC Lindsey (Diversity)
- Ravenshead Day Centre (Dealing with Dementia)
- Rushcliffe Homes (Dealing with Dementia)
- NCHA (Dealing with Dementia)
- NCHA (Abuse of Vulnerable Adults)
- NCHA (Pre-Retirement)

We continue to improve the training environment with the addition of a ceiling mounted data projector and a permanent network/Internet connected PC with DVD drive in the Training Room. This has undoubtedly made training delivery more efficient and effective for trainers and delegates alike.

As an integral part of ACNN, the Training Department continues to ensure a fully trained and skilled workforce by responding to needs identified by employees and managers. We continue to receive extremely positive feedback and use all feedback to ensure appropriateness of subject matter, accessibility of content, methodology and standard of delivery.

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
- Direct consultation by individual services, e.g., Kindred Spirits
- Involvement in the ACNN Older Peoples' Advisory Group (ACNN OPAG)

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 ACNN OPAG
- Represented at stakeholder and service user events
- Given the opportunity to complete satisfaction surveys/questionnaires

ACNN OPAG continues to grow from strength to strength achieving all of the objectives identified in their Operational Plan and they are currently working towards achieving new objectives. This year the group members have been visiting ACNN services in order to gain

greater understanding of these services and to offer staff support. Members have been very impressed, particularly with the Sybil Levin Centre which ACNN OPAG members felt offers excellent services.

ACNN OPAG has also been asked to comment on Nottingham City Council's Draft Housing Strategy and Nottingham City Council's Draft Gender Equality Scheme Consultation and it is the plan to involve ACNN OPAG more with external consultation in the coming year.

ACNN OPAG members have also assisted ACNN with recruitment this year, forming a panel and asking candidates questions then feeding back to the main panel. ACNN feels this has been a very positive and necessary part of the recruitment process. Most recently, ACNN OPAG were involved with the recruitment of the Information & Advice Service Manager.

As well as further consultation this year, it is hoped to expand membership and for the group to become more representative of the whole County. ACNN would welcome more older people to volunteer for ACNN OPAG.

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.

There are currently over 200 ACNN volunteers and most of them volunteer for one service. The range of support provided by ACNN volunteers continues to develop and includes support in the following areas:

- Home visiting
- Advice and Information
- Lunch Clubs
- Day Care
- Administration
- Fundraising
- Trading
- Charity Shops
- Training
- Counselling

Some volunteers offer their skills and time to more than one ACNN service. For example, a volunteer visitor might also assist with promotional events. In the field of managing volunteers it is advantageous to consider how best to involve the valuable skills, experience and knowledge that volunteers bring. We have a Volunteer Database to store relevant and appropriate volunteer information. This can then be accessed when additional volunteer help is required e.g. 65th Anniversary or National Volunteer Week events.

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

"I just wanted to say a huge thank you for all the support and help you have given me. I am sad to be leaving Mrs K and Nottingham as I have enjoyed being a volunteer very much. I hope to continue to do so in London when I am settled"

“Thank you for organising the Christmas lunch. I love the volunteering and don’t expect a thank you, but it is nice to get anyway”

The Volunteer Co-ordinator continues to inform colleagues about changes in legislation and good practice affecting volunteers. She is building links with CVS’s and Volunteer Bureaux across the County. This will promote ACNN’s volunteering policy and access relevant support and information for co-ordinators.

Future volunteering plans include:

- Further development of the Volunteer Database. This will enable us to access volunteers who would like to be involved with future Age Concern 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
- Developing a long term action plan for improving volunteer practices against nationally developed Age Concern volunteering standards
- Continue to develop links with other volunteering organisations
- Provide additional training and support for co-ordinators of volunteer based services

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

Review of Core Services Objectives for 2006/07

- The IT network was expanded to include offices at the Sybil Levin Centre
- The appointment of an IT Manager enabled the development of the ACNN website and intranet facility
- ACNN changed our principle bank provision to CAF Bank Limited in order to maximise interest returns
- Groups have worked together with ACNN to produce a County Strategic Plan. This outlines the work being carried out throughout the County by all Age Concerns and explores ways in which we can work together to improve the quality of life for older people across Nottinghamshire.

Key Future Year Objectives for Core Services

- ✓ To ensure that the ACNN website and intranet are kept up to date and that the website is high on search engine lists
- ✓ To assist in setting up e-commerce, in particular a separate website
- ✓ To produce an IT Strategy to include a feasibility study regarding the remaining staff not currently on the network to ensure IT needs for the

whole organisation are met

- ✓ To ensure as many suppliers as possible are paid via BACS
- ✓ A review of all expenditure will take place ensuring that costs are minimised whenever possible
- ✓ To introduce a Works Council into the organisation
- ✓ To introduce competency frameworks into the organisation
- ✓ A Business Continuity Plan to be in place
- ✓ 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 continue to seek to recruit members to develop a Lesbian, Gay and Bisexual Older Persons Advisory Group. Currently, a number of older people are considering whether to become members
- ✓ To develop a long term action plan for improving volunteer practices against nationally developed Age Concern standards
- ✓ To further support small Age Concern groups in the County through the work of the Group Support Worker

Governance

Board of Trustees

The Board of Trustees of Age Concern Nottingham and Nottinghamshire has been expanded from seven to eight members. The Trustees are appointed by the charity's Members. The membership is made up of the eight Trustees plus eight 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
- Legal advice for Trustees
- Training for Trustees and their expenses

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 101 identified risk areas

on the 31st March 2007. 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:

- IT infrastructure – more work carried out and IT Manager employed. Strategy to be produced
- 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

We have also reviewed our Protection of Vulnerable Adults

internal procedures

- Business Continuity and Recovery Plan draft ready
- Following a review of Trustee's skills the need to recruit a female Trustee has been identified. Continual succession planning is required
- A VAT review was carried out by a VAT adviser. Her Majesty's Revenue & Customs (HMRC) also visited the charity towards the end of 2006. Discussions with HMRC continue but will result in correct VAT treatment by the organisation. Any potential liability arising from this inspection is currently unknown
- An Alcohol policy was drawn up
- The annual review of all policies and procedures was agreed by the Board of Trustees

Key objectives for the year 2006/07 were met as follows:

- The benefits of the Partnership Group to the Board of Trustees and the statutory sector members was evaluated and it was agreed that meetings should be held three times a year
- To carry out a risk assessment of the charity
- A report was submitted to the Age Concern federation demonstrating our continued compliance with the Age Concern quality framework,

Quality Counts. ACNN's Quality Counts Assessment will take place during June 2007

Key Future Year Objectives for Governance

- ✓ To carry out a risk assessment of the charity
- ✓ To develop a Business Continuity and Recovery Plan and test during the year
- ✓ IT Strategy to be drawn up
- ✓ Contracts Management system to be set up during the year

Fundraising

Trading

The general insurance market has continued to be hyper-competitive, with all of the major companies battling for market share. Against this backdrop, the **Trading Company** has succeeded in increasing sales of all of its key products.

To remain competitive, and to protect long-term viability of our home insurance product, our general insurance partners have reduced the levels of commission that we earn from both new and renewal business. This decision has had a major impact on revenue. Despite increased unit sales of the household product (up by 41%), earnings from our core product are

significantly less than last year (£203,023 compared to £215,942)

Revenue gains in other areas, together with determined cost controls, including a reduction (from 8 to 6) of the salaried workforce, and longer opening hours, have reduced the negative impact of the commission shortfall.

Overall, income for 2006/07 is £215,005 compared to £232,805 last year. The acquisition of the new City Centre premises is proving to be very worthwhile, with noticeably increased enquiries from a wider group of users. Encouragingly, the greater visibility of the premises has meant that awareness of the Trading Company (and for ACNN as a whole) has improved.

Looking forward, there is cause for optimism. We are blessed with a committed, competent and enthusiastic workforce of staff and volunteers. Continued growth in new business sales is predicted. This, together with very high levels of renewals loyalty, will generate more revenue. Further development of new and existing products will ensure that our portfolio of products reflects and satisfies ever-changing market demand.

Retail

Although it proved to be another tough year for charity shops generally, our shops at Mansfield and West Bridgford, both with new Managers, showed significant improvements in trading activities compared with recent years. West Bridgford ended the year with sales up 25% on the previous year. Mansfield saw a 42% improvement. These results are directly attributable to

the hard work and commitment of our staff and volunteers.

The same level of unstinting effort by the team at Eastwood shop, in tackling the problem of poor quality donations, together with a general decline in trading in the vicinity, proved less effective, although sales picked up temporarily during the Christmas sales period.

The acquisition (through long-term hire) of a van and the appointment of a driver/handyperson, based at Mansfield, but supporting all shops and other ACNN activities where appropriate, proved to be a cost effective and successful development, contributing particularly to the improved performance at the Mansfield shop.

The Arnold shop (jointly operated with Age Concern England) continued to perform well, although a significant increase in rent imposed during the course of the year impacted on our share of income derived from profits.

Fund Raising

The charity had a total of £130,734 donations and legacies during 2006/07.

Priority during the early part of 2006/07 was given to developing our legacy promotion activities and setting up employee payroll giving schemes (beginning in-house, with our own staff!).

Our Fund Raiser, Mike Gale, left us in October 2006 and we wished him well in his new role, developing volunteering opportunities for older people in Nottinghamshire. Having taken the

opportunity to review the responsibilities, duties and title of the post, we appointed Sandra McLelland as Funding Development Manager in January 2007. Sandra had previously headed our PPI Team.

In addition to taking forward existing initiatives, Sandra's early priorities were to source funders for some of our 65th Anniversary events and the annual Showcase of Talent. A lot of work has also gone into setting up new initiatives. One of our achievements to date has been a new recycling initiative for ink jet cartridges, used postage stamps and mobile phones. Our volunteer Fund Raiser, Hubert Edge, has taken the lead on postage stamp recycling, via his time spent at Bradbury House.

Our fund raising ideas and initiatives are more diverse and innovative than ever before, with lots happening in many directions. We are working on some exciting proposals for new activities within the charity.

Public Relations and Communications

The year has seen a number of positive changes in terms of building awareness with various stakeholder groups and in further development of an ACNN brand identity. This has taken place through improved marketing communications, publicity and local events.

Work has also commenced on auditing, evaluating and improving internal communications within the organisation.

To summarise:

- A colourful and inter-active new website is now up and running
- A new template for all leaflets allows staff to produce their own materials
- A number of celebratory and special events were organised and promoted within the media, including Kindred Spirits 10 Year Anniversary, Showcase of Talent and a hugely popular Open Day at Nottingham City Hospital
- Contact with local journalists and media, and positive PR planning has increased
- A DVD to promote ACNN has been produced
- The 2nd Annual Staff Conference ran successfully in December
- “Our Concern” newsletter has been developed and improved
- An internal Communications Audit took place with a quantitative questionnaire followed by qualitative interviews in one-to-one and team meetings. The results will determine a Communications Plan for the organisation
- The potential of the Intranet is now being fully explored and developed
- The recruitment of an Events Co-ordinator to support the PR Manager in 65th Anniversary events planning and implementation in 2007

Going forward, 2007 is the 65th Anniversary of ACNN which is affording numerous promotional opportunities with local media and stakeholders, as well as new funders and partnership workings.

Heyday

30th May 2006 saw the launch of Heyday, a new membership organisation – the first of its kind – backed by Age Concern to support people approaching or in early retirement.

Heyday set out to offer members access to a range of services designed to help them make informed choices on key issues affecting their future, including wealth, health and employment. Heyday also aimed to ensure that members have an influential voice to Government on the things that matter most to them.

Locally, Age Concern Local Trading Limited, appointed a Heyday Membership Organiser to promote the benefits of membership and, with the agreement and participation of Age Concern Derby & Derbyshire, to recruit members across Nottinghamshire *and* Derbyshire.

Disappointingly, numbers recruited fell well below targets across the country and, while our Organiser’s results were above the national average, it became clear that we could not justify the cost of continuing to employ local Heyday staff. Sadly, we found it necessary to declare our local post redundant.

Towards the end of the year, Heyday undertook a “top to tail” restructuring

and launched a new business plan, concentrating on recruitment through corporate approaches.

For further information please contact David Timcke on 0115 844 0011

Patient and Public Involvement in Health Initiative

The PPI Project was a new national Government initiative which ACNN successfully tendered for and obtained in the summer of 2003. The contract involved working with the Commission for Patient and Public Involvement in Health (CPPIH) to set up Patient and Public Involvement Forums to consult and work with the local Primary Care Trusts (PCTs), Hospital and Acute Mental Health Trusts. The PPI Forums were to have an inspection and monitoring role and a requirement to work closely with the local Overview and Scrutiny and Health Select Committees to achieve this. Some valuable visits of NHS premises and several patient surveys were successfully completed which assisted change and improvement of some local health services facilitating patient and public involvement.

Strong links were also made with the local media to raise awareness of the Forums, their role, work and achievements within the community and to inform the general public of their ongoing need for new members. At the end of the contract period, the forums were working on hospital cleanliness, the Healthcare Standards, Trust reconfigurations and the merging of some of the Forums as a result.

The PPI Project proved to be a very new and demanding challenge for ACNN and

involved continuous intensive performance management of the project as a whole throughout the entire contract period.

The ACNN Forum Support Organisation (FSO) achieved high performance scores and continuously worked hard to become one of the top performing FSOs in the country. The ACNN FSO had a very committed and enthusiastic team of seven staff who worked well together to recruit, retain and support the members of the Forums that they had responsibility for.

ACNN ended the contract with the CPPIH on 31st December 2006. CPPIH are now managing the contract “in-house” throughout the wind down period until the PPI Forums’ final demise which is expected within the next twelve months.

Local Improvement Networks (LINKS) are being planned for the future but there is still some uncertainty about whether the forums will merge into them or be totally replaced by them. The LINKS will be part of a very different structure with all the newly merged PCTs, LIFT Centres and new self-managed hospitals and social enterprise initiatives. Further clarification and information about the proposed new structures is still to be confirmed.

Key Future Year Objectives for Fund Raising

- ✓ To develop “E-Shopping” in partnership with ethical commercial enterprises

- ✓ To enhance the promotion of legacy giving through local solicitors
- ✓ To promote payroll giving externally, following a successful trial within ACNN
- ✓ To develop trade in (donated) furniture sales
- ✓ To support the promotion and development of “Heyday 2”

Statistics

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

	2005/06	2006/07
No. of personal callers and telephone enquiries for information	30,141	24,634*
No. of older people approaching the Community Support Service for help	317	260
No. of Community Support Service hours spent on client issues	1,191	1,857
No. of users of the Information and Advice Service	15,000	16,300
Estimated value of the benefit gains from the Advice Service	£1.9m	£2.725m+
No. of people supported by the Direct Payments Project	87	215
No. of units fitted by the Senior Link Service	184	172
No. of people supported through the Advocacy Service	662	892
No. of people supported through the Gedling Carers' Support Service	164	122
No. of volunteers supporting the Gedling Carers' Support Service	36	34
No. of people who regularly received visits from the Visiting Service	30+	41
Total no. of visits made by the Visiting Service	952	1,299
Total no. of visiting hours provided by the Visiting Service	2,380	1,494
No. of people supported by the Harmony Counselling Service	38	50
No. of individuals accepted by the Kindred Spirits Service	195	
Total no. of Kindred Spirits service users	1,100	1,121
No. of people assisted by the Hospital Discharge Service	885	745
No. of people supported by the Staying Put Service	1,456	1,429
No. of jobs completed through the Home Maintenance Service	1,372	983
No. of people supported by First Link	462	459
No. of Home Safety Checks carried out by Safe and Sound	407	436
No. of training places provided by the Training Department	1,329	1,602
No. of people assisted by an approved gardener	527	381
No. of people assisted by an approved decorator	426	176
No. of volunteers available for all services	220	220
No. of volunteers recruited and trained for all services	220	220
No. of volunteer hours provided for all services	64,900	57,300

* The decline in visitors and telephone calls can be attributed to the fact that the insurance office has been relocated to 48 Upper Parliament Street where they are now receiving many general enquiries regarding ACNN services. The office at Upper Parliament Street keeps a stock of our service leaflets which helps to deal with some of these queries. Another factor is the increased use of emails, not only between staff at different locations, but also with service users and other organisations.

Kingston Close Day Centre, Worksop	Day Care (Mondays)		Dementia Day Care (Thursdays)	
	2005/06	2006/07	2005/06	2006/07
No. of days of day centre operation	47	46	40	50
No. day centre places available	658	644	490	500
Source of Referral: Self	10%	10%	-	-
Relatives	-	-	-	-
Social Services	90%	90%	100%	100%
Total number of placements filled	485	480	462	437
% of day centre users suffering mental illness	100%	100%	100%	100%
Age of users:				
60-69	-	-	-	-
70-79	20%	10%	20%	20%
80-89	70%	20%	70%	70%
90 plus	10%	70%	10%	10%
Gender of users:				
Female	60%	70%	50%	60%
Male	40%	30%	50%	40%
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	1	1	0	0
No. of carers supported	33	29	29	30

Statistics for Gedling Carers Support Service	2005/ 2006	2006/ 2007
Total No. of People Supported:	164	122
Carers	64	44
Cared for	64	44
Volunteers	36	34
No. of new Carers Referred:	43	28
Source of new referrals:		
Self	3	2
Health	4	0
Social Services	32	18
Age Concern	4	8
Age of new referrals:		
50-59	0	0
60-69	4	7
70-79	21	12
80-89	16	9
90+	2	0
Gender of new referrals:		
Male	29	11
Female	14	17
Ethnic Background:		
White English	41	27
White Irish	0	0
White Polish	1	0
Black Caribbean	1	1
No. of enquiries/non-referrals:	27	36
No. of talks/special events:	12	15
No. of hours spent on talks/presentations:	60	59
No. of volunteers recruited:	10	4
Total no. of volunteers:	30	26
Total no. of hours of volunteer support:	2,976	2,250

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 requirements of SORP (Statement of Recommended Practice) 2005.

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.

Our reserves policy states that the charity will maintain an unrestricted reserve of between three and six months running costs, excluding the capital payments associated with our Staying Put service or other capital projects. The total running costs for 2006/07 stood at £4,222,763, capital costs associated with Staying Put stood at £1,017,809, giving a total of £3,204,954. Three to six months costs are, therefore, between £801,239 and £1,602,477, the unrestricted fund stood at £945,836 on 31st March 2007 which is within these parameters.

The charity has set aside various designated funds, some of which will be used to replace vehicles and IT equipment, some for the maintenance of property owned by the charity and some will be applied to service provision. These are detailed in Note 13 in the accounts.

Total incoming resources for the year were £4,063,343 compared with £3,982,707 for the previous year, an increase of 2%. Income from the Trading Company has reduced, principally due to a decrease in the commission rates from insurance products and the investment in

development of the Heyday initiative (see earlier reports).

Income from our joint charity shop with Age Concern England in Arnold was £5,466, lower when compared to income for 2005/06 due to a back-dated rent review. The Eastwood shop, despite substantial efforts by our staff and volunteers, made a loss of £5,733 during the year. The Trustees have agreed not to renew the lease on these premises when it is due for renewal in November 2007. Due to an excellent performance in an increasingly difficult trading environment by our West Bridgford and Mansfield shops, we have seen net income to the charity from our charity shops increase by 45% from £12,486 in 2005/06 to £18,121 last year.

Expenditure has increased from £3,701,507 in 2005/06 to £4,222,763 this year, an increase of 14%. It is particularly pleasing to be able to report that charitable expenditure has increased to £3,685,795 from £3,140,463 in 2005/06 (see Note 15), an increase of £545,332 (17.4%) when compared to the previous year.

The net incoming resources to the unrestricted fund were £69,952.

The charity made use of funds that were designated by the Trustees for specific uses during the year, such as the provision of Advice and Information, the Harmony Counselling Service and our Diversity Training Programme (see note 13) which resulted in a net reduction of this fund of £203,974. This accounts for the reduction in reserves of £159,420, after depreciation of £117,389, and was in line with the budget. The Trustees have designated further unrestricted funds to increase the designated fund by £128,751 to £323,111.

Restricted funds have reduced from £668,239 on 1st April 2006 to £642,841 on 31st March 2007. Details of the restricted funds can be found in Note 11.

The charity has invested £475,120 of its unrestricted current reserves in a City Centre property. This is an exciting development which currently houses our trading activities and will eventually become a one-stop shop for older people called "The Hub". This will provide a range of information and advice facilities in the heart of the City. Fund raising for the development of this facility is well underway and it is hoped that it will be opened during 2009.

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 2007.

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. Audit Information

There is no relevant audit information of which the company's auditors are unaware, and the directors have taken all the 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 this 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. B. Burdus
Mr. M. Williamson
Mr. D.G. Hancock
Mrs. S.I. Warzynska
Dr. P. Cansfield
Mr. A. Ghelani
Mr. C.N. Cullen

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, when appropriate, proper professional advice. At present the Charity's funds are kept in a high interest bank account.

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

REPORT OF THE DIRECTORS

7. 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.

8. Risk Assessment

A full risk assessment is carried out annually which includes actions necessary to limit each identified risk, further details can be found on pages 41 & 42.

9. 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 18th July 2007

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 2007 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 information given in the Directors' Report is 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 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 2007 and of its incoming resources and application of resources in the year then ended, have been properly prepared in accordance with the Companies Act 1985, and the information given in the directors' report 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 18th July 2007

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING SUMMARY INCOME AND
EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31ST MARCH 2007

	<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>2007</u> £	<u>Total</u> <u>2006</u> £
<u>Incoming Resources</u>						
Donations and Legacies	3					
Housing Services				26,060	26,060	26,150
Community and Advocacy				10,199	10,199	15,290
Day Care				22,953	22,953	76,951
Core Services		56,540			56,540	157,078
Activities in furtherance of Charity's Objects						
Grants and Service Agreements	2					
Housing Services		2,398,813		139,960	2,538,773	1,979,424
Community and Advocacy		69,909		303,373	373,282	628,730
Day Care		40,576		153,611	194,187	211,891
Core Services		48,744		5,133	53,877	58,045
Fees and Contributions		167,956		17,171	185,127	168,793
Rent Receivable		3,850			3,850	5,280
Activities for Generating Funds						
Merchandising Income	5	177,439			177,439	153,264
Fundraising Income	6	12,059		2,923	14,982	6,836
Investment Income		31,776			31,776	39,797
Trading Subsidiary		374,298			374,298	455,178
<u>Total Incoming Resources</u>		3,381,960	0	681,383	4,063,343	3,982,707
Resources Expended						
Cost of Generating Funds						
Merchandising Costs	5	159,318	2,365		161,683	143,094
Fundraising Costs	6	35,717			35,717	19,550
Trading Subsidiary Costs		300,501			300,501	365,560
Cost of Activities in furtherance of Charity's Objects						
Charitable Expenditure	12					
Housing Services		2,274,025	1,926	169,266	2,445,217	1,898,904
Community and Advocacy		165,699	144,354	321,319	631,372	745,317
Day Care		197,235	16,110	191,482	404,827	347,287
Core Activities		140,446	39,219	24,714	204,379	148,955
Governance Costs	7	39,067			39,067	32,840
<u>Total Resources Expended</u>	8	3,312,008	203,974	706,781	4,222,763	3,701,507
<u>Net Incoming/(Outgoing) Resources before Transfers</u>						
Transfer between Funds	13	69,952 (128,751)	(203,974) 128,751	(25,398)	(159,420)	281,200 -
<u>Net Incoming/(Outgoing) Resources and Net Movements in Funds</u>						
		(58,799)	(75,223)	(25,398)	(159,420)	281,200
<u>Balance at 1st April 2006</u>		1,004,635	398,334	668,239	2,071,208	1,790,008
<u>Balances carried forward at 31st March 2007</u>		945,836	323,111	642,841	1,911,788	2,071,208

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

BALANCE SHEETS

AS AT 31ST MARCH 2007

	<u>Notes</u>	<u>The Group</u>		<u>The Company</u>	
		<u>2007</u>	<u>2006</u>	<u>2007</u>	<u>2006</u>
		<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<u>Fixed Assets</u>					
Tangible Assets	9	1,466,961	1,064,359	1,446,193	1,039,088
		-----	-----	-----	-----
<u>Current Assets</u>					
Debtors	10	385,548	234,654	400,974	218,265
Cash at Bank and in Hand		599,731	1,117,999	567,904	1,095,587
		-----	-----	-----	-----
		985,279	1,352,653	968,878	1,313,852
		-----	-----	-----	-----
<u>Creditors</u> : amounts falling due within one year					
Accruals and Deferred Income		400,970	274,907	396,540	265,499
Taxation and Social Security		139,333	44,819	130,973	29,695
Other Creditors		149	26,078	650	11,747
		-----	-----	-----	-----
		540,452	345,804	528,163	306,941
		=====	=====	=====	=====
<u>Net Current Assets</u>		444,827	1,006,849	440,715	1,006,911
		-----	-----	-----	-----
<u>Total Assets less Current Liabilities</u>		1,911,788	2,071,208	1,886,908	2,045,999
		-----	-----	-----	-----
<u>Net Assets</u>		1,911,788	2,071,208	1,886,908	2,045,999
		=====	=====	=====	=====
<u>Funds</u>					
Restricted	11	642,841	668,239	642,841	668,239
Designated	13	323,111	398,334	323,111	398,334
Unrestricted		945,836	1,004,635	920,956	979,426
		-----	-----	-----	-----
	12	1,911,788	2,071,208	1,886,908	2,045,999
		=====	=====	=====	=====

Approved by the Board on 18th July 2007 and signed on its behalf by:

Director E.G. EDWARDS

Director S.I. WARZYSNKA

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

1. **ACCOUNTING POLICIES**

a) **Format of Accounts**

As permitted by Section 226A(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 226A(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 2000) applicable accounting policies and the Companies Act 1985.

c) **Consolidation**

The consolidated accounts include the audited accounts of the Company and its subsidiary undertaking Age Concern Local 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.

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 2007

(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>2007</u>		<u>2006</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)		1,234,559	-	691,064
First Link		1,100,098	-	1,100,098
<u>Nottingham City Council</u>				
Home Maintenance (Hospitals)	39,260		38,490	-
Home Maintenance (West Area)	16,597		73,307	-
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	57,357	2,389,885	113,297	1,851,390

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

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

	<u>2007</u>		<u>2006</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
b/f	57,357	2,389,885	113,297	1,851,390
a) <u>HOUSING SERVICES</u> (continued)				
<u>Nottingham Health Authority</u>				
Hospital Discharge	10,000			
<u>New Deal for Communities</u>				
Stay Safe	54,378			
<u>Age Concern England/E-on</u>				
Energy Right	18,225			
<u>Help the Aged</u>				
Senior Link		8,928	-	14,737
	<u>139,960</u>	<u>2,398,813</u>	<u>113,297</u>	<u>1,866,127</u>
b) <u>COMMUNITY AND ADVOCACY</u>				
<u>Nottingham City Supporting People/ Nottingham City Council</u>				
Home Safety			28,762	-
Sloppy Slippers	-			-
Keep Warm Keep Well			2,250	
<u>Help the Aged</u>				
Advice Service			35,555	-
<u>Nottinghamshire County Council</u>				
West Bridgford Visiting Scheme	32,738		31,602	-
Gedling Carers		21,875	-	21,500
Mansfield Kindred Spirits	31,448		30,356	-
Nottingham Kindred Spirits	18,498		17,856	-
Advocacy Scheme			2,590	-
Generic Advocacy	105,842		48,385	-
Direct Payments	40,900		40,000	
Link Age Community Outreach	8,243			
Link Age Shopping service	8,604			
<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	-	14,207
<u>Nottingham City Council</u>				
Advocacy Scheme			21,810	-
Generic Advocacy	16,364			
Kindred Spirits	14,570			
Age Well	4,374			
c/f	<u>281,581</u>	<u>69,909</u>	<u>259,166</u>	<u>69,534</u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

2. GRANTS AND SERVICE AGREEMENTS (continued)

	<u>2007</u>		<u>2006</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
b) <u>COMMUNITY AND ADVOCACY</u> (continued)				
b/f	281,581	69,909	259,166	69,534
<u>DEFRA</u>				
Advice Service in Rural Areas	21,542		20,375	-
Money Maze				275,402
<u>Age Concern England</u>				
Keep Warm Keep Well			915	
Direct Payments	250			
<u>Mansfield Area Strategic Partnership (NRF)</u>				
Falls Prevention			3,338	-
	<u>303,373</u>	<u>69,909</u>	<u>283,794</u>	<u>344,936</u>
c) <u>DAY CARE</u>				
<u>Nottingham City Council</u>				
Sybil Levin	96,987		95,082	-
<u>Nottinghamshire County Council</u>				
Gedling Respite Service		22,470	-	23,851
Worksop		18,106	-	17,715
Stapleford	10,608		10,608	-
Mansfield	20,500		20,000	-
Newark	25,516		25,000	-
<u>Neighbourhood Renewal Fund</u>				
Ashfield Luncheon Clubs			19,635	
	<u>153,611</u>	<u>40,576</u>	<u>170,325</u>	<u>41,566</u>
d) <u>CORE SERVICES</u>				
<u>Nottingham City Council</u>				
Core Activities		10,744	-	14,045
<u>Nottinghamshire County Council</u>				
Core Activities		38,000	-	38,000
<u>Age Concern England</u>				
Learning Disabilities	833		5,000	
48 Upper Parliament Street	4,300			
<u>Age Concern in the East Midlands</u>				
BMEE			1,000	
	<u>5,133</u>	<u>48,744</u>	<u>6,000</u>	<u>52,045</u>
	<u>602,077</u>	<u>2,558,042</u>	<u>573,416</u>	<u>2,304,674</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 2007**

(continued)

3. **DONATIONS AND LEGACIES**

A. UNRESTRICTED FUNDS

	<u>2007</u>	<u>2006</u>
	<u>£</u>	<u>£</u>
Anonymous	25,000	25,000
Anonymous	1,000	
Castle Masonic Group	450	
Chilwell Manor Golf Club	415	500
Coventry Building Society	100	
D Lloyd		250
E Cradwin		300
Forman Hardy Charitable Trust	250	250
In Memory of Mr K Hazard	327	
In Memory of M Davies	305	
J Allan	305	
K Davies		500
P Lock		375
P Waite		500
The Gray Trust	10,000	10,000
The J N Derbyshire Trust	1,900	1,850
The Late C Clark	366	
The Late D Riley		11
The Late Florence Croft	10	-1,450
The Late H Lebeter		6,139
The Late J E Bignall		574
The Late Katherine Ward		1,520
The Late K F Russell	1,000	
The Late M H Hitching		500
The Late Miss Marjorie Poyser		4,887
The Late Miss Betty E Timms		54,406
The Late Mrs S Bird	1,000	
The Late P Brownbridge	1,449	28,000
The Late P A Neale		6,750
The Late Ronald Cole		5,000
The Late P M Gilbert		45
The Rothera Family Trust	400	
The Sherwood Raisers		700
The Sir John Eastwood Foundation	1,500	1,500
Others < £250	10,763	8,971
	56,540	157,078

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS

a) HOUSING SERVICES

	<u>2007</u>	<u>2006</u>
	<u>£</u>	<u>£</u>
<u>Staying Put</u>		
The Skerritt Trust	26,000	26,000
Hardship Fund	60	150
	26,060	26,150

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2007**
(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

b) **COMMUNITY AND ADVOCACY**

	<u>2007</u>	<u>2006</u>
	£	£
<u>West Bridgford Visiting Scheme</u>		
Harry Dunn Charitable Trust Individuals	1,000 25	1,000
<u>Advocacy North Service</u>		
The Yorkshire Bank Trust Individuals	88	500
<u>Counselling Service</u>		
Individuals	250	
<u>Direct Payments</u>		
S Hannah Individuals	500 174	
<u>Gedling Carers</u>		
Department for Constitutional Affairs	150	75
<u>Residents Representative</u>		
Individuals	150	
<u>Kindred Spirits Mansfield</u>		
Individuals	1,039	1,131
<u>Kindred Spirits</u>		
Individuals	5,573	6,684
The Thomas Farr Charity		500
The J N Derbyshire Trust		3,000
The C L Hill Trust		1,000
The Bank of England	250	
<u>Home Safety – Sloppy Slippers</u>		
Age Concern England	1,000	1,000
<u>Home Safety – Locks</u>		
Capital Shopping		400
	10,199	15,290
	10,199	15,290

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2007**

(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

	<u>2007</u>	<u>2006</u>
	£	£
c) <u>DAYCARE</u>		
<u>The Sybil Levin Centre</u>		
The Building Fund		
Individuals		2,389
The Skerritt Trust		10,000
Anonymous		40,000
The Percy Bilton Charity		5,000
New Appeals		6,230
The Robert McAlpine Trust		7,775
<u>Stapleford Day Care</u>		
Individuals	50	
<u>Workshop Day Care</u>		
J Hensman Trust		100
<u>Ashfield Luncheon Clubs</u>		
The Sir John Eastwood Foundation		2,000
The Coalfield Regeneration Trust	20,803	3,457
The Nationwide Charitable Trust	2,000	
Individuals	100	
	22,953	76,951
	59,212	118,391

4. **STAYING PUT/SAFE & SOUND - Income Resources**
(See Note 2)

	<u>2007</u>	<u>2006</u>
	£	£
Nottingham City Council Grant	143,076	103,760
Fee Income	105,392	58,330
Payments to Subcontractors	986,091	528,974
	1,234,559	691,064
	1,234,559	691,064

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

5. **SURPLUS ON SHOPS**

	<u>Eastwood</u>	<u>ACE</u>	<u>Mansfield Shop</u>	<u>West Bridgford</u>	<u>Total 2007</u>	<u>Total 2006</u>
	£	£	£	£	£	£
<u>Takings</u>	40,689	6,049	77,925	52,776	177,439	153,264
	=====	=====	=====	=====	=====	=====
<u>Direct and Overhead Expenses</u>						
Purchases	2,693		833	1,059	4,585	3,949
<u>Less</u> Closing Stock	0					0
Staff Costs & Volunteer Expenses	22,836		30,362	25,832	79,030	61,197
Rent, Rates and Water	10,225		14,037	12,633	36,895	37,091
Light and Heat	1,511		1,083	1,030	3,624	3,245
Cleaning, Repairs, Renewals and Insurance	806		681	1,293	2,780	5,491
Telephone	220		590	172	982	1,343
Advertising	879		1,194	333	2,406	2,570
Depreciation	51		50	118	219	189
Sundry Expenses	461		436	800	1,697	2,287
Other Overheads	6,447		7,893	6,528	20,868	14,759
Share of Surplus to Age Concern England/Eastwood	0	262			262	510
Transport and Collection	1,041		6,366	928	8,335	10,463
	=====	=====	=====	=====	=====	=====
	47,170	262	63,525	50,726	161,683	143,094
	=====	=====	=====	=====	=====	=====
Designated Funds Used	748		1,166	451	2,365	2,316
	(5,733)	5,787	15,566	2,501	18,121	12,486
	=====	=====	=====	=====	=====	=====

Note

Within designated funds a shop sinking fund has been built up to cover unusual repair and maintenance work, during the year £2,365 has been used out of this fund.

The Eastwood shop has seen a significant downturn in sales which has led to the decision by the Board of Trustees not to renew the lease after November 2007.

Income from the Age Concern England profit share was £5,466 lower than the amount received during 2006, due to back dated rent increases as a result of a rent review which took place during the year.

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

6. FUNDRAISING AND PUBLICITY

Unrestricted Funds

	<u>2007</u>	<u>2006</u>
	£	£
Salaries	25,215	14,194
Postage, Printing and Stationery	2,353	1,140
Advertising and Publicity	3,342	1,933
Other Costs	4,807	2,283
	35,717	19,550
	35,717	19,550

Note

The costs of fund raising are shown as £35,717 with corresponding income of £14,982.

7. GOVERNANCE COSTS

	<u>Unrestricted</u>	<u>Total</u>
	<u>Total</u>	<u>2006</u>
	<u>2007</u>	<u>2006</u>
	£	£
Annual General Meeting & Annual Report Production	7,313	6,943
Audit and Accountancy	11,217	9,490
Board Meetings	15,053	14,048
Board of Trustees Expenses & Training	214	20
Legal and Professional	5,270	2,339
	39,067	32,840
	39,067	32,840

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 each service area. Also a rent is charged for use of the offices at Bradbury House, Peachey Street and the Sybil Levin Centre, which is allocated out on a floor area basis. The split by expenditure category is shown below:

	Office Rent	Central Overheads	Total 2007	Total 2006
	£	£	£	£
Merchandising	0	19,299	19,299	13,902
Fundraising	0	0	0	0
Trading Subsidiary	12,197	30,924	43,121	29,063
Housing Services	39,442	195,191	234,633	209,240
Community & Advocacy	16,069	72,966	89,035	110,523
Day Care	2,170	57,897	60,067	52,275
Core Activities	<u>6,976</u>	<u>12,865</u>	<u>19,841</u>	<u>19,371</u>
	<u>76,854</u>	<u>389,142</u>	<u>465,996</u>	<u>434,374</u>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

8. TOTAL RESOURCES EXPENDED

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other Costs</u>	<u>Total 2007</u>	<u>Total 2006</u>
	£	£	£	£	£
Direct Charitable Expenditure	2,123,171	109,678	1,452,946	3,685,795	3,140,457
Fundraising and Publicity					
- shops	76,884	219	84,580	161,683	143,094
- other	25,215	0	10,502	35,717	19,550
Governance Costs			39,067	39,067	32,846
Trading Subsidiary Costs			300,501	300,501	365,560
	<u>2,225,270</u>	<u>109,897</u>	<u>1,887,596</u>	<u>4,222,763</u>	<u>3,701,507</u>
				<u>2007</u>	<u>2006</u>
				£	£
Staff Costs:					
Wages and Salaries				1,968,625	1,801,238
Social Security Costs				164,035	160,566
Pension Costs				92,610	89,265
				<u>2,225,270</u>	<u>2,051,069</u>
				<u>2007</u>	<u>2006</u>
				£	£
Other Costs:					
Audit				11,537	9,816
Grants - repair works for individuals				1,017,809	569,550
Property Costs				113,379	108,771
Travel Costs and Volunteers' Expenses				89,626	72,567
Transport Costs				43,935	40,134
Advertising and Office Expenses				197,532	233,522
Training				44,275	38,524
Legal and Professional				7,477	35,765
Miscellaneous				61,525	74,320
Trading Subsidiary Costs				300,501	365,560
				<u>1,887,596</u>	<u>1,548,529</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>2007</u>	<u>2006</u>
	No.	No.
No employee earned £60,000 p.a. or more		
The average number of full-time equivalent employees, analysed by function, was:		
Direct Charitable Services	88	84
Fundraising and Publicity	9	7
Management and Administration of the Charity	<u>16</u>	<u>15</u>
	<u>113</u>	<u>106</u>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(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 2006	8,317	1,165,458	167,872	136,966	92,652	1,571,265
Additions in Year		500,105	9,633	10,253		519,991
At 31st March 2007	8,317	1,665,563	177,505	147,219	92,652	2,091,256
<u>Depreciation</u>						
At 1st April 2006	1,012	248,124	120,773	57,235	79,762	506,906
Charge for Year	416	57,137	42,801	8,998	8,037	117,389
At 31st March 2007	1,428	305,261	163,574	66,233	87,799	624,295
<u>Net Book Values</u>						
At 31st March 2007	6,889	1,360,302	13,931	80,986	4,853	1,466,961
At 31st March 2006	7,305	917,334	47,099	79,731	12,890	1,064,359

(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 2006	1,165,458	149,748	123,714	92,652	1,531,572
Additions in Year	499,200	8,523	9,279		517,002
At 31st March 2007	1,664,658	158,271	132,993	92,652	2,048,574
<u>Depreciation</u>					
At 1st April 2006	248,124	110,495	54,103	79,762	492,484
Charge for Year	57,092	36,879	7,889	8,037	109,897
At 31st March 2007	305,216	147,374	61,992	87,799	602,381
<u>Net Book Values</u>					
At 31st March 2007	1,359,442	10,897	71,001	4,853	1,446,193
At 31st March 2006	917,334	39,253	69,611	12,890	1,039,088

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

10. **DEBTORS**

	<u>The Group</u>		<u>The Company</u>	
	<u>2007</u>	<u>2006</u>	<u>2007</u>	<u>2006</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Grants Receivable	307,185	112,511	307,185	112,511
Prepayments	20,779	9,268	15,356	9,268
Other Debtors	53,224	77,134	74,073	60,745
VAT	0	6,912	0	6,912
Donations Receivable	4,360	28,829	4,360	28,829
	385,548	234,654	400,974	218,265

11. **RESTRICTED FUNDS**

Funded by:

	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
	<u>1.4.2006</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2007</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)	9,489	39,260	44,732	4,017
Home Maintenance Sinking Fund (Van)	15,921			15,921
Home Maintenance (West Area)	7,815	16,597	19,402	5,010
Home Maintenance (West Area) Sinking Fund	2,504			2,504
<u>The Skerritt Trust</u>				
General	4,104	26,000	26,045	4,059
<u>Age Concern England/E-on</u>				
Home Service	2,107		211	1,896
Energy Right		18,225	15,091	3,134
<u>General Donations</u>				
Staying Put Hardship Fund	939	60	44	955
<u>Nottingham Primary Care Trust</u>				
Super Insulation	5,364		3,028	2,336
First Link	2,182		218	1,964
<u>Nottingham Health Authority</u>				
City Hospital Discharge		10,000	4,617	5,383
<u>New Deal For Communities</u>				
Stay Safe		54,378	54,378	0
<u>TOTAL</u>	50,425	166,020	169,266	47,179

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

11. **RESTRICTED FUNDS** (continued)

Funded by:

	<u>Balance</u> <u>1.4.2006</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2007</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	83		8	75
Rushcliffe Continuing Care Support Worker	251		26	225
<u>Help the Aged</u>				
Advice Service	1,085		109	976
<u>Department of Health</u>				
Direct Payments	1,071		502	569
<u>Nottinghamshire County Council</u>				
West Bridgford Visiting Scheme	1,274	32,738	33,641	371
Mansfield Kindred Spirits	-	31,448	31,448	0
Greater Nottingham Kindred Spirits	-	18,498	18,498	0
Advocacy Scheme	-			0
Advocacy North Notts	188		19	169
Generic Advocacy		105,842	104,283	1,559
Direct Payments		40,900	40,900	0
Link Age Community Outreach		8,243	2,387	5,856
Link Age Shopping service		8,604	1,584	7,020
<u>Nottingham City Council</u>				
Generic Advocacy		16,364	16,364	0
Home Safety	139		14	125
Kindred Spirits		14,570	14,570	0
Age Well		4,374	4,041	333
<u>National Lottery Charities Board</u>				
Mobile Resource	58		6	52
Kindred Spirit	299		30	269
<u>Age Concern England</u>				
Age Resource Information & Advice	315		32	283
Emergency Heating/Cooking Fund	545			545
Sloppy Slippers	391	1,000	823	568
Direct Payments		250	250	0
<u>Nottingham Primary Care Trust</u>				
Age Well Project	92		9	83
Electric Blankets	1,920		1,920	0
<u>Ashfield District Council</u>				
Safe & Warm Sutton-in-Ashfield	192		192	0
<u>Partnership Grant</u>				
Promotional Work	2			2
<u>DEFRA</u>				
Advice Service Rural Areas	631	21,542	21,782	391

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

11. **RESTRICTED FUNDS** (continued)

Funded by:

	<u>Balance</u> <u>1.4.2006</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2007</u>
	£	<u>Incoming</u> £	<u>Outgoing</u> £	£
<u>COMMUNITY & ADVOCACY</u>				
<u>General Donations</u>				
Direct Payments		674	674	0
Gedling Carers – Department for Constitutional Affairs		150	150	0
Generic Advocacy		88	88	0
Counselling – Individuals	-	250	250	0
Residents Rep		150	150	0
Advice Centre	312		312	0
Kindred Spirits Mansfield - Social Fund	1,149	9,596	10,723	22
Kindred Spirits Mansfield				
Individuals	-	1,039	1,039	0
Kindred Spirits Social Fund	29	7,575	6,626	978
The Harry Dunn Charitable Trust – WB Visiting	1,535	1,000	2,021	514
Individuals		25	25	0
Kindred Spirits				
The Bank of England	-	250	250	0
Individuals	-	5,573	5,573	0
Capital Shopping – Locks	1			1
<u>TOTAL</u>	11,562	330,743	321,319	20,986
<u>DAY CARE</u>				
<u>Nottingham City Council</u>				
Sybil Levin Centre	9,960	96,987	97,485	9,462
<u>Nottinghamshire County Council</u>				
Stapleford		10,608	10,608	0
Mansfield	-	20,500	20,500	0
Newark	423	25,516	25,559	380
<u>The Skerritt Trust</u>				
Sybil Levin Decorating	2,565		151	2,414
<u>General Donations</u>				
Stapleford Day Care		50	50	0
Sybil Levin Centre- Building	7,237		443	6,794
McCarthy & Stone – Security	427		25	402
Barclays Bank carpets	984		328	656
Grant Thornton	2,250		225	2,025
Yorkshire Building Society	1,305		131	1,174
The Skerritt Trust	9,500		500	9,000
Anonymous	38,000		2,000	36,000
The Percy Bilton Charity	4,750		250	4,500
New Appeals	5,607		561	5,046
The Robert McAlpine Trust	7,386		389	6,997
Sybil Levin Centre (High Sheriff of Notts Appeal)	133,256		9,239	124,017
Newark Day Care – The Beatrice Lang Trust	347		34	313
Worksop Day Care – The Beatrice Lang Trust	421		44	377
<u>Sainsburys Plc</u>				
Sainsburys Project	566		57	509

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

11. **RESTRICTED FUNDS** (continued)

Funded by:

	<u>Balance</u> <u>1.4.2006</u> £	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2007</u> £
		<u>Incoming</u> £	<u>Outgoing</u> £	
<u>Ashfield Lunch Clubs</u>				
Coalfield Regeneration Trust		20,803	20,803	0
The Nationwide Foundation		2,000	2,000	0
Individuals		100	100	0
<u>TOTAL</u>	224,984	176,564	191,482	210,066
<u>CORE SERVICES</u>				
<u>Age Concern England</u>				
Bradbury House Building	11,843		544	11,299
Learning Disabilities Project	4,167	833	5,000	0
Upper Parliament Street		4,300	215	4,085
<u>Nottingham City Council/Transact Grant</u>				
Travel Plan	14,398		840	13,558
<u>65th Anniversary</u>				
Couttes Foundation (London)		500		500
<u>Awards for All</u>				
Showcase of talent		2,423	2,423	0
<u>General Donations</u>				
Bradbury House Building	350,860		15,692	335,168
<u>TOTAL</u>	381,268	8,056	24,714	364,610
<u>TOTAL RESTRICTED FUNDS</u>	668,239	681,383	706,781	642,841

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS
DIRECT CHARITABLE PURPOSES

<u>Restricted Funds</u>	<u>Tangible Fixed Assets</u>	<u>Net Assets</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>
65 th Anniversary		500	500
Gedling Development Officer	75		75
Advice Service – Help the Aged	976		976
Direct Payments	569		569
City Hospital Discharge – Health Authority		5,383	5,383
Home Maintenance (Hospitals)	2,524	17,414	19,938
Home Maintenance (West Area)	5,010	2,504	7,514
Home Safety	125		125
Age well	333		333
Transact Travel Plan	13,558		13,558
National Lottery Charities Board - Kindred Spirits	269		269
Kindred Spirits Mansfield Social Fund		22	22
Skerritt Trust - General		4,059	4,059
- Sybil Levin	2,414		2,414
Sainsbury's Project	509		509
Staying Put - Hardship Fund	403	552	955
Kindred Spirits Social Fund		978	978
Age Concern England – Building	11,299		11,299
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	124,017		124,017
Age Concern England – Upper Parliament Street	4,085		4,085
Age Concern England – Energy Right	665	2,469	3,134
Rushcliffe Continuing Care Support Worker	225		225
Home Service	1,896		1,896
Bradbury House Building	335,168		335,168
Age Well Projects	83		83
National Lottery Charities Board - Mobile Resource	52		52
Age Concern England – Emergency Heating/Cooking fund		545	545
Age Resource Advice and Information	283		283
West Bridgford Visiting Scheme	371	514	885
Super Insulation		2,336	2,336
Sybil Levin Building	9,993		9,993
- The Skerritt Trust	9,000		9,000
- Anonymous	36,000		36,000
- The Percy Bilton Charity	4,500		4,500
- New Appeals	5,046		5,046
- The Robert McAlpine Trust	6,997		6,997
McCarthy & Stone Camera	402		402
First Link	1,964	0	1,964
Sybil Levin Centre – Nottingham City Council	9,462	0	9,462
Newark Day Care	693		693
Worksop Day Care	377		377
Sybil Levin – Barclays	656		656
DEFRA	391		391
Age Concern England – Sloppy Slippers		568	568
Partnership Work		2	2
Link Age Community Outreach	1,675	4,181	5,856
Link Age Shopping service		7,020	7,020
Advocacy North Notts	169		169
Generic Advocacy	1,559		1,559
Capital Shopping – Locks		1	1
<u>RESTRICTED FUNDS AT 31ST MARCH 2007</u>	593,793	49,048	642,841
<u>OTHER PURPOSES</u>	873,168	395,779	1,268,947
<u>TOTAL ASSETS</u>	1,466,961	444,827	1,911,788

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

13. DESIGNATED FUNDS

	<u>Balance</u> <u>1st April 2006</u> £	<u>Movement</u> <u>in Resources</u> £	<u>Transfers</u> <u>between Funds</u> £	<u>Balance</u> <u>31st March 2007</u> £
Events/Campaigns	5,000	3,873		1,127
Health Safety	500			500
Welfare Fund	264	50		214
Sinking Fund –				
Information Technology	28,384	7,162		21,222
Buildings	77,469	5,606	(1,269)	70,594
Sybil Levin Minibus	10,000	6,007		3,993
Minibus Fund	35,000			35,000
Home Maintenance Vehicles	7,300			7,300
Shops	32,684	2,365		30,319
Staff Conference	10,301	5,615	900	5,586
Building Fund	15,880		(15,880)	0
Community Development /Residents Rep	32,831	32,831	14,400	14,400
Ashfield Luncheon Clubs	10,359	8,103		2,256
Advice & Information	89,107	89,107	110,600	110,600
Counselling	22,366	22,366		0
Training Department	20,889	20,889	20,000	20,000
	<u>398,334</u>	<u>203,974</u>	<u>128,751</u>	<u>323,111</u>

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.

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

	<u>2007</u> £	<u>2006</u> £
Gross Incoming Resources	3,763,171	3,604,322
Merchandising Costs	(161,683)	(143,094)
Fundraising Costs	(35,717)	(19,550)
Expenditure on charitable activities	(3,685,795)	(3,140,463)
Governance Costs	(39,067)	(32,840)
Net (Outgoing)/Incoming Resources	<u>(159,091)</u>	<u>268,375</u>
Balance brought forward from previous year	2,045,999	1,777,624
Total Funds carried forward	<u>1,886,908</u>	<u>2,045,999</u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2007

(continued)

16 SUBSIDIARY COMPANY

The Charity owns the whole of the issued ordinary share capital of 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 Ltd

	<u>2007</u>	<u>2006</u>
	£	£
Turnover	374,298	455,178
Cost of Sales	1,193	8,483
Gross Profit	373,105	446,695
Administrative Expenses	332,578	358,166
Gifted to Charity	40,856	75,704
<u>Net (Loss) Profit</u>	(329)	12,825
The aggregate of the assets, liabilities and funds was:		
Assets	92,067	111,241
Liabilities	(67,187)	(86,032)
	24,880	25,209
Share Capital	2	2
Profit and Loss Account	24,878	25,207
Funds	24,880	25,209

17. LEASING COMMITMENTS

At 31st March 2007, the group had annual commitments under non-cancellable operating leases as detailed below:

	<u>2007</u>		<u>2006</u>	
	<u>Land and Buildings</u>	<u>Other</u>	<u>Land and Buildings</u>	<u>Other</u>
	£	£	£	£
Operating Leases which expire:				
Within one year			3,938	
Within two to five years	5,850	14,000		13,502
Over five years	42,417		52,000	-
	48,267	14,000	55,938	13,502

17. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration during 2007 or 2006. Trustees' expenses of £29 (2006: £20) were reimbursed during the year.

The Charity would like to thank the following for their support last year:

Age Concern England	Gray Trust
Age Concern Enterprises	Grant Thornton
Ashfield Primary Care Trust	Harry Dunn Charitable Trust
Awards for All	Help the Aged
Barclays Bank plc	J Allan
Bank of England	J N Derbyshire Trust
Bassetlaw Primary Care Trust	Mansfield Area Strategic Partnership
Blythens	Mansfield Primary Care Trust
Broxtowe and Hucknall Primary Care Trust	Nationwide Charitable Trust
Business in the Community	New Opportunities Development Fund
CAF Bank Ltd	Newark & Sherwood Primary Care Trust
Castle College, Nottingham	Nelsons
Castle Masonic Group	Nottingham City Council
C Clarke	Nottingham City Hospital Trust
Chilwell Manor Golf Club	Nottingham Energy Partnership
Coalfield Regeneration Trust	Nottingham Primary Care Trust
Couttes Foundation	Nottingham Trent University
Coventry Building Society	Nottinghamshire County Council
Department of Environment, Transport and the Regions	Nottinghamshire Healthcare Trust
Department for Constitutional Affairs	Positive Futures
Department for Environment, Food and Rural Affairs	Powergen
Department of Health	Rothera Family Trust
E-on	Roystones Solicitors
Experian	Rushcliffe Primary Care Trust
Focus DIY Limited	S Hannah
Forman Hardy Charitable Trust	Sir John Eastwood Foundation
Freethcartwright	Skerritt Trust
Gedling Primary Care Trust	Victoria Centre, Nottingham
	Warren & Allen
	Young and Pearce

MISSION STATEMENT

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