

**Age Concern Nottingham
and Nottinghamshire**

Limited by Guarantee

**ANNUAL REPORT
& ACCOUNTS**

**for the year ended
31ST March 2008**

Making More of Life

Acknowledgement:

The Trustees would like to express their appreciation to Nottingham City Council, Nottinghamshire County Council, our local 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 Charity No. 1067881
A company limited by guarantee,
Registration No. 3455485

President:

Cdr Peter R Moore RD*,DL,RNR

Life Vice Presidents:

Mrs I Aynsley
Mrs O Baines
Mr R Batterbury
Mrs P Davies
Mrs J Hackett
Mr T Martin

Mrs J Lewis
Mr T Parr
Mrs B St C Harlow
Mr L Stevens
Miss M Timson
Mrs V Wright

Board of Trustee Directors:

Mr E G Edwards (Chair & Honorary
Financial 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 K Hoyland
Mr N Williamson
Mrs P Davies
Dr R Harwood



Age Concern Local Trading Limited

A company limited by guarantee,
Registration No. 03028410

Board of Directors:

Mr R G Batterbury (Chair until 21/05/08)
(Resigned 21/05/08)
Mr E G Edwards
Mrs S I Warzynska (Chair from
21/05/08)
C. Parkin (appointed 21/11/07)
E. A. Gregory (appointed 21/05/08)

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

Mr. D. Timcke (Company Secretary)

**Age Concern Business Directory
Limited**

A company limited by guarantee,
Registration No. 06393966

Board of Directors:

Mrs S I Warzynska (Chair)
Mr E G Edwards
Mr M I Tinkler
Visav Limited

Mr M I Tinkler (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 20th August at 2.00 pm
in
The Lecture Room at
The New Mechanics
North Sherwood Street
Nottingham**



Staff of Age Concern Nottingham and Nottinghamshire (31/3/08)

Senior Management Team

Mick Tinkler	Chief Executive
David Timcke	Executive Officer (Marketing and Income Generation)
Diane Trinder	Executive Officer (Services)
Michelle Elliott	Finance and Administration Manager
Simon Cook	Service Manager (Community Services and South Notts)
Chris Salter	Service Manager (Day Care and North Notts)
Scott Smith	Service Manager (Information & Advice and Policy)
John Wheeldon	Service Manager (Housing and City)

Staff

Trina Allcock	Office Cleaner (Northern Office)
Alison Allen	Age Well Co-ordinator
Robert Anderson	Advocate (Community)
Zahid Aziz	Support Worker (First Link)
Paula Bailey	Home Safety Manager
Darren Barker	Staying Put Manager
Adrian Bingley	Lunch Club Co-ordinator
Lynn Bland	Care Assistant (Sybil Levin Centre)
Hilary Bostock	Lunch Club Co-ordinator
Margaret Brader	Care Assistant (Newark Day Centre)
Christine Bradley	Office Cleaner (Bradbury House)
Phil Brealey*	Insurance Arranger
Neil Brittain	IT Manager
Lisa Bromwich	Support Worker (First Link)
Paul Brotherton	Support Worker (First Link)
Angela Brown	Service Co-ordinator (Visiting)
Lynn Burton	Retail Manager
David Buxton	Support Worker (First Link)
Mary Cann	Regional Day Care Manager
Sandra Clark	Advocate (Mental Health)
Ruth Coffey	Advocate (Rehabilitation)
Mick Connelly	Service Co-ordinator (Home Safety)
Glenys Conway	Care Assistant (Gedling Day Centre)
Linda Crick	Advocacy Manager



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)
Patrick Dyer	Driver (Sybil Leyin 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
Emma Gilbert	Care Assistant (Sybil Levin Centre)
Nicola Grantham	Clerical Assistant (Staying Put)
Kate Greaves	Team Leader (Energy Right)
Joanne Greenwood	Support Worker (First Link)
Debbie Griffiths	Care Assistant (Sybil Levin Centre)
Trevor Hackworth	Service Co-ordinator (Home Safety)
Kay Hammond*	Insurance Arranger
Chris Hawkes*	Insurance Arranger
Peter Haynes	Information & Advice Co-ordinator
Phillida Hayward	Support Worker (First Link)
Alice Headford	Advocate (City Hospital)
Siân Hopkins	Assistant Administrator (Central Services) and HR Administrator
Sue Hudson	Care Assistant (Mansfield)
Margaret Humphreys	PA to Executive Team
Asche Jacobs	Community Outreach Co-ordinator
Sophie James	Service Co-ordinator (Kindred Spirits – South)
Averil Johnson	Support Worker (First Link)
David Johnson	Cook (Sybil Levin Centre)
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)
Jean Kerslake	Deputy Shop Manager (West Bridgford)
Madeline Littlewood	Support Worker (First Link)
Marie Littlestone	Home Maintenance Co-ordinator



Tony Loggenberg*	Insurance Arranger
Lily Lomas	Support Worker (First Link)
Jackie McGuinness	Team Leader (First Link)
Sandra McLelland	Funding Development Manager
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)
Gail Maxfield	Support Worker (First Link)
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	Team Leader (First Link)
Louise Osbourne	Day Centre Organiser (Newark Day Centre)
Laura Page	HR Administrator
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)
Lorraine Rhodes	Service Co-ordinator (Gedling Carers)
Deborah Round	Assistant Co-ordinator (Shopping Service)
Michelle Sanderson	Sybil Levin Centre Manager
Sarita Saparia	Support Worker (First Link)
Jo Scott	Assistant Co-ordinator (Kindred Spirits – South)
Angela Skinner	Care Assistant (Sybil Levin Centre)
Lilian Smith	HR Manager
Judith Southall	Finance Assistant
Joyce Steel	Support Worker (First Link)
Suzy Stephens	Training Administrator
Bob Stephenson	I & A Administrator
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)
Eileen Tomany	Training Manager
Steve Towe	Day Centre Organiser (Mansfield Day Centre)
Lisa Turner	Service Co-ordinator (Shopping Service)
Adele Walker	Community Outreach Co-ordinator
Elaine Watson	Support Worker (First Link)
Terry Watson	Driver (Sybil Levin Centre)
Jennifer Wattley	Receptionist/Adviser (Bradbury House)
Nicky Wheddon	Group Support Worker
Beverley White*	Insurance Arranger
Jane Whitehead	Service Co-ordinator (Hospital Discharge)
Ruth Widdowson	Shop Manager (West Bridgford Shop)
Carol Wilby	Community Manager
Anne Winship	Information & Advice Co-ordinator
Kevin Winship	Information & Advice Co-ordinator
Sarah Wood	Advocate (Community)

*Employed by Age Concern Local Trading Limited

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

Smith Cooper Nottingham merged with Blythens during the year

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

2007 marked the 65th Anniversary of the founding of Age Concern Nottingham and Nottinghamshire (ACNN). The year saw a series of celebrations throughout the City and County.

In 1942, Age Concern Nottingham and Nottinghamshire was born, with only a handful of committed volunteers. Today, we employ over 180 staff, have over 200 dedicated volunteers and we help over 50,000 people every year.

It is estimated that over the last 65 years, the charity has touched the lives of around 2 million people.

In 2007, we celebrated our past achievements, the valuable work we do today, and our vision for the future.

As reported in last years Annual Report, the celebrations commenced with the Planting of 65 oak trees in Sherwood Forest during March. Celebrity gardener Diarmuid Gavin was joined by local school children, representatives from Kindred Spirits, Balderton Knit & Natter, volunteers from Reuters and Experian along with staff and Board members all helped out to plant the Age Concern Wood which will be a lasting legacy for hundreds of years to come.

In memory of Ken Hazard, a Limited Edition Age Concern Beer was launched. The beer, 'Auld Ken', was made locally by Castle Rock Brewery. It was an excellent opportunity to mark the significant contribution Ken made to the work of ACNN.

We developed a Time Capsule which spent 2007 in Mill Gate Museum in Newark, to be used as an educational piece for schools visits. We plan to bury the capsule at a proposed new Visitor Centre at the Queen's Sconce Civil War earthwork.

Community Groups, schools, business and service users were invited to put items into the capsule. For the launch, which was held in May, children from Newark wrote a 'letter to the people of the future'

A 65th Anniversary Age Concern Nottingham and Nottinghamshire flowerbed was launched at Nottingham Castle in June and judged in the annual Nottingham in Bloom competition.

The flowerbed was designed after consultation with older people at the Sybil Levin Centre. We asked our Service Users what ACNN meant to them, took the ideas away and gave them to the designers from Nottingham in Bloom.

To celebrate and recognise our volunteers, we held two events, one in the North of the County and one in Nottingham City. They both took place during National Volunteer Week in June.

A special 65th Anniversary Show Case of Talent was held in July, this was followed by an exhibition marking our 65th anniversary in August. 'Age Concern hits Pension Age' featured snapshots of Nottingham over the last 65 years. It was housed at the local community museum, Brewhouse Yard.



The year of celebrations culminated in a Celebration Party Day in September at Nottingham Castle. This lively day was attended by nearly 3,000 people and included live music and entertainment that spanned the ages; craft and funfair stalls, games for the youngsters, an activity Tent, clowns and face painters, interactive displays and shows and a very special flyover by a WWII Lancaster Bomber.

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

Our President Eric Barnes retired during the last year. Eric has significantly contributed to the work of the charity over the past few years and he will be missed by us all. I am pleased to report that Peter Moore has agreed to take up the president position following his term of office as High Sheriff of Nottinghamshire.

Peter retired from Tenon Ltd, a leading firm of chartered accountants, based on Gregory Boulevard, in 2004. He was appointed as a Deputy Lieutenant of the County in 2002.

Peter has always had an interest in the sea and was a member of the Naval Reserve, which led to his appointment as Lieutenant Commander and Executive Officer of HMS Sherwood.

Thanks must go to everyone connected with the work of the charity for its continued success and development but particularly to the Chief Executive, Mick Tinkler, whose energy and enthusiasm for his work remains undiminished. He

is constantly seeking new ways to improve and expand not only the range and delivery of services but also the financial resources of the charity. His leadership skills are exemplary and he continues to maintain and develop excellent working relationships with a wide variety of individuals and organisations. That the charity will continue to develop and expand under his leadership combined with the outstanding contribution of all the managers and staff is undoubted.

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.

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. The successes of individual services are detailed in this annual report. However I would like to make a special mention of a few services in this section of the report.

Our Home Improvement Agency, Staying Put, in partnership with Nottingham City Council and the Skerritt Trust, enabled over £1.6 million of improvements to be carried out to older people's homes in the city. This represents the largest capital programme ever carried out by our team.

Our Information & Advice team had another very successful year that has led to over two and a half million pounds of benefit gains as a result of the advice they have given to local older people.

Following directives issued by the European Union, that have now been established in UK law, we find ourselves in an environment where the procurement of public services is now the subject of competitive tendering. The charity has undertaken considerable work over the last 18 months to ensure it is well positioned to take advantage of the opportunities that this will provide over the coming years.

I have chaired the national Age Concern Public Services Development initiative and am now the regional representative for the new Age Concern Public Services Support Group. I have also

established the new Age Concern East Midlands Tendering and Public Services network which I chair. It is vital that ACNN continues to be engaged in this area of work if we are to continue to provide essential support services to older people in the city and county. The charity became accredited with the nationally recognised quality standard (ISO:9001) and the environmental standard (ISO:14001) during the last year. This has involved significant work to ensure we have robust systems in place, the work of the charity will be further enhanced as a result of having these standards in place and they will also assist us with the tendering process for public services.

The charity was also successful in continuing to meet the Age Concern quality framework, *Quality Counts*, following an external audit of our work last year. This has also led to the charity gaining an endorsement from our regulator, the Charity Commission, as we are now able to display a logo to show its endorsement of quality standards that "are compatible with the requirements of 'Hallmarks of an Effective Charity' and having an element of independent verification of meeting those standards". ACNN was also selected as a "Beacon of Good Practice" by the Age Concern federation.

The Board of Trustees and Management Team reviewed the risk management systems that are in place within the charity last year which has led to the establishment of monthly reviews of our risk register and control systems.



Everyone in the charity was shocked and disappointed last year when we heard that our tender to continue to provide the First Link support service was not successful. The First Link service was established six years ago and is a very successful service which is held in high regard by older people and the professionals who use it. We will be sad to see colleagues transfer to the new provider of this service, Metropolitan Housing, during June 2008. I trust that the staff that move across to Metropolitan will continue to provide the service to the same high standards that they have whilst this was provided by ACNN.

Another change in service provider occurred last year when Nottingham City Council and Nottinghamshire County Council decided to tender for a combined adult and older people Direct Payment Support Service. As this newly commissioned service involved younger adults, as well as older people, ACNN was not able to tender for it. This has led to the transfer of our Direct Payment Support Team to a new provider, The Rowan Organisation.

ACNN successfully tendered for a new service last year which will see an expansion of our existing home maintenance service in Nottingham City. We also secured financial support from the Lankelly Chase Foundation which will enable us to develop a structured activity programme specifically tailored for older prisoners at HMP Whatton.

We continue to seek ways of generating income to enable us to carry out our charitable works. Our trading company had a very successful year with a record

£44,500 being donated to the charity at the end of the year.

Our trading operation is the most successful in the country topping the Age Concern league tables for Home Insurance, Travel Insurance and Utilities, and second place for Funeral Plans. We have also been awarded the inaugural shield for the top performing Age Concern for Home insurance sales, the trophy for best travel insurance sales in the country and the E-on Trophy for the best energy sales in the country.

Another investment in income generation has been the establishment of a dedicated storage unit in Blidworth to support our second hand furniture store in Mansfield. Whilst the initial cost of establishing this has had an impact on the profit of the shop during the last year due to the set up costs, this should provide sustainable additional income in future years.

A further investment in sustainable income generation has been the establishment of our new Age Concern Business Directory initiative. This has led to the formation of a new ACNN subsidiary company, Age Concern Business Directory Ltd.

This is the first web-based directory to be developed specifically for older people by Age Concern. It can be found at:

www.AgeConcernBusinessDirectory.co.uk

The website is designed to connect older people to a wide variety of local companies and organisations offering



reasonable, reputable and reliable products and services.

We need to continue 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.

Last year saw the official opening of the Enhancing the Healing Environment Project on Silver Birch Ward at Highbury Hospital which is an excellent facility. One of our Patients' Representatives, Ruth Coffey, has been involved with this project over the last two years. Her significant contribution to this, and her work as an advocate within Nottinghamshire Healthcare NHS Trust, was recognised by the recent honorary OSCAR (Outstanding Staff Contribution and Recognition Scheme) award made to Ruth by the Chair of the Trust, Professor Claire Chilvers.

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.

One example of this last year was the proposals by Nottinghamshire County Council to review their Care Home provision. ACNN was the only charity to be actively engaged throughout the period of time the sub-committee of the cabinet considered options for the future of this provision. We ensured they considered the implications of proposals

and the impact on individual older people's lives.

As a result of the consultation regarding these proposals the County Council will be making a one-off investment of £19 million to care for older people, plus an extra £800,000 a year on an on-going basis. Extra Care facilities will be developed in every district around the county, some older sub-standard care homes will close and some new homes will be built.

ACNN has provided independent advocacy and support to residents and relatives of older people in the care homes that may have been impacted by these changes, and this support will continue whilst the changes come to fruition over the coming years.

I can assure you that we will continue to work with our partners, in particular local health trusts and local authorities in the city and county, 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 members of the **Housing Services Team** have completed another successful year working hard to enable older people to live independently and safely in their own homes.

Its nine services are:

- **Staying Put** (home improvement agency)
- **Safe and Sound** (free home safety checks)
- **Home Maintenance Service** (small household repairs)
- **Stay Safe** (falls prevention project)
- **SeniorLink** (emergency pendant operated link to a dedicated call centre)
- **First Link** (a floating housing support service)
- **Hospital Discharge Service** (a post-hospital discharge volunteer support service)
- **EnergyRight** (free home energy checks to help save energy and remove older people from fuel poverty)
- **Victim Care Unit** (repairs to property for victims of crime)

The team, consisting of the Manager of Staying Put, the Manager of Safe and Sound and SeniorLink, Senior Case Workers, Co-ordinators, Handypersons, Administrative support staff, an Assistant Practitioner (in partnership working with the City Primary Care Trust), volunteers and the Service Manager, worked together to enhance the lives of the older people they served during the year.

The Home Improvement Agency, **Staying Put**, in a valued partnership with Nottingham City Council, made 151 City houses decent under the Government's Decent Homes – Housing Health and Safety Rating System. Improvements included:

- Installing or up-dating central heating
- Rewiring
- Treating causes of damp
- Removing asbestos
- Renewing paths to prevent falls

Home safety help and advice was given by the **Safe and Sound** staff, providing 380 free home safety checks for City residents, reducing high risks in their homes by over 70%. The service achieved a 100% satisfaction feedback and 88% of people stated that all their home safety issues had been resolved as a result of the **Safe and Sound** visit.

The **Stay Safe NDC** team ensured that 386 Hyson Green and Radford residents (39% 75 years+) received falls prevention and healthy eating advice, had disability living aids fitted and many attended Postural Exercise classes held in local community centres. All participants in the Postural Exercise classes showed improved mobility and confidence. The fear of falling was reduced and some ventured out on their own for the first time in months.

Working with our **Home Maintenance Service (HMS)** the **Stay Safe** project fitted 139 grab rails as part of our falls prevention work.

The **Home Maintenance Service** enabled 966 older people living in Greater Nottingham to have small jobs



such as the fitting of stair rails and grab rails, door chains, window and door locks, curtain rails, shelving and key safes to be completed by a reliable and trusted Handyperson. The **Home Maintenance Service** received between 90 and 100 requests for assistance every month and achieved 100% satisfaction feedback.

SeniorLink (in partnership with Help the Aged) fitted 154 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.

The largest of the housing services, **First Link**, the floating support service, helped a total of 441 older people with housing-related issues last year, enabling the majority of them to live independently in their own homes in the community. Funded by the Supporting People programme of the City Council, it is available to older people aged 60 and over, living within the City's boundaries.

Last year the service took 464 referrals, 32 more than the previous year. It is interesting to note that the very first person supported by the service in 2002 re-referred himself during this period. The average age of our service users in the past year was 79 years with the oldest person being 99 years of age.

Thirty percent of our service users were from the City's Black and Minority Ethnic communities, indicative of our continued success in engaging with these communities. This is largely down to the fact that the service continues to be able to offer language skills. Between

them, First Link Support Workers speak 11 languages in addition to English.

As in other years, service utilisation in each quarter has been very high (average 98.5%) with an average turnover of 142.6%. First Link fulfils its role as a short-term support service with the average duration of support being 7.4 months. However, we recognise that some of our service users will need help indefinitely and the length of the support period is always determined by their needs.

In every quarter of the year, over 97% of users were enabled to maintain independent living in the community. Whilst it is difficult to say with certainty how many older people would have needed extra care or gone into residential care without timely support from First Link, outcomes data clearly indicates that, in the majority of cases, more intensive intervention from Health and Social Services would have been required in the absence of First Link support.

The change to the support planning process – instigated in 2006-07 – which linked support plan to outcomes achieved has proved very useful, not only in generating internal-outcomes, but also in completing the new outcomes framework which Communities and Local Government have required us to do from July 2007. This outcomes information, submitted monthly, provides quantitative data that will help Supporting People judge the success of the service.

At the beginning of 2007, the floating support services for older people in the



City were re-tendered by Supporting People and First Link put in a joint bid with the two other smaller providers in the City. Unfortunately, it was not successful in winning the contract and ACNN bids farewell to its flagship service in June 2008, when the service transfers in its entirety to Metropolitan Support Trust. Since its inception, and up until the end of March 2008, the service has taken 2,365 referrals and supported 1,459 older people in the City. Our service users have showed their appreciation through letters, cards and donations:

“On behalf of John and myself, thank you very much for everything you have done for Dad. You have certainly made a difference to him and I know he will miss you. I hope that you are going to continue with your First Link work as I know that other people in Dad’s situation would benefit from your help”

(Relative of First Link Service User)

“Many sincere thanks for all the help you gave my mother to move her to her new pensioner flat....When I visited her in November-December I was quite overwhelmed by the task so I am extremely grateful for what you (and your team) have done. Age Concern is obviously holding the country together!”

(Relative of First Link Service User)

Following its transfer, First Link will continue to work in close co-operation with ACNN to touch the lives of many more older people in Nottingham.

Now in its thirteenth year, the **Hospital Discharge Service** has two Co-ordinators and 53 volunteers.

Support is given to patients aged over 55 who have been discharged from the City Hospital. One of our volunteers will visit the service user at home and provide support such as shopping, paying bills, social visits, etc. Referrals are often made to other agencies and other ACNN services. The service seeks to help reduce the likelihood of re-admittance to hospital.

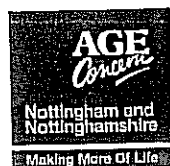
The service is funded by the Primary Care Trust and a grant from Nottinghamshire County Council. It covers the Greater Nottingham area.

Referrals can be made by anybody but primarily come from ward staff and Adult Social Care staff. Leaflets are on display on the wards and most wards have a Link Nurse who is contacted regularly by the Co-ordinators.

Regular Support and Advisory Group meetings were revived this year with representatives from the wards, a volunteer, PCT and staff.

The volunteers are encouraged to attend relevant training courses. Over the last year this has included training on Attendance Allowance. The number of volunteers now stands at an all-time high of 53.

The service offered assistance to 745 service users during the past twelve months, identical to the figure for the previous 12 months.



No two service users face the same problems. For example, towards the end of October 2007, an 84 year old lady was visited on a ward following a referral looking for support once she was discharged. The visit clearly identified that she had a high level of confusion and that her husband would need a lot of support and advice.

A Co-ordinator visited them following discharge and helped complete a claim for Attendance Allowance and also contacted the Social Worker regarding her attending a Day Centre to give the husband and daughter some respite. Contact was made with the Alzheimer's Society who visited to give advice.

Our volunteer made 5 visits as well as taking the family to Church for a Christmas Service. Many phone calls were made by the Co-ordinator to give emotional support. The package was working well when, sadly, the husband became seriously ill and was no longer able to support the family. He is, at present, being visited on a ward and has said to relatives that he doesn't know what he would have done without the help of the service.

Throughout the year, questionnaire forms were sent to many service users after the visits had been completed. Comments included:

"I was glad someone was keeping an eye on me to check I was okay...it was important someone came to see me as I did not know how I was going to feel being on my own...Thank you all for your thoughtfulness"

(Hospital Discharge Service User)

"S was very approachable... a very pleasant and likeable young man...polite and considerate on all occasions...observant and aware of any potential problems...helped me over the initial problems of coming home to an empty house...I am very grateful for his help and I enjoyed his company"

(Hospital Discharge Service User)

EnergyRight, in partnership with E-on and Age Concern England, completed its first successful year. Trained volunteers and staff conducted 305 free home-energy efficiency checks and gave energy-saving advice to many individuals and groups. ACNN was appointed as the host provider and the project was rolled out to Leicestershire and Northamptonshire during the year.

A City pilot, a partnership between Victim Support and our **Home Maintenance Service**, provided practical support, through the **Victim Care Unit**, to victims of crime. Work included replacing damaged locks and fitting door chains and other security equipment.

During the year, City and County Trading Standards launched a register of vetted traders called "Buy With Confidence". Consequently, our own Traders' Register, which enabled thousands of older people to employ reputable trades-people, was transferred to this new service.

The **Housing Services Team** continues to value and appreciate the partnership working with:



- Age Concern England
- E-on
- Help the Aged
- Neighbourhood Development Company (NDC)
- Nottingham City Council
- Nottingham City Primary Care Trust
- Nottinghamshire County Council
- Supporting People
- The Skerritt Trust
- Victim Support

Referrals, by agreement of the service users, were made internally between various ACNN services and through partnership working with Greater Nottingham Healthy Housing, Warm Front, Adaptations and Renewals, the Preventative Adaptations Scheme, the Falls Prevention Team, health and social care professionals, Nottinghamshire Fire and Rescue Service and Victim Support.

Comments and feedback from users have included:

"Now we have a boiler that works properly. The new doors and windows are keeping the house warm and with the new paths I am not so wary of tripping up"
(Staying Put)

"I have been most impressed by your kindness to me at a difficult time. Living alone, your visits and interest have been a great comfort to me"
(Safe and Sound)

"With having the keysafe fitted, the care workers and health services will be able to gain access without any difficulties"

(Skerritt Trust – small repairs through the Home Maintenance Service)

"Getting up and down stairs is much easier and access to the shower over the bath is much safer and secure now I have the rails fitted"
(Home Maintenance Service)

"Mr. K now.... feels so much more confident going in and out of the house, he has now decided to visit relatives abroad during the next few weeks, something he hasn't felt well enough to do for over a year"
(Stay Safe, NDC)

"The volunteer who came to carry out the Home Energy Check was extremely helpful with their energy efficiency advice and a very trustworthy person to have in my home. The result of the assessment amounted to much more than I had ever expected and the contractors were perfect when they installed the loft insulation"
(EnergyRight)

The **Housing Services** team continued to monitor and review the services it provided during the year, including achieving an "Excellent" rating following feedback from the City Supporting People Team, in order to improve the quality and efficiency of the service experienced by older people.

The team will continue to work in a culture of continuous improvement with its many partners and stakeholders and seek to expand its services during the coming year.

**Review of Housing Services
Objectives for 2007/08**



- Meetings have taken place and are continuing to seek to expand the Safe and Sound Service into the County
- Staying Put had its most successful year to date with an increase in the capital spend to £1.6m
- The applications for funding to develop the "Growing Together" project were not successful. However a smaller scale healthy eating project will commence during 2008
- Discussions are in progress to expand our Home Maintenance Service into other areas of the County
- The pilot scheme in partnership with the Victim Care Unit was a success and is now available outside of the City boundaries

Key Future Year Objectives for Housing Services

- ✓ To expand the Safe and Sound Service into the County
- ✓ To secure capital funds of £1.25 million to improve the homes of older people in Nottingham via the Staying Put Service
- ✓ To expand the Handyperson Service within the City
- ✓ To expand the Handyperson Service in Greater Nottingham and County

- ✓ To ensure a smooth transfer of First Link staff to Metropolitan Support Trust
- ✓ To change the principle provider of the personal, pendant-activated telephone emergency response service to the Age Concern Aid Call service
- ✓ To seek to work in partnership with Age Concern Leicestershire & Rutland to provide Housing Services

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

Community and Advocacy Services

"To know that I have a sitter coming in to let me have just a couple of hours to myself is sometimes the only thing that gets me through the week"

(Gedling Carers 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 involves older people in decisions about services and gives them the information they need to make informed choices.

Many of the services provided by the **Community Team** utilise volunteers to provide assistance – 187 people have volunteered over the year offering over 7,000 hours of time to the community. The team comprises fifteen staff and includes the following services:

- Gedling Carers Support Service
- Harmony Counselling Service
- Kindred Spirits
- Shopping Service (Mansfield & Ashfield)
- Age Well Peer Mentoring
- West Bridgford Visiting Service

April 2007 commenced with some exciting changes to the **Community Team**; primarily the introduction of the **Age Well Peer Mentoring Service**, expansion of the **Harmony Counselling Service** and the addition of a new **Shopping Service** in Mansfield and Ashfield.

Throughout the year, the Age Well Co-ordinator has worked hard to recruit and train 20 volunteers who mentor older people in Nottingham to take part in physical activity and thus improve their health and well-being. The Age Well Co-ordinator delivered over 60 presentations this year. To date, over 40 people have been supported to increase their heart rate by taking part in, amongst other activities, walking, gym classes, dancing and cycling. The initial one-year pilot was a great success and funding for the service has been secured for a further 4½ years with

funding from the Fit as a Fiddle Programme.

With funding from Comic Relief, the Harmony Counselling Service was expanded in April enabling our 25 trained volunteers to carry out even more one-to-one person-centred counselling to older people around the City and County. Although still providing generic counselling, the service focuses on providing emotional support to people who have been affected by any form of adult abuse. In total, the service has provided counselling to 91 people throughout the year.

ACNN is also currently piloting a Shopping Service in Mansfield and Ashfield. Two members of staff are developing a service with two key strands – advice and information and a dedicated volunteer-based service flexible to the needs of an older person. Volunteers have helped people access healthy and affordable food in their local areas. So far, 163 referrals have been received and work continues to increase the number of volunteers. However, those the service has touched have been helped greatly:

“a service user had a fear of falling over in the supermarket and could not lift heavy items. Just two weeks into the arrangement the service user called to thank us for sending her such a lovely and helpful volunteer. She really does feel that a weight has been lifted from her shoulders and that she has also become less isolated”

(Service Co-ordinator)



Volunteers also carry out a "well-being check" when visiting older people so that further help and support can be identified, if required, adding further benefit to older people. It is hoped that further funding can be secured to continue past August 2008.

Other volunteer-based services within the **Community Team** have also had a successful year with record number of people applying to join the **Gedling Carers Support Service** and **West Bridgford Visiting Service**.

On a very happy note, **Kindred Spirits** recently made a presentation to its 2,000th service user. It is encouraging and rewarding to witness the difference Kindred Spirits have made to this person's life.

ACNN Advocacy Services are available to older people in a variety of locations throughout the County, via a hospital-based **Patient Representative Service** and the **Community Advocacy Service**. Combined, the team comprises seven advocates and an Advocacy Team Manager.

The Advocacy Services have continued to provide an independent, confidential, free service to older people across the County who may require support, information or representation in difficult circumstances. The Advocates can speak to others on their behalf, about concerns they may have in relation to issues such as health, housing, financial, care issues or complaints.

"The Advocacy Service is excellent. We tried all other avenues for help, MP, doctors, consultants, matrons,

nurses, etc... It was only when Age Concern stepped in that things began to happen for the better. You are doing an excellent job and your organisation has more clout than everybody else who tried to help. When Age Concern got involved, things started happening fast"
(Community Advocacy Service User)

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

- Hospital Advocacy – **480** referrals
- Community Advocacy (including Care Homes) - **315** referrals

The Patients' Representatives have experienced many challenges throughout the last year. At Highbury Hospital we have seen the transfer of the remaining older people's rehabilitation wards from Highbury to Lings Bar Hospital. Although this has meant an increase in travel covering the two sites, the number of referrals has remained constant.

During 2007, the Enhancing the Healing Environment Project on Silver Birch Ward at Highbury was officially opened, which the ACNN Patients' Representative, Ruth Coffey, has been involved with for over two years. The close working relationships that exist between ACNN and the Directorate have been recognised by the recent honorary award made to Ruth by Professor Claire Chilvers, Chair of Nottinghamshire Healthcare NHS Trust.

The service at the City Hospital continues to be extremely busy, especially with the expansion of the



Rehabilitation Unit and the transfer of some stroke wards from the QMC. The service exists to promote the interests of older people who are admitted to wards on the South Corridor or the Rehabilitation Unit.

The hospital-based services are covered by three part-time staff who have assisted a combined total of 480 older people over the last year.

The Patients' Representatives continue to provide much needed support to patients and their carers at Highbury, Pease Hill, Bramwell, Parkside, St. Francis Unit, St. Andrew's Lodge, QMC (A23/B50) and Lings Bar, through their involvement with the NHS Mental Health Services for Older People. This can be in a variety of ways, such as supporting carers who are finding it difficult to come to terms with the deteriorating nature of their relative's dementia, offering support to patients and their carers facing the difficulty of their loved ones being discharged from hospital into a Care Home setting, appealing against Sections under the Mental Health Act and a variety of issues around finances.

The Community Advocacy Service has had another busy and successful year. The service is available to people over 65 living in the community anywhere in the County. 315 people have received assistance on a variety of issues, such as care, housing, health and also to ask for representation at case conferences or multi-disciplinary meetings.

ACNN has also been working in partnership with Nottinghamshire County Council to provide advocacy for residents, their friends and carers

affected by recent proposals to close some Care Homes. This work is ongoing and is designed to ensure that those affected receive the correct information and their views are heard and represented at a very uncertain time.

The two areas – Community and Advocacy – now have designated Managers and this has helped in improving quality, communication and support. Both areas have continued to develop and provide much needed quality service delivery to older people. It is hoped that the coming year will see greater links forged between the two teams to generate further inter-team referrals and greater options for service users. Another major theme for the coming year will be to look at how services are measured and monitored, looking at positive outcomes for service users.

The past twelve months have been one of transition for the **Information and Advice Service**, with a new Service Manager and new Administrator joining the team. The whole team have worked very hard to maintain the high level of service that has been provided in previous years.

The work of the I&A Service continues to be to provide information, guidance and help to older people in claiming benefits, help with fuel bills and housing issues. The casework is completed by paid staff and a team of dedicated volunteers visiting service users at home. Our drop-in service has been temporarily reduced from two sessions a week to one, which is on Monday mornings. Work is underway to recruit



and train new volunteers to restore our Thursday session.

Recruitment and training of volunteers remains a vital part of the Co-ordinator's role and there has been particular success in the Bassetlaw area this year, with four new volunteers being recruited and trained. This has led to a reduction in travel and time for the Co-ordinators, who previously would have to travel extensively to help older people in the North of the County.

As well as individual advice, the team have continued to give presentations to groups upon request and attended various open days to promote the work that we do.

During the year, referrals have been as high as last year, at around 1,360. Benefit gains will reach £2.5 million for the year – a great achievement that means that for every £1 spent on the service, £24 goes into older people's pockets. This is in addition to all the advice we give that does not lead to extra benefits, but reduces anxiety for our service users, empowering them to retain their independence and know their rights and options.

Our **Direct Payments Service** has been transferred to The Rowan Organisation, following the end of our contract. The service had been phenomenally successful in helping older people to set up a Direct Payments system and employ a carer. The service also provided training and advice to Local Authority and Health staff on Direct Payments issues. Helen Branson and Nichola Gell who ran the service, moved across to Rowan and

continue to do good work for older people in the County.

Review of Community & Advocacy Objectives for 2007/08

- Age Well is now firmly established as an ACNN service. Long-term funding has been secured. The Shopping Service has achieved results in a tough environment in terms of volunteer recruitment. At this time, ACNN is hopeful of securing a further contract with County Council
- Harmony has achieved great results this year. Volunteers have been recruited from new sites in the County and, in addition, the volunteer base has become a very diverse one. Most resources are directed to counselling victims of abuse and Comic Relief are impressed with progress. The Black & Minority Ethnic aspect of this service will get fully underway in the coming months
- Our volunteering policy has been reviewed. A new Volunteers Handbook is being drafted to go alongside this
- Advocacy Quality Standard – due to staff changes, progress has been limited but it is still on the agenda
- Service standardisation is on-going and is a long process – significant progress has been made in this direction

- The Community Advocacy Team now has a Support & Advisory Group in place and has seen an impressive attendance
- Networking in terms of advocacy has increased and continues. ACNN has managed to secure advocacy for the County Council Care Home closure consultation

requested

- ✓ To introduce an outcome focus to all services and develop ways of monitoring these
- ✓ Further work on file standardisation across the Community and Advocacy Teams
- ✓ To increase the number of I&A volunteers by at least 10%

Key Future Year Objectives for Community & Advocacy Services

- ✓ To secure County Council funding for the Shopping Service
- ✓ For Harmony to publish results on Black & Minority Ethnic research
- ✓ West Bridgford Visiting Service – achieve Approved Provider Standard from Mentoring and Befriending Foundation
- ✓ Kindred Spirits (Greater Nottingham) to pilot a mentor system for newcomers to the service and develop a newcomers information pack
- ✓ To develop a new Volunteer Handbook
- ✓ For the ACNN Advocacy Services to work towards the Quality Standard
- ✓ For the hospital Advocates to seek opportunities to become involved in wider issues within the NHS and act in a consultative capacity as

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, Lunch Club and Community Outreach Advisory Services

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 service will involve older people in decisions about services and give them the information they need to make informed choices. The **Day Care Service** will provide 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 the isolated, frail older person. 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 exercise and activities including:

- chair-based exercise
- carpet bowls

- darts
- dancing

Games are used to encourage social interaction and provide mental stimulation and include:

- card games
- quizzes about familiar topics and local interest
- board games

Service users particularly enjoy musical bingo, sing-alongs and dancing. Many service users enjoy joining in with music activities as it stimulates the mind and helps to bring back memories and 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 trips out to a range of local venues, including pubs, teashops, garden centres, boat trips 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 Age Concern 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.

The Sybil Levin Centre, Nottingham

- The Sybil Levin Centre operates six days a week and has 65 day care places available
- The number of places attended across the year was 2,776
- The number of breaks provided to carers was 1,357

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. Freshly cooked hot meals and drinks are very much enjoyed. The average number attending each week is 60 older people over the age of 55.

The range of classes provided for older people last year included:

- Computing for beginners
- Yoga Class
- Movement-to-Music
- Craft Class
- Table Tennis
- Art for Beginners

County Day Care Services

The following five Day Care Centres providing nine days of care and 95 places per week:

- Lancaster Group - Gedling (Monday and Wednesday)
- Rosehill Day Centre - Mansfield (Wednesday and Friday)
- Aynsley-Wright Day Centre - Newark (Monday and Wednesday)
- Kingston Close Day Centre - Worksop (Monday and Thursday)
- Cora Reilly Day Centre - Stapleford (Tuesday)

The number of places attended across the year totalled 3,800. The number of breaks provided for carers across the year was 4,680.

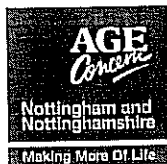
The ***Day Care Services*** are funded by Nottinghamshire County Council and Nottingham City Council with additional funds provided by ACNN. The Drop-In Service is funded by ACNN.

Day Care staff have participated in the following courses during the year:

- First Aid
- Emergency Aid
- Mental Capacity Act
- Caring for Vulnerable Adults

Ashfield Luncheon Clubs

Ten Age Concern Lunch Clubs continue to run 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 ACNN 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 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 serve 9,000 meals across the year.

A new Lunch Club opened at The Crossing Centre in Worksop in June 2007. This has become a very popular venue for older people in Worksop where between 30 and 40 people attend each week to enjoy each others company and freshly cooked meals. Events and talks are arranged from time to time. The Lunch Club is run by one part-time staff and four enthusiastic volunteers. This Lunch Club is currently funded by Help the Aged.

It has been an exciting and productive year for the **Community Outreach Advisory** (COA) Service in Gedling and Ashfield, which has successfully provided older, isolated people with a signposting service based on a combination of one to three home visits for needs assessment and follow-up, along with telephone calls and written contacts.

Through this pilot (supported by Department of Work and Pensions and the 50 Plus initiative) Age Concern have deployed an advisor in each area. The key objectives of the COA Service are:

- To identify, reach and organise the fulfilment of the needs of older, isolated people
- To operate as a friendly, reassuring, prompt and effective interface between them and the entire range of services available.

This is a person-centred, problem-solving and holistic service in the sense that it seeks to meet the often multiple and multi-levelled needs of individuals and, indirectly, of their family members and carers.

Clients may be isolated due to their personal, family or social history and circumstances, including the loss of loved ones. Or this may be due to the status of their mental, emotional or physical health or due to their ethnicity. Isolating factors may also include living in rural setting, immobility, loneliness, fear of crime, being a carer or suffering poverty or the presence of acute, multiple or complex needs.

Whatever promotes the independence, dignity, health and well-being of the older, isolated person can be arranged through the COA. This may include anything from the screwing on of a door knob to the installation of a stair lift, from a sympathetic home visit to full counselling, from dealing with a tricky phone call to formal Advocacy. Different levels of service may include locating and assisting introduction to a Lunch Club, Day Centre or activities or friendship group. Practical help may be needed with alterations or adaptations to homes. Home safety checks may be undertaken as well as re-location assistance, benefit checks, gardening

services, shopping services and handyperson services.

As well as those already mentioned, services signposted include the various ACNN services such as Advocacy, Insurance, Information & Advice, Harmony Counselling, Kindred spirits, Hospital Discharge, as well as shopping and legal services. Adult Social Care and Health and Occupational Therapy have been accessed, along with voluntary transport and falls prevention support. Other services accessed include Victim Support and the Coal Industry Social Welfare Organisation.

As well as through the above organisations, we have promoted the COA via faith and community groups, sheltered and supported housing organisations, the Community Psychiatric Nursing Service, libraries, health centres and 'flu clinics.

As well as clients accessing the above services, many referrals have also been received from them, indicating a growing partnership profile. Some notable connections made or strengthened this year are in the areas of the Adult Services and Health, First Contact and the ethnic sectors of the community, including Asian Elders and the Nottinghamshire Chinese Welfare Association. Recent connections with women's groups have also allowed the lower end of the age range to benefit.

The number of referrals, older people contacted or visited and supported are as follows:

Gedling - June 2007 to 31st March 2008

Referrals received	213
Contacts made (including home visits)	599
Male/Female	49/164
Ethnic Minorities	22
Age group %	
	50-64 5%
	65-79 47%
	80+ 38%
	90+ 10%

Ashfield – June 2007 to 31st March 2008

Referrals received	218
Contacts made (including home visits)	596
Male/Female	42/176
Ethnic Minorities	13
Age Group %	
	50-64 17%
	65-79 45%
	80+ 37%
	90+ 1%

COA staff have benefitted from the following courses:

- Mental Capacity
- Gypsies and Traveller Community and Cultural Awareness
- Dementia and Psychiatric Conditions Awareness
- Equality and Diversity Awareness
- Information Technology NVQ
- In-service mentoring and shadowing from line manager

We are gaining a growing and grass-roots comprehension of the situation on the ground for older, isolated people across the age and ethnic



demographics in Gedling and Ashfield. We are identifying how the COA role fits into and opens access to services. We are contributing to the building of a complete picture of both areas and highlighting gaps in services.

All the signs (including case studies and feedback from randomly selected courtesy calls and questionnaires to former service users) are positive and indicate that:

- The COA in Gedling and Ashfield is a significant gateway service for people over 50
- It is valued by its users who often have complex needs
- It may have a powerful preventative function
- It benefits not only the service users themselves but also (indirectly) their family, friends and carers
- It lessens the workload of other services
- It contributes to joined up services in Nottinghamshire which prevents older, more isolated people in need from "falling through the net"

Review of Day Care Objectives for 2006/07

- The new Lunch Club was successfully opened in Worksop during June 2007
- The new Community Outreach Services were successfully launched in June 2007 in two areas – Gedling and Ashfield
- We have continued to work closely with Adult Health and Social Care services in the County to ensure that

day care provision is fully utilised

- We have identified areas of need for further day care provision, however this was not funded during 2007/08

Key Future Year Objectives for Day Care, Lunch Club and Community Outreach Services

- ✓ Seek to provide much-needed additional Day Care for older people and respite care for carers, as identified in the County
- ✓ Provide a physical exercise programme designed for older people in our Lunch Clubs
- ✓ Set up a new Activity Worker project in HMP Whatton to offer meaningful activities for older prisoners and provide useful skills to help on release from prison
- ✓ To continue to develop the Community Outreach service and extend our operation further into communities, such as the Gypsies and Traveller and white ethnic minority groups
- ✓ To further develop the work of the Community Outreach service in more rural locations where significant connections have already been made that are now ready for development, for example with community matrons

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 2007/8:

Service	Funder	Amount	Percentage
Direct Payment			
Support Service	Charges	£156	0.5%
	ACNN*	£9,640	31.3%
	Nottinghamshire County Council	£20,961	68.2%
Senior Link	Help the Aged	£7,149	31.4%
	ACNN*	£15,641	68.6%
Home Maintenance	ACNN*	£16,590	10.4%
	Donations	£100	0.06%
	Skerritt Trust	£8,600	5.4%
	Nottingham City Council	£39,260	24.5%
	New Deal for Communities	£64,062	40%
	Service user contributions	£31,413	19.64%
Sybil Levin Centre	Other	£298	0.1%
	Donations	£5,708	2.6%
	Rental Income	£11,528	5.3%
	Service user contributions	£35,099	16%
	ACNN*	£68,005	31%
	Nottingham City Council	£98,926	45%
County Day Care	Donations	£671	0.41%
	Service user contributions	£15,371	9.5%
	Nottinghamshire County Council	£97,325	59.9%
	ACNN*	£49,241	30.19%
Ashfield Lunch Clubs & The Crossings Lunch Club	Nationwide Charitable Trust	£4,000	10.7%
	ACNN*	£3,399	9.1%
	Charges	£3,311	8.9%
	Help the Aged	£3,808	10.2%
	Coalfield Regeneration Trust	£22,883	61.1%
Volunteer Co-ordinator	ACNN*	£13,202	61.19%
	Charges	£8,375	38.81%

Service	Funder	Amount	Percentage
Gedling Carers' Support	Donations	£80	0.2%
	ACNN*	£13,306	37.33%
	Nottinghamshire County Council	£22,260	62.47%
First Link Service	Nottingham City Council	£1,100,098	100%
Advocacy Services	Donations	£307	0.1%
	Rushcliffe PCT	£12,328	5.6%
	Nottingham City Hospital NHS Trust	£14,207	6.5%
	Nottingham City Council	£22,254	10.1%
	Notts Healthcare NHS Trust	£22,254	10.1%
	ACNN*	£34,514	15.7%
	Nottinghamshire County Council	£113,826	51.9%
Kindred Spirits	Nottinghamshire County Council	£51,370	45.93%
	ACNN*	£5,457	4.88%
	Service user contributions	£19,859	17.75%
	Nottingham City Council	£29,722	26.57%
	Donations	£5,443	4.87%
Staying Put	Capital Grants	£1,470,122	81.1%
	Nottingham City Council	£143,076	7.9%
	Fees	£180,622	9.96%
	Skerritt Trust	£20,000	1.04%
Hospital Discharge	Nottingham City PCT	£56,609	86.7%
	Nottingham Health Authority	£5,383	8.2%
	Donations	£70	0.1%
	ACNN*	£1,730	2.7%
	Nottingham City Council	£1,500	2.3%
Harmony Counselling Service	Comic Relief	£40,477	99.8%
	Donations	£80	0.2%
Fit as a Fiddle	Age Concern England	£13,394	100%
Age Well	Nottingham City Council	£28,664	98%
	ACNN*	£606	2%
Shopping Service	Nottinghamshire County Council	£49,801	99.96%
	ACNN*	£18	0.04%

Service	Funder	Amount	Percentage
Community Outreach Advisors	Nottinghamshire County Council	£50,313	97.25%
	ACNN*	£1,425	2.75%
Information & Advice	ACNN*	£104,017	87.9%
	Donations	£14,323	12.1%
Energy Right	Age Concern England / EON	£38,823	99.2%
	ACNN*	£333	0.8%
West Bridgford Visiting Service	Donations	£25	0.07%
	ACNN*	£630	1.76%
	Harry Dunn Charitable Trust	£1,514	4.2%
	Nottinghamshire County Council	£33,670	93.97%

* During the last financial year ACNN had to generate funds to ensure all these services were maintained. For the year 2007/8 this amounted to £337,754 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, the Foreman Hardy Charitable Trust, the Boots Charitable Trust, the Fifty Fund, the Groundwork Trust, the Coalfields Regeneration Trust, the Nationwide Charitable Trust, the Paylings Charity, Comic Relief and companies such as the Mansfield Building Society, Capital Shopping and Yorkshire Building Society for their continued support. We also benefit from 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

The production of the internal newsletter, *Our Concern*, that goes out to all our staff and volunteers has been further developed and enhanced over the last year with the introduction of many new features and interesting articles.

The team assisted our PR Manager with the organisation of the annual Staff Conference. The whole team have worked hard again this year coping well with the increased demand for their services to support all areas of the charity.

The number of visitors to our Reception decreased slightly this year to 4,081 (a fall of 18% compared to 2006/07) and the number of telephone calls dealt with by Central Services decreased to 18,390 (a fall of 6%). This decline in visits and telephone calls can be attributed to the fact that the insurance office located on Upper Parliament has seen an increase in enquiries from a wide group of users due to the greater visibility of these premises. The ever-increasing use of emails between staff at different locations, with service users and other organisations is also a major factor in this decrease.

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.

A new Compliment and Complaints Procedure was developed during the year.

The majority of complaints are dealt with informally to the satisfaction of the complainant. During the year 2007/08 two formal complaints were made to the charity and successfully resolved.

Equality and Diversity

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.

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

Diversity means difference, variety and multiplicity. It is also an approach to



tackle inequality stemming from discrimination based on gender, age, race, colour, nationality, ethnic or national origin, disability, marital/civil partnership status, sexual orientation, responsibility for dependents, trade union or political activities, criminal record, place of residence, religion or other beliefs, health status and other facets of identity. A diverse approach implies not simply toleration but respect for and celebration of how and what we are because of all our differences.

ACNN aims to treat people fairly, with respect and with dignity. We will not tolerate discrimination, victimisation or harassment. We aim to value differences positively. ACNN believes that harnessing different life experiences, attributes and contributions will make ACNN a more effective organisation and a better place to work.

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

Our principle achievements during the last year have included:

- Working with Nottingham and Nottinghamshire's diverse groups to tackle disadvantage and discrimination
- Carrying out an audit of existing staff and volunteers, identifying gaps in relation to equality and diversity and targeting recruitment
- Improved monitoring of take-up of services across the organisation
- Establishing further support groups for staff and volunteers from diverse communities
- Ensuring publicity material carries explicit diversity information to encourage diverse communities to take up our services, including having further leaflets translated into Makaton sign language
- Reviewing our existing Diversity training and developing an on-going training programme

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

In addition to the work carried out by ACNN in the County, colleagues in seven smaller independent Age Concern groups are providing invaluable support to older people at a local level. These groups are all members of the Age Concern federation of charities. ACNN recognises that the services provided by these groups considerably extend and enhance the work of Age Concern in the County and offers support to them via a dedicated Group Support Worker.

Groups vary in size; some groups are run entirely by volunteers whilst others employ a small number of staff. The groups provide a range of services to local older people, such as:

- Coffee Shops
- Luncheon Clubs
- Day Centres
- Sunday Lunches
- Chiropody Service
- Arts and Crafts
- Home Visiting Service
- Regular Trips
- Friendship Centre
- Minibus Service
- Information Line
- Wheelchair Hire
- Newsletter

The Group Support Worker's role is to support the Trustees of these groups with the governance and management of their charities. The level and type of support required varies by group.

Examples of the advice, support and training arranged by the Group Support Worker over the last year are as follows:

Advice - provided on employment law, charity law, Health and Safety

Support – practical support given with recruiting staff and producing Employee Handbooks, writing budgets, Annual Reports and Reserves Policies. Carrying out Risk Assessments and writing a Health & Safety Policy. Establishing a range of policies and procedures including confidentiality, complaints and Adult

Protection. Reviewing and up-dating constitutions.

Training – bespoke training provided on Roles and Responsibilities of Trustees, Protection of Vulnerable Adults, Equality and Diversity, Trustee Induction.

Quality Counts – This is Age Concern's Quality Framework. Four groups have been helped to submit their reports to demonstrate how they achieve the required standards. For the first half of the year some of this work was undertaken by a Quality Counts Support Worker from Age Concern East Midlands whose assistance has been invaluable.

An **Age Concern County Forum** meets four times a year to discuss issues that affect Age Concern groups and share best practice. This has continued to be well-supported throughout the year with as many as twenty Trustees in attendance.

As part of the Forum, workshop sessions are held which, this year, have focused on fundraising. This has been very successful with three groups collectively raising in the region of £17,000!

The support provided is of value to groups. Examples of feedback received this year are:

"Thanks for everything on Tuesday. You did an excellent job and I hope I can learn from it".



"Many thanks. Once again your assistance has proved invaluable and prevented us from potential serious problems".

"The (Quality Counts) Assessor was particularly impressed that the group had worked with ACNN locally to improve their practice and considerable work has been undertaken under the guidance".

"We owe you a big 'Thank You'. The help you have provided went far beyond what we could have reasonably have hoped for. Back in November it didn't seem possible that we could have done it in time but, thanks to you, it happened!"

"We thought that we would like to write a letter of thanks for all the help and advice you gave us. Your efforts are more than appreciated by all our Trustees".

Human Resources

The **Human Resources Department** of ACNN continues to assist 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.

The main role of the department is to:

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

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 policies. Most notably these have been:

- Compliments and Complaints Procedure
- Risk Management Policy
- Safeguarding Vulnerable Adults Policy and Procedure
- Volunteering Policy

ISO 9001 is a quality assurance system that we have incorporated during the last twelve months. One aspect of this has been to ensure that all our policies and procedures are version controlled to ensure they are accurate at all times. All policies now have document referencing to show the date they were first produced and the date they were printed, as well as a table that shows when they have been reviewed.

As part of the HR Audit, our Criminal Records Bureau Process (CRB) was reviewed to establish a written procedure for the processing and handling of disclosures. This was very successful as the CRB process audit was opened in September 2007 and closed the same month.

It was with great sadness to us that Tara Dunseath, our HR Manager, moved on to pastures new and, from what we hear, is enjoying a more challenging role within Nottinghamshire County Council. Tara was a fountain of knowledge and is missed by all after being with ACNN for over five years.

On a happier note, Lilian Smith was appointed to this position and is bravely dealing with all our HR matters in only 21 hours a week! She is our new "fountain" and has joined ACNN at a very busy time. Lilian has an excellent and varied background and has many new ideas and initiatives which she wishes to put in place.

The following shows an analysis of 209 job applicants:

Ethnic Background of Job Applicants		
African	-	-
Asian Other	-	-
South African	-	-
Bangladeshi	1	0.5%
Black British	-	-
Black Portuguese	-	-
Caribbean	-	-
Chinese	-	-
Indian	2	1.0%
Pakistani	9	4.3%
White British	37	17.7%
White British Other	-	-
White English	125	59.8%
White European	-	-
White Irish	-	-
White Scottish	1	0.5%
White Welsh	3	1.4%
Other	15	7.2%
No response	16	7.6%

Age Range of Applicants		
20 and under	8	3.8%
21-29	38	18.2%
30-39	41	19.6%
40-49	69	33.0%
50-59	42	20.1%
60-69	7	3.3%
70 and over	1	0.5%
No response	3	1.4%

Gender of Job Applicants		
Female	148	70.8%
Male	43	20.6%
No Info entered	18	8.6%

Sexual Orientation of Job Applicants		
Lesbian	1	0.5%
Gay	2	1.0%
Bisexual	5	2.4%
Heterosexual	170	81.3%
Prefer not to say	2	1.0%
No response	29	13.9%

Job Applicants with a disability		
Yes	7	3.4%
No	188	90.0%
No response	14	6.7%

Area of Residence of Job Applicants		
Ashfield	16	7.6%
Broxtowe	14	6.6%
City of Nottingham	64	30.6%
Derbyshire	8	3.8%
Gedling	19	9.0%
Leicestershire	1	0.5%
Mansfield	25	12.2%
Newark & Sherwood	14	6.7%
Rushcliffe	15	7.2%
Other	15	7.2%
No response	18	8.6%
Nottingham City	64	30.6%
Nottinghamshire County	103	49.3%

For further information contact Lilian Smith, Human Resource Manager, on 0115 844 0011

Learning Disabilities Project

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

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 2007 a local pilot project commenced to look at the needs of older people with learning difficulties in the Nottinghamshire area and, subsequently, came to a close at the end of December 2007. The findings showed that ACNN could improve their accessibility for older people with mild learning disabilities and the project funds, from Age Concern England, allowed us to take some steps in the right direction to doing so.

The final year of the project was as successful as the first, with further service leaflets and the general charity leaflet translated into "easy read" to make the information more easily understood, not only by people with learning difficulties, but also people with literacy issues and where English is not a first language.

Awareness raising training was delivered to staff, which covered subjects such as:

- what is a learning disability
- what are the causes
- changing attitudes, stereotypes and prejudices
- learning disabilities and ageing

Details of the project were presented to the ACNN staff team and how learning disabilities may effect our services was discussed in small groups with some excellent feedback gathered. Consultation also continued with older people with learning disabilities with the focus on how accessible they see our community services.

As the funding has now ended, the project has also come to a close. However, the subject of learning disabilities within the charity will not go away. A training package has been purchased to enable us to continue to raise awareness both within and outside of the charity. The project has raised awareness to staff and instilled confidence in the charity to be able to welcome people experiencing mild learning disabilities into our services.

For more information please contact Carol Wilby on 0115 844 0011

Protection of Vulnerable Adults

During the period April 2007 to March 2008, ACNN has reported 9 cases of abuse. The types of abuse reported are indicated below:

Type of Abuse		Settings	
Financial	3	Care Homes	3
Physical	2	Own Home	4
Psychological	2	Other	2
Neglect & Acts of Omission	2	Reported By	
Age		Self	3
55 to 64	1	Relative	3
65 to 74	1	ACNN	3
75 to 84	3	Gender	
85 plus	3	Male	2
Unknown	1	Female	7

ACNN have also been involved during the last year in other Safeguarding Adult cases which had already been reported to Social Services. **A further 87 people were supported who were suffering some form of abuse.**

Abuse can take place in various forms. Action on Elder Abuse define abuse as:

"A single or repeated act or lack of appropriate action, occurring within any relationship where there is an experience of trust, which causes harm or distress to an older person".

The Department of Health document **"No Secrets"** gives the following definition of adult abuse:

"Abuse is the violation of an individual's human and civil rights by any other person or persons".

People who abuse older people are often taking advantage of the special relationship they share with that person, by exploiting the older persons trust. The older person is often extremely reluctant to report abuse because they are worried about the aftermath which may follow. This, they can feel, will leave them isolated and potentially more vulnerable.

ACNN believe that older people should be able to live without fear and receive the support they need when faced with abuse. This is reflected in the work the Advocacy Team provides throughout the County, in the form of someone to talk to about their worries or concerns in confidence and building on trust.

Another valuable service is our Harmony Counselling Service which has been further developed to enable increased support to be available for people affected by abuse.

ACNN have also reviewed their own policy and procedures for Safeguarding Adults. The new policies have now been implemented and were supported



by Action on Elder Abuse and in line with the Local Authority procedures.

For further details contact, Linda Crick, Advocacy Team Manager, on 0115 844 0011

Training Services

Now in its 7th year, the **Training Department** continues to meet the training needs of staff and volunteers from ACNN and a number of other voluntary and statutory organisations both within and beyond Nottinghamshire. In line with our ethos, we were able to add a number of exciting new courses to our range bringing the total number to 23, ensuring we continue to offer extremely good value for money and maintain our position within a highly competitive market.

In addition to maintaining our course portfolio, we also extended our Training Team by recruiting and training a number of Relief Trainers. This has been extremely beneficial to all involved as, not only has it provided capacity for the department, but also given some members of staff the opportunity to develop their training delivery skills, reflecting an on-going commitment to our Investor in People objectives.

Open Courses

Now 23 in number, our courses range from soft skills like **Teambuilding** and **Assertiveness** to more specialist ones like **Dealing with Difficult People**, **Challenging Behaviour** and the **Protection of Vulnerable Adults**. Most were offered at least twice during the

year and take-up was extremely good throughout.

Internal Courses

In addition to our portfolio of courses, we also responded to organisational need by either providing specialist training in-house, or sourcing it externally when required. Some of the courses provided were awareness raising training around the new **Mental Capacity Act** which came into force in October 2007, **Benefits for Older People**, **Social Fund** training, **Emergency Aid** and **Fire Marshall Training** for selected employees.

Diversity

Our extremely comprehensive Diversity Programme continued to ensure we have a more understanding and efficient workforce and, as most employees have now completed all elements, the challenge over the next year will be to build on this excellent foundation to ensure continued personal and organisational development in this area.

Course Take-up

From all courses offered throughout the year, take-up has been excellent with 686 internal delegates and 69 external ones accessing training places. However, due to a few marketing difficulties, we are still not operating at capacity, so this is a particular area we will be concentrating our efforts on during the coming year.



Bespoke Training

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:

- P3 Social Inclusion Charity (Age Discrimination)
- Age Concern Coventry (Diversity)
- NCC Housing Aid (Mental Capacity Act)
- MGB Care Services (Mental Capacity Act)
- Mencap (Challenging Behaviour)
- Age Concern Lincoln (Mental Capacity Act)
- Age Concern Lincoln (Lone Working and Personal Safety)
- Ruddington Homes Ltd (Mental Capacity Act)
- Parkside Nursing Home (Mental Capacity Act)
- North View Care Home (Effective Communications)
- Ashlands Care Home (Mental Capacity Act)

As an integral part of ACNN, the Training Department constantly strives to ensure a fully trained and skilled workforce by responding to the needs identified by employees and managers. We continue to receive extremely positive feedback and ensure this is taken into account when up-dating course material to ensure appropriateness of subject matters, 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

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

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

OPAG meets quarterly and gathers to discuss a usually very packed agenda. However, much work continues outside of the meetings where this is appropriate.

This year, different ACNN services have made presentations to OPAG, including Advice & Information and Public Relations. This helps the group to keep up-dated on service changes and developments. The OPAG facilitator also up-dates the group regularly on changes within ACNN.

Some OPAG members visited ACNN services in order to learn more about them. Members shared experiences at full OPAG meetings and offered feedback to individual service co-ordinators.

As with previous years, OPAG has been involved in external consultation and has commented on issues such as the closure of local post offices. OPAG also continues to act in a consultative capacity for outside organisations. This year, some examples are a Help the Aged survey on transport and MBA students researching the possibility of a fee paying service providing services such as cleaning and gardening.

OPAG were also consulted about the introduction of a new Age Concern England production – "Life Book" – which helps to organise important details in a convenient space.

Neil Williamson has continued his efforts as Chair and is also involved with many other groups and forums which aids the work of OPAG. Neil also volunteers as a visitor and his efforts are appreciated.

This year saw various celebrations to mark ACNN's 65th birthday and OPAG members have supported many of these events such as the Tree Planting Event at Sherwood Pines and the Castle Celebration Event. It is important to highlight that members are volunteers and give their time freely to aid the work of ACNN.

As well as further consultation this year, it is hoped to develop some formal links with other local forums.

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 approximately 240 volunteers at ACNN, supporting older people in the following areas:

- Befriending
- Advice and Information
- Lunch Clubs
- Day Care
- Administration
- Fundraising
- Trading
- Charity Shops
- Training
- Counselling
- Shopping
- Peer Mentoring
- Carers Relief
- Energy Advice
- Older Persons Advisory Group
- Board of Trustees

Some volunteers offer their skills and time to ACNN in many different ways. For example, many people helped out with the 65th Anniversary events throughout the year and others

For further information contact Carol Wilby, Community Manager on 0115 841 4474

Review of Core Services Objectives for 2007/08

- We have continued to develop the ACNN website ensuring that it is

high on search engine lists. The information that was available on the intranet has now been moved to Nottingham Users as this is more user-friendly

- Work has been on-going to develop the Age Concern Business Directory which will be officially launched later in the year
- An IT strategy was produced.
- 73% of suppliers are now paid using either BACS or direct debit
- Expenditure was reviewed with the introduction of a Purchasing Policy. Part of the policy is a schedule with dates for reviewing areas of expenditure on an ongoing basis
- A Works Council has been established and meets regularly. The Council are currently in the process of establishing their Terms of Reference and have involved staff in this process asking for feedback at a recent staff meeting
- The development of the use of competency frameworks was evaluated and it was decided that we should not pursue this at this stage
- A Business Continuity Plan is now in place
- Work to develop the B&ME Elders Forum has been undertaken during the year and will continue during the next financial year
- There have been a number of difficulties with recruiting members



for the proposed Lesbian, Gay and Bisexual Older Persons Advisory Group. We are currently reviewing recruitment methods with an emphasis being placed on existing service users.

- Our Volunteering Policy has been completely reviewed in line with nationally developed Age Concern standards
- Support to Age Concern groups has been further developed, as detailed above

Key Future Year Objectives for Core Services

- ✓ 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 develop a Lesbian, Gay and Bisexual Older Persons Group
- ✓ To continue to develop all websites within the organisation
- ✓ Staff within Central Services will carry out expenditure reviews in line with the Purchasing Policy
- ✓ Systems and procedures for the smooth running of the Age Concern Business Directory finances will be introduced. In particular a direct debit collecting system will be established to collect fees

- ✓ Policies and procedures held by HR will be reviewed during the year to ensure compliance with the law and good practice
- ✓ The Induction of staff and volunteers process will be reviewed
- ✓ Recruitment procedures will be reviewed
- ✓ As part of the IT strategy we will review all areas of operation to ensure connection to the IT Network is available to as many staff as possible

Governance

Board of Trustees

The Board of Trustees of Age Concern Nottingham and Nottinghamshire are responsible for the general control and management of the administration of the charity. The trustees serve as volunteers, and receive no payment for their work.

The eight 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 three General Meetings during the year
- Holding the Annual General Meeting
- Legal advice for Trustees
- Training for Trustees and any expenses

Risk Management

The Charity has a robust Risk Management policy. "Risk" is defined as the uncertainty surrounding events and their outcomes that may have a significant effect, either enhancing or inhibiting:

- operational performance;
- achievement of aims and objectives; or
- meeting expectations of stakeholders.

The number of risks detailed in the charity's risk register has increased from 101 risks on 31st March 2007 to 117 risks at the end of the last financial year. Each risk is given an Impact and Probability rating.

The charity has four basic strategies to mitigate risks:

- transferring the financial consequences to third parties or

sharing it (e.g. insurance, outsourcing);

- avoiding the activity giving rise to the risk completely (e.g. a potential grant or contract not taken up);
- management or mitigation of risk;
- it can be accepted (e.g. assessed as an inherent risk that cannot be avoided if the activity is to continue).

Risk Management is undertaken by ACNN's management team and Board of Trustees on a monthly basis. The risk management process ensures that:

- new risks are properly reported and evaluated by the management team at their monthly meetings;
- risk aspects of significant new projects are considered as part of project appraisals;
- any significant failures of control systems are properly reported and actioned by the management team at their monthly meetings;
- there is an adequate level of understanding of individual responsibilities for both implementation and monitoring of the control systems via training and developed and monitored via staff supervision sessions;

- any further actions required are identified and recorded in the risk register;
- trustees consider and review the annual process in June of each year;
- trustees are provided with relevant update information at each Board meeting.

During the year 2007/8 there were two failures of control systems. These were both minor in nature and did not expose the charity to any significant risk.

Review of Governance objectives for the 2007/08:

- Risk assessment was carried out on a monthly basis in line with the charity's risk management policy
- A business continuity and recovery plan has been developed
- An IT strategy has been developed
- A contracts management system has been established

Key Future Year Objectives for Governance

- ✓ Seek to identify suitable additional Trustees to ensure succession planning for Board, in particular to identify a further Trustee with a financial background
- ✓ To develop formal agreements that detail the relationship between Age Concern Local Trading Limited and

ACNN

- ✓ To review ACNN's ability to cope with an epidemic or pandemic, particularly with reference to an influenza pandemic
- ✓ To appoint a new Director to the Age Concern Local Trading Ltd Board

Income Generation

Trading

Competition for new business in the general insurance market has never been fiercer with all of the major national companies battling for market share. Against this back-drop, ACNN's Trading Company, Age Concern Local Trading Ltd (ACLT), has succeeded in increasing sales of all of its key products.

To remain competitive, our traditional "core" product, Home Insurance, has yielded lower commission levels. This has meant that we have had to find considerably more business simply to maintain this income stream.

In fact, locally, we have been able to perform at a level where our income from home insurance has actually increased year-on-year. This has been a notable achievement, especially when our new business performance is compared to that of other Age Concerns around the country.

ACLT has proved to be the most successful trader of Travel Insurance in the whole of the country with

transactions for year totalling 4,157 compared to 3,760 in the previous year.

These factors, together with positive performances on all other products, have resulted in a year-on-year increase of turnover in the order of 7.3%.

The turnover for the Trading Company as a whole reduced by 38% (see note 17 of the accounts on page 81) however this was due to the conclusion of a contract with the Commission for Public and Patient Involvement in Health (CPPIH) at the end of December 2007.

Overall, income for 2007/08, excluding the CPPIH Contract, was £230,775 compared to £215,152 in the previous year.

The Upper Parliament Street premises continue to aid our quest for increased levels of business. Enquiries, from a wide group of users, are increasing. It is apparent that the greater visibility of the premises has meant that awareness of the Trading Company (and for ACNN as a whole) has improved significantly.

Looking forward, the downturn in the UK economy will present new challenges with, amongst other things, the banking and financial sector likely to step up sales activity in the general insurance market. Despite this, we are optimistic about the future. New products and services will enable the business to build further on the sound foundations provided by excellent levels of customer loyalty.

We have a well-managed operation with a committed, competent and enthusiastic workforce of staff and

volunteers, based in Nottingham, Mansfield and Derby. The achievements of this team are gratefully acknowledged.

ACLT management will seek to diversify its trading activities and will invest in appropriate expansion opportunities. At the same time we will continue to control running costs in order to maximise the surplus covenanted to the charity.

For further information contact Clive Parkin, Commercial Director on 0115 841 4447

Retail

Our staff and volunteers at Mansfield and West Bridgford shops achieved new highs in sales levels during 2007/08. In Mansfield, income was up by more than £9,000 on the previous year whilst West Bridgford saw an increase of over £1,800. It is all the more disappointing to report that rising costs, including business rates and rents, negated the effects of these record sales.

The hiring of a van to collect and deliver furniture proved to be successful, but costly, the charity has therefore now purchased a vehicle. Investment has also been made in a new storage unit for furniture which should also lead to an increase in sales, although this has led to an increase in expenditure for the year 2007/08 due to one off legal costs associated with the leasing of these premises.

The continuing difficulty in acquiring decent quality donations for our Eastwood shop to sell led to a decision



not to renew the lease and the premises closed in October. We had a dedicated team of staff and volunteers at Eastwood, and it was a sad occasion when we said goodbye to them.

Measures taken to improve the quantity and quality of donations and to reduce costs at both Mansfield and West Bridgford were put in place during the latter part of the year and are expected to have a noticeable effect during the 2008/09 financial year.

The Arnold shop (jointly operated with Age Concern England) continued to perform well and the income to ACNN increased by over £3,000

For further information contact David Timcke, Executive Officer (MIG) on 0115 841 4488

Fund Raising

Our 65th anniversary year saw a full programme of notable celebrations and we received some wonderful non-monetary donations in the form of a time capsule, a baby Grand Piano and a Lancaster Bomber "fly by" for our flagship Nottingham Castle Event.

The Charity received a total of £186,853 donations and legacies during 2007/08, an increase of 61% compared to the previous year. In addition to this fundraising income for the year amounted to £13,789.

We are grateful to the following Grant Making Trusts and companies who supported our work:

- 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
- The Foreman Hardy Charitable Trust
- The Boots Charitable Trust
- The Fifty Fund
- The Groundwork Trust
- The Coalfields Regeneration Trust
- The Nationwide Charitable Trust
- The Paylings Charity
- Comic Relief
- The Mansfield Building Society
- Capital Shopping
- The Yorkshire Building Society

The details of these donations can be found in note 3 of the accounts on page 68.

Our annual October Will-Writing Initiative organised and held in partnership with Roythornes Solicitors had a good take-up and proved to be very successful as usual. It raised £970, with Roythornes donating a further £30 to make the total up to £1,000. We are very grateful to Roythornes for their ongoing donation of time and expertise.

We also participated in the annual Age Concern England 'Innocent Smoothie Drinks Bobble Hat Initiative' again. This year, we invited several smaller local Age Concern groups to join us to raise even more money locally. The year broke all previous records and we jointly produced 2,609 bobble hats and raised a grand total of £1,226. Naturally, we ensured the Groups received their share of the funds! This proved so popular we are continually getting enquiries about



when, and if, this initiative is happening in 2008/09. Everyone seems very keen to get their knitting needles out ready to raise more funds for our local people and services!

Public Relations and Communications

2007 has been a particularly vibrant and lively year for the charity as we celebrated a successful 65th year. A number of high profile events helped create positive changes in terms of building awareness with various stakeholder groups and in further development of a local ACNN brand identity.

To summarise:

- The year started with the opening of the new premises on Upper Parliament Street by "King of the Jungle" Christopher Biggins.
 - A number of extremely popular and successful events ran throughout the year to celebrate the 65th Anniversary, including:
 - Tree planting in Sherwood Forest with celebrity gardener Diarmuid Gavin
 - Launch of a Time Capsule with communities in North Nottinghamshire
 - Flower bed at Nottingham Castle
 - Showcase of Talent
 - Volunteer "Thank You" party/recruitment day
 - Temporary exhibition at Brewhouse Yard Museum
 - A massive, free Family Fun Day at Nottingham Castle
- The events gave us the opportunity to build new relationships with funders and stakeholders whilst giving us the chance to develop existing links.
 - Events were well attended by a variety of local community groups
 - Over 3,000 attended the Nottingham Castle event
 - Work with local journalists and media and positive PR planning were improved due to the 65th. Press releases were distributed and articles and media coverage were in local press every month in 2007
 - The 3rd Annual Staff Conference ran successfully in January
 - "Our Concern" continued to be developed and has improved significantly

Age Concern Business Directory

New research now concludes that the over 55's use the internet more than ANY other group in the UK. So-called 'Silver Surfers', have more disposable income, motivation and time to spend



looking on-line to make informed choices about purchasing decisions.

ACNN has responded to this by developing an innovative new web based initiative working with a variety of local partners to simplify these decisions.

Our on-line, one-stop directory is the first of its kind to be developed specifically for older people by Age Concern and will make life easier for thousands of older people, their carers, families or friends who will be looking for products or services tailored to their needs. Solicitors, Holiday Companies, Mobility Aids and anything you can think of will be on this easy to navigate site.

The website can be found at:

www.AgeConcernBusinessDirectory.co.uk

This initiative is being run by a newly formed ACNN subsidiary company Age Concern Business Directory Limited.

All companies and organisations on the site are checked by our staff and have agreed to work to the Age Concern Business Directory Customer Charter. The site, which is free for users, provides a comprehensive list of registered companies.

The site will offer:

- Users the ability to locate reputable companies and organisations that will supply relevant products or services
- Companies and organisations that have been checked helping thousands of customers get value

for money as well as peace of mind

- The ability to post customer feedback
- Access to "Ask the Experts" section
- Mediation via Age Concern should any problems occur

Benefits to businesses:

- Working with a nationally recognised charity
- High strike rate with search engines
- Access to new customers
- Regular reports on site performance
- Access to email and text messages to specific groups of registered users
- Minimal annual cost for a basic listing to be included on the site

Many companies are already on board with the project and we hope to launch the website by the end of May 2008.

ACNN are launching and facilitating the project from our Beeston office but it's planned to be developed and rolled out to other local Age Concerns over the coming months.

Review of Income Generation Objectives for 2007/08

- The "E-Shopping" initiative developed into a major project – the Age Concern Business Directory (detailed above).
- The promotion of legacy giving was undertaken during the year, further



- work will continue during 2008/09
- Payroll giving will be promoted to local companies via the "Corporate Fundraising Package" that will be developed during 2008/09
- The trade in donated furniture was developed with the purchase of a dedicated van and the establishment of a storage facility
- The Heyday initiative continued to be promoted, although the take up of this national Age Concern England initiative has been disappointing
- ✓ An Internal Communications Strategy will be created and implemented
- ✓ More work to develop media relations, strategy and procedure
- ✓ Launch, promotion and development of the Age Concern Business Directory
- ✓ Development of a team of Volunteer Ambassadors

For further information contact David Timcke on 0115 844 0011

Key Future Year Objectives for Income Generation

- ✓ Provide an enhanced "funding intelligence" service to ACNN managers. Seek out funding opportunities (particularly those of a one-off and time limited nature)
- ✓ Launch a legacy promotion campaign, initially targeting local solicitors' offices
- ✓ Develop a "Corporate Fundraising Package" to offer to local companies (sponsorship of events/publications, employee payroll giving, employee volunteering, benefits of Heyday corporate membership, awareness of Business Directory and trading products, etc)
- ✓ Support and work with local solicitors in developing an expanded programme of "will writing" sessions (with donations benefitting ACNN)



Statistics

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

	2006/07	2007/08
No. of personal callers and telephone enquiries for information	24,634	22,471
No. of users of the Information and Advice Service	16,300	13,507
Estimated value of the benefit gains from the Advice Service	£2.725m+	£2.5m
No. of people supported by the Direct Payments Project	215	130
No. of units fitted by the Senior Link Service	173	154
No. of people supported through the Advocacy Service	892	795
No. of people supported through the Gedling Carers' Support Service	122	134
No. of volunteers supporting the Gedling Carers' Support Service	34	36
No. of people who regularly received visits from the Visiting Service	41	57
Total no. of visits made by the Visiting Service	1,299	1,043
Total no. of visiting hours provided by the Visiting Service	1,494	1,620
No. of people supported by the Harmony Counselling Service	50	91
No. of individuals accepted by the Kindred Spirits Service	1,500	2,700
Total no. of Kindred Spirits service users	1,121	1,180
No. of people assisted by the Hospital Discharge Service	745	745
No. of people supported by the Staying Put Service	1,429	1,405
No. of jobs completed through the Home Maintenance Service	983	1,011
No. of people supported by First Link	459	441
No. of Home Safety Checks carried out by Safe and Sound	436	416
No. of older people who received falls prevention and healthy eating advice from Stay Safe NDC	198	386
No. of training places provided by the Training Department	1,602	1,560
No. of people assisted by an approved gardener	381	Transferred to "Buy with Confidence"
No. of people assisted by an approved decorator	176	Transferred to "Buy with Confidence"
No. of volunteers available for all services	220	241
No. of volunteers recruited and trained for all services	220	241
No. of volunteer hours provided for all services	57,300	62,769

Kingston Close Day Centre, Worksop	Day Care (Mondays)		Dementia Day Care (Thursdays)	
	2006/07	2007/08	2006/07	2007/08
No. of days of day centre operation	46	46	50	50
No. day centre places available	644	644	500	500
Source of Referral: Self	10%	10%	-	-
Relatives	-	-	-	-
Social Services	90%	90%	100%	100%
Total number of placements filled	480	506	437	450
% of day centre users suffering mental illness	100%	90%	100%	100%
Age of users:				
60-69	-	-	-	-
70-79	10%	30%	20%	20%
80-89	20%	70%	70%	70%
90 plus	70%	-	10%	10%
Gender of users:				
Female	70%	75%	60%	70%
Male	30%	25%	40%	30%
Ethnic Background:				
White	100%	100%	100%	100%
No. of people on waiting list at year end	0	4	0	3
No. of volunteers available during year	1	1	0	0
No. of carers supported	29	28	30	29

Statistics for Gedling Carers Support Service	2006/07	2007/08
Total No. of People Supported:	122	150
Carers	44	49
Cared for	44	49
Volunteers	34	36
No. of new Carers Referred:	28	28
Source of new referrals:		
Self	2	6
Health	0	7
Social Services	18	4
Age Concern	8	1
Age of new referrals:		
50-59	0	0
60-69	7	5
70-79	12	6
80-89	9	6
90+	0	1
Gender of new referrals:		
Male	11	9
Female	17	9
Ethnic Background:		
White British	27	34
White Other	0	1
Black British	1	1
No. of enquiries/non-referrals:	36	24
No. of talks/special events:	15	20
No. of hours spent on talks/presentations:	59	10
No. of volunteers recruited:	4	9
Total no. of volunteers:	26	33
Total no. of hours of volunteer support:	2,250	2,134

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 Age Concern Local Trading Ltd.

It should be noted that the first financial reports from the new subsidiary company Age Concern Business Directory Ltd. (ACBD) will be included in the accounts ending on 31st March 2009. The "Other Debtors" detailed in note 10 of the accounts includes £59,993 owed to ACNN by ACBD on 31st March 2008.

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) on page 62 shows the gross income from all sources and the split of activity between restricted, designed 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 2007/08 stood at £4,630,819, capital costs associated with Staying Put stood at £1,492,682, giving a total of £3,138,137. Three to six months costs are, therefore, between £784,534 and £1,569,069, the unrestricted fund stood at £992,171 on 31st March 2008 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 14 (page 80) in the accounts.

Total incoming resources for the year were £4,666,395 compared with £4,063,343 for the previous year, an increase of 15%. Income from the Trading Company has increased, from £40,856 in 2006/7 to £44,500 in 2007/8, an increase of 9%.

Income from our joint charity shop with Age Concern England in Arnold was £9,226. As reported in last years Annual Report the Eastwood shop, despite substantial efforts by our staff and volunteers, was no longer profitable, the Trustees did not renew the lease for these premises in November 2007.

Sales at the West Bridgford shop have increased from £52,776 in 2006/7 to £54,628 in 2007/8, which was a particularly positive outcome bearing in mind the disruption that has affected the shop during the year as a result of a six week pedestrianisation scheme.

Expenditure for the last year has increased due to a decision by Rushcliffe Borough to remove the discretionary 20% rate relief that was provided to the charity, this was back dated to 1st April 2006 and so the charity had to pay double rates during the last year.

Sales at the Mansfield shop have increased from £77,925 in 2006/7 to £87,663 in 2007/8. Various one-off expenditure has occurred during the last year such as the professional fees incurred to arrange the lease for the furniture store (£3,776), prolonged hiring of a van whilst a second hand vehicle was sourced (£5,087) and the late charging of buildings insurance for the year 2006/7 (£782). These combined factors have led to a deficit of £10,777 for the shop.



Expenditure has increased from £4,222,763 in 2006/07 to £4,630,819 this year, an increase of 9.5%. It is particularly pleasing to be able to report that charitable expenditure has increased to £4,232,793 from £3,685,795 in 2006/07 (see Note 16 on page 81), an increase of £546,998 (15%) when compared to the previous year.

Expenditure on heat light and water has increased from £17,515 in 2006/7 to £27,323 in 2007/8, an increase of 56%, this rise is primarily due to increases in energy costs.

The net incoming resources to the unrestricted fund were £251,548.

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 (£110,600), our Diversity Training Programme (£20,000), building maintenance (£17,870), IT equipment (£15,991) and the purchase of a van to support the Mansfield shop (£13,649) this is detailed in note 14 on page 80. The use of these funds has resulted in a net reduction of this fund of £200,859. The Trustees have designed further unrestricted funds to increase the designated fund by £230,868 to £353,120.

Restricted funds have reduced from £642,841 on 1st April 2007 to £602,073 on 31st March 2008. Details of the restricted funds can be found in Note 12 on pages 75 to 78.

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 charity for the year ended 31st March 2008.

1. Principal Activity

The principal activity of the charity 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 charity 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 charity 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 charity 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 charity 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 charity'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. Small Company Provisions

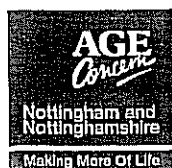
This report has been in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

6. 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.



AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

7. 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.

8. 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.

9. Risk Assessment

A full risk assessment is carried out annually and reviewed on a monthly basis. The risk assessment includes actions necessary to limit each identified risk, further details can be found on pages 47 and 48.

10. 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 16th July 2008

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

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 2008 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 charity'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 charity'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 charity and the charity'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

The trustees' (who are also the directors of Age Concern Nottingham and Nottinghamshire Ltd for the purposes of Company Law) responsibilities for preparing the Directors' Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Directors' Responsibilities.

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 whether in our opinion the information given in the Directors' Annual Report is consistent with the financial statements.

In addition we report to you if, in our opinion, the charity 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 other transactions 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, in accordance with United Kingdom Generally Accepted Accounting Practice of the state of the charity's affairs as at 31st March 2008, and of its incoming resources and application of resources, including its income and expenditure, in the year then ended;
- the financial statements have been properly prepared in accordance with the Companies Act 1985; and
- the information given in the Directors' annual Report is consistent with the financial statements.

SMITH COOPER NOTTINGHAM
Registered Auditor
Chartered Accountants

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



Date 16th July 2008



**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 2008**

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2008 £	Total 2007 £
Incoming Resources						
Donations and Legacies	3					
Housing Services				29,880	29,880	26,060
Community and Advocacy				65,671	65,671	10,199
Day Care				27,773	27,773	22,953
Core Services		63,529			63,529	56,540
Activities in furtherance of Charity's Objects						
Grants and Service Agreements	2					
Housing Services		2,957,790		146,134	3,103,924	2,538,773
Community and Advocacy		71,049		414,575	485,624	373,282
Day Care		40,701		159,358	200,059	194,187
Core Services		49,624		4,167	53,791	53,877
Fees and Contributions		171,695		21,859	193,554	185,127
Rent Receivable		618			618	3,850
Activities for Generating Funds						
Merchandising Income	5	167,536			167,536	177,439
Fundraising Income	6	13,789			13,789	14,982
Investment Income		29,872			29,872	31,776
Trading Subsidiary		230,775			230,775	374,298
Total Incoming Resources		3,796,978		869,417	4,666,395	4,063,343
Resources Expended						
Cost of Generating Funds						
Merchandising Costs	5	182,720	1,000		183,720	161,683
Fundraising Costs	6	30,120			30,120	35,717
Trading Subsidiary Costs		139,437			139,437	300,501
Cost of Activities in furtherance of Charity's Objects						
Charitable Expenditure	12					
Housing Services		2,733,271		181,593	2,914,864	2,445,217
Community and Advocacy		146,757	118,008	505,024	769,789	631,372
Day Care		215,160	2,256	198,762	416,178	404,827
Core Activities		53,216	53,940	24,806	131,962	204,379
Governance Costs	7	44,749			44,749	39,067
Total Resources Expended	8	3,545,430	175,204	910,185	4,630,819	4,222,763
Net Incoming/(Outgoing) Resources before Transfers						
Transfer between Funds	14	251,548	(175,204)	(40,768)	35,576	(159,420)
		(205,213)	205,213			-
Net Incoming/(Outgoing) Resources and Net Movements in Funds						
		46,335	30,009	(40,768)	35,576	(159,420)
Balance at 1st April 2007		945,836	323,111	642,841	1,911,788	2,071,208
Balances carried forward at 31st March 2008		992,171	353,120	602,073	1,947,364	1,911,788

The notes on pages 64 to 82 form part of these financial statements

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

BALANCE SHEETS

AS AT 31ST MARCH 2008

	<u>Notes</u>	<u>The Group</u>		<u>The Charity</u>	
		<u>2008</u>	<u>2007</u>	<u>2008</u>	<u>2007</u>
		£	£	£	£
<u>Fixed Assets</u>					
Tangible Assets	9	1,427,751	1,466,961	1,408,871	1,446,193
<u>Current Assets</u>					
Debtors	10	631,326	385,548	643,484	400,974
Cash at Bank and in Hand		487,962	599,731	451,151	567,904
		1,119,288	985,279	1,094,635	968,878
<u>Creditors: amounts falling due within one year</u>					
Accruals and Deferred Income		518,183	400,970	514,328	396,540
Taxation and Social Security		57,870	139,333	50,329	130,973
Other Creditors		8,079	149	501	650
Vehicle Finance Loan		4,239		4,239	
		588,371	540,452	569,397	528,163
<u>Net Current Assets</u>		530,917	444,827	525,238	440,715
<u>Total Assets less Current Liabilities</u>		1,958,668	1,911,788	1,934,109	1,886,908
<u>Creditors: amounts falling due after one year</u>					
Vehicle Finance Loan	11	11,304	-	11,304	-
<u>Net Assets</u>		1,947,364	1,911,788	1,922,805	1,886,908
<u>Funds</u>					
Restricted	12	602,073	642,841	602,073	642,841
Designated	14	353,120	323,111	353,120	323,111
Unrestricted		992,171	945,836	967,612	920,956
	13	1,947,364	1,911,788	1,922,805	1,886,908

Approved by the Board on 16th July 2008 and signed on its behalf by:

Director  E.G. EDWARDS

Director  S.I. WARZYSNKA

The financial statements have been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

The notes on pages 64 to 82 form part of these financial statements

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2008

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 2005) applicable accounting policies and the Companies Act 1985.

c) **Consolidation**

The consolidated accounts include the audited accounts of the Charity 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. A 90% owned subsidiary, Age Concern Business Directory Limited was set up during the year. This company has not begun trading in the financial year and has therefore received no income. Any costs incurred so far have been met by Age Concern Nottingham and Nottinghamshire Limited. These amounts are not material and the company will be consolidated into the group accounts in 2008/2009.

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 2008

(continued)

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 14.

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 12 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 charity 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 charity 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.

GRANTS AND SERVICE AGREEMENTS

	<u>2008</u>		<u>2007</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/</u>				
<u>Nottingham City Capital</u>				
Staying Put / Safe & Sound(see Note 4)		1,793,820	-	1,234,559
First Link		1,100,098	-	1,100,098
<u>Nottingham City Council</u>				
Home Maintenance (Hospitals)	39,260		39,260	-
Home Maintenance (West Area)	-		16,597	-
City Hospital Discharge	1,500		1,500	-
<u>Nottingham Primary Care Trust</u>				
City Hospital Discharge		56,609	-	55,228
c/f	<u>40,760</u>	<u>2,950,527</u>	<u>57,357</u>	<u>2,389,885</u>

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

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

	<u>2008</u>		<u>2007</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
b/f	40,760	2,950,527	57,357	2,389,885
a) <u>HOUSING SERVICES</u> (continued)				
<u>Nottingham Health Authority</u>				
Hospital Discharge			10,000	
<u>New Deal for Communities</u>				
Stay Safe	64,051		54,378	
<u>Age Concern England/E-on</u>				
Energy Right	38,823		18,225	
Safer Homes	2,500			
Electric Blanket Testing		114		
<u>Help the Aged</u>				
Senior Link		7,149	-	8,928
	<u>146,134</u>	<u>2,957,790</u>	<u>139,960</u>	<u>2,398,813</u>
b) <u>COMMUNITY AND ADVOCACY</u>				
<u>Nottinghamshire County Council</u>				
West Bridgford Visiting Scheme	33,670		32,738	-
Gedling Carers		22,260	-	21,875
Mansfield Kindred Spirits	32,345		31,448	-
Nottingham Kindred Spirits	19,025		18,498	-
Generic Advocacy	113,826		105,842	-
Direct Payments	20,961		40,900	
Link Age Community Outreach	50,313		8,243	
Link Age Shopping service	49,801		8,604	
<u>Nottinghamshire Healthcare Trust</u>				
Hospital Advocacy		22,254	-	21,800
<u>Rushcliffe Primary Care Trust</u>				
Hospital Advocacy		12,328	-	12,027
<u>Nottingham City Hospital NHS Trust</u>				
City Hospital Patients Representative		14,207	-	14,207
<u>Nottingham City Council</u>				
Generic Advocacy	22,254		16,364	
Kindred Spirits	29,722		14,570	
Age Well	<u>28,664</u>		<u>4,374</u>	
c/f	400,581	71,049	281,581	69,909

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

2. GRANTS AND SERVICE AGREEMENTS (continued)

	2008		2007	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
b) COMMUNITY AND ADVOCACY (continued)				
b/f	400,581	71,049	281,581	69,909
DEFRA				
Advice Service in Rural Areas			21,542	-
Age Concern England				
Direct Payments			250	
Fit as a Fiddle	13,394			
Age Concern in the East Midlands				
Hungry to be Heard	600			
	414,575	71,049	303,373	69,909
c) DAY CARE				
Nottingham City Council				
Sybil Levin	98,926		96,987	-
Nottinghamshire County Council				
Gedling Respite Service		22,470	-	22,470
Workshop		18,231	-	18,106
Stapleford	10,608		10,608	-
Mansfield	20,500		20,500	-
Newark	25,516		25,516	-
Help the Aged				
Crossings Lunch Club	3,808			
	159,358	40,701	153,611	40,576
d) CORE SERVICES				
Nottingham City Council				
Core Activities		10,959	-	10,744
Nottinghamshire County Council				
Core Activities		38,665	-	38,000
Age Concern England				
Learning Disabilities	4,167		833	
48 Upper Parliament Street			4,300	
	4,167	49,624	5,133	48,744
	724,234	3,119,164	602,077	2,558,042

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 2008

(continued)

3. **DONATIONS AND LEGACIES**
A. UNRESTRICTED FUNDS

	<u>2008</u>	<u>2007</u>
	<u>£</u>	<u>£</u>
Anonymous	25,000	25,000
Anonymous		1,000
Castle Masonic Group		450
Chilwell Manor Golf Club		415
Coventry Building Society		100
Forman Hardy Charitable Trust	300	250
In Memory of Mr K Hazard		327
In Memory of M Davies		305
J Allan		305
The Gray Trust	10,000	10,000
The J N Derbyshire Trust	2,000	1,900
The Late C Clark		366
The Late Florence Croft		10
The Late F R Handley	637	
The Late F Hill	1,000	
The Late N Latham	1,000	
The Late E M McLintock	1,000	
The Late K F Russell	(490)	1,000
The Late Mrs S Bird		1,000
The Late P Brownbridge		1,449
The Late J K Saunders	10,000	
The Late Thomas Green	500	
The Rothera Family Trust	400	400
The Sir John Eastwood Foundation	1,500	1,500
Others < £250	10,682	10,763
	63,529	56,540

3. **DONATIONS AND LEGACIES**
B. RESTRICTED FUNDS
a) HOUSING SERVICES

	<u>2008</u>	<u>2007</u>
	<u>£</u>	<u>£</u>
<u>Staying Put</u>		
The Skerritt Trust	28,600	26,000
Hardship Fund	110	60
<u>Hospital Discharge</u>		
Individuals	70	
<u>Allotment Project</u>		
Age Concern in the East Midlands	1,000	
<u>Home Maintenance</u>		
Individuals	100	
	29,880	26,060

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

b) COMMUNITY AND ADVOCACY

2008 **2007**

£ **£**

West Bridgford Visiting Scheme

Harry Dunn Charitable Trust	1,000	1,000
Individuals	25	25

Advocacy North Service

Individuals		88
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Information & Advice

The Boots Charitable Trust	6,000	
The Fifty Fund	2,000	
The J N Derbyshire Trust	5,000	

Healthy Eating

The Groundwork Trust	996	
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Counselling Service

Comic Relief	40,477	
Individuals	80	250

Direct Payments

S Hannah		500
Individuals		174

Gedling Carers

Department for Constitutional Affairs		150
Individuals	80	

Residents Representative

Individuals		150
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Kindred Spirits Mansfield

Mansfield Building Society	250	
Nottinghamshire Community Foundation –projector	600	
Individuals	1,007	1,039

Kindred Spirits

Individuals	3,586	5,573
The Bank of England		250

Home Safety – Sloppy Slippers

Age Concern England		1,000
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Home Safety – Locks

Capital Shopping	570	
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The Paylings Charity

Individuals in Mansfield	4,000	
	65,671	10,199

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

	<u>2008</u>	<u>2007</u>
	£	£
c) <u>DAYCARE</u>		
<u>The Sybil Levin Centre</u>		
Yorkshire Building Society	890	
<u>Stapleford Day Care</u>		
Individuals		50
<u>Ashfield Luncheon Clubs</u>		
The Coalfield Regeneration Trust	22,883	20,803
The Nationwide Charitable Trust	4,000	2,000
Individuals		100
	27,773	22,953
	123,324	59,212
<u>TOTAL RESTRICTED DONATIONS AND LEGACIES</u>		

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

	<u>2008</u>	<u>2007</u>
	£	£
Nottingham City Council Grant	143,076	143,076
Fee Income	180,622	105,392
Payments to Subcontractors	1,470,122	986,091
	1,793,820	1,234,559
	1,793,820	1,234,559

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

5. SURPLUS ON SHOPS

	<u>Eastwood</u>	<u>ACE</u>	<u>Mansfield Shop</u>	<u>West Bridgford</u>	<u>Total 2008</u>	<u>Total 2007</u>
	£	£	£	£	£	£
Takings	16,019	9,226	87,663	54,628	167,536	177,439
Direct and Overhead Expenses						
Purchases	596		231	502	1,329	4,585
Less Closing Stock						0
Staff Costs & Volunteer Expenses	16,593		43,647	29,203	89,443	79,030
Rent, Rates and Water	6,982		15,150	13,861	35,993	36,895
Light and Heat	1,286		1,489	2,116	4,891	3,624
Cleaning, Repairs, Renewals and Insurance	543		2,829	643	4,015	2,780
Telephone	247		1,054	138	1,439	982
Advertising	40		1,143	40	1,223	2,406
Depreciation	0		3,766	153	3,919	219
Sundry Expenses	3		1,235	612	1,850	1,697
Other Overheads	3,405		10,768	7,044	21,217	20,868
Share of Surplus to Age Concern England/Eastwood		137			137	262
Transport and Collection	318		17,628	318	18,264	8,335
	<u>30,013</u>	<u>137</u>	<u>98,940</u>	<u>54,630</u>	<u>183,720</u>	<u>161,683</u>
Designated Funds Used			500	500	1,000	2,365
Surplus/(Deficit)	<u>(13,994)</u>	<u>9,089</u>	<u>(10,777)</u>	<u>498</u>	<u>(15,184)</u>	<u>18,121</u>

Note

The poor results at both the West Bridgford and Mansfield shops have been analysed and the following one off costs occurring during 2007/08 identified:

- Mansfield £3,776 professional fees for leasing a storage facility, £5,087 van hire – a van has now been purchased which will save £8,000 per year in hire costs.
- At West Bridgford the local authority took away a 20% discretionary rate relief and back dated it one year leading to an extra £919 being charged during 2007/08.
- Both of these shops are expected to produce surpluses during 2008/09.

Following the decision by the Board of Trustees not to renew the lease after November 2007, the Eastwood shop closed on 31st October 2007.

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2008**

(continued)

6. FUNDRAISING AND PUBLICITY

Unrestricted Funds

	<u>2008</u>	<u>2007</u>
	£	£
Salaries	9,897	25,215
Postage, Printing and Stationery	907	2,353
Advertising and Publicity	11,690	3,342
Other Costs	7,626	4,807
	30,120	35,717
	30,120	35,717

Note

The costs of fund raising are shown as £30,120 with corresponding income of £13,789, it should be noted that fundraising activity also contributed to donation and legacy income detailed in note 3.

7. GOVERNANCE COSTS

	<u>Unrestricted</u>	
	<u>Total</u>	<u>Total</u>
	<u>2008</u>	<u>2007</u>
	£	£
Annual General Meeting & Annual Report Production	7,476	7,313
Audit and Accountancy	10,855	11,217
Board Meetings	16,288	15,053
Board of Trustees Expenses & Training	0	214
Legal and Professional	10,130	5,270
	44,749	39,067
	44,749	39,067

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 2008	Total 2007
	£	£	£	£
Merchandising		20,178	20,178	19,299
Fundraising				0
Trading Subsidiary	23,808	23,351	47,159	43,121
Housing Services	44,297	230,457	274,754	234,633
Community & Advocacy	18,349	102,764	121,113	89,035
Day Care	1,940	73,874	75,814	60,067
Core Activities	7,111	15,567	22,678	19,841
	95,505	466,191	561,696	465,996
	95,505	466,191	561,696	465,996

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

8. TOTAL RESOURCES EXPENDED

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other Costs</u>	<u>Total 2008</u>	<u>Total 2007</u>
	£	£	£	£	£
Direct Charitable Expenditure	2,187,916	83,286	1,961,591	4,232,793	3,685,795
Fundraising and Publicity					
- shops	85,607	3,919	94,194	183,720	161,683
- other	9,897	86	20,137	30,120	35,717
Governance Costs	22,343		22,406	44,749	39,067
Trading Subsidiary Costs			139,437	139,437	300,501
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	2,305,763	87,291	2,237,765	4,630,819	4,222,763
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
				<u>2008</u>	<u>2007</u>
				£	£
Staff Costs:					
Wages and Salaries				2,035,350	1,968,625
Social Security Costs				171,143	164,035
Pension Costs				99,270	92,610
				<hr/>	<hr/>
				2,305,763	2,225,270
				<hr/>	<hr/>
				<u>2008</u>	<u>2007</u>
				£	£
Other Costs:					
Audit				10,855	11,537
Grants - repair works for individuals				1,492,682	1,017,809
Property Costs				132,555	113,379
Travel Costs and Volunteers' Expenses				89,385	89,626
Transport / Stock Collection Costs				48,244	43,935
Advertising and Office Expenses				205,039	197,532
Training				45,619	44,275
Legal and Professional				13,763	7,477
Miscellaneous				60,186	61,525
Trading Subsidiary Costs				139,437	300,501
				<hr/>	<hr/>
				2,237,765	1,887,596
				<hr/>	<hr/>

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>2008</u>	<u>2007</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	84	88
Fundraising and Publicity	7	9
Management and Administration of the Charity	16	16
	<hr/>	<hr/>
	107	113
	<hr/>	<hr/>



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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(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>
	£	£	£	£	£	£
Cost						
At 1st April 2007	8,317	1,665,563	177,505	147,219	92,652	2,091,256
Additions in Year		10,391	2,055	5,207	34,844	52,497
Disposals in year			(24,657)			(24,657)
At 31st March 2008	8,317	1,675,954	154,903	152,426	127,496	2,119,096
Depreciation						
At 1st April 2007	1,428	305,261	163,574	66,233	87,799	624,295
Charge for Year	416	57,657	11,404	8,666	13,564	91,707
Disposals in Year			(24,657)			(24,657)
At 31st March 2008	1,844	362,918	150,321	74,899	101,363	691,345
Net Book Values						
At 31st March 2008	6,473	1,313,036	4,582	77,527	26,133	1,427,751
At 31st March 2007	6,889	1,360,302	13,931	80,986	4,853	1,466,961

(b) THE CHARITY

	<u>Freehold Property</u>	<u>Computer Equipment</u>	<u>Fixtures and Other Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
	£	£	£	£	£
Cost					
At 1st April 2007	1,664,658	158,271	132,993	92,652	2,048,574
Additions in Year	10,391	1,887	2,847	34,844	49,969
Disposals in Year		(24,657)			(24,657)
At 31st March 2008	1,675,049	135,501	135,840	127,496	2,073,886
Depreciation					
At 1st April 2007	305,216	147,374	61,992	87,799	602,381
Charge for Year	57,612	8,684	7,431	13,564	87,291
Disposals in Year		(24,657)			(24,657)
At 31st March 2008	362,828	131,401	69,423	101,363	665,015
Net Book Values					
At 31st March 2008	1,312,221	4,100	66,417	26,133	1,408,871
At 31st March 2007	1,359,442	10,897	71,001	4,853	1,446,193

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

10. DEBTORS

	<u>2008</u>	<u>The Group</u>		<u>The Charity</u>	
		<u>2007</u>	<u>2008</u>	<u>2007</u>	<u>2008</u>
		£	£	£	£
Grants Receivable		496,484	307,185	496,484	307,185
Prepayments		16,996	20,779	16,996	15,356
Other Debtors		112,826	53,224	124,984	74,073
VAT		0	0	0	0
Donations Receivable		5,020	4,360	5,020	4,360
		<u>631,326</u>	<u>385,548</u>	<u>643,484</u>	<u>400,974</u>

11. CREDITORS: amounts falling due after one year

	<u>The Group</u>		<u>The Charity</u>	
	<u>2008</u>	<u>2007</u>	<u>2008</u>	<u>2007</u>
	£	£	£	£
Vehicle Finance Loan		11,304	11,304	
Analysis of Borrowings:				
Within one year		4,239	4,239	
Between two and five years		11,304	11,304	
		<u>15,543</u>	<u>15,543</u>	

The vehicle finance loan is an interest free loan to be paid back in monthly instalments over 48 months and was provided by Sunwin Motors Ltd.

12. RESTRICTED FUNDS

Funded by:

	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
	<u>1.4.2007</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2008</u>
	£	£	£	£
HOUSING				
Nottingham City Council				
City Hospital Discharge	-	1,500	1,500	-
Home Maintenance (Hospitals)	4,017	39,260	41,200	2,077
Home Maintenance Sinking Fund (Van)	15,921			15,921
Home Maintenance (West Area)	5,010		2,777	2,233
Home Maintenance (West Area) Sinking Fund	2,504			2,504
The Skerritt Trust				
General	4,059	28,600	23,018	9,641
Age Concern England/E-on				
Home Service	1,896		190	1,706
Energy Right	3,134	38,823	39,921	2,036
Safer Homes		2,500	2,137	363
Age Concern in the East Midlands				
Allotment Project		1,000		1,000
General Donations				
Staying Put Hardship Fund	955	110	150	915
Home Maintenance		100	100	-
Hospital Discharge		70	70	-

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	Balance Movement in Resources			Balance 31.3.2008 £
	1.4.2007 £	Incoming £	Outgoing £	
Nottingham Primary Care Trust				
Super Insulation	2,336		900	1,436
First Link	1,964		196	1,768
Nottingham Health Authority				
City Hospital Discharge	5,383		5,383	
New Deal For Communities				
Stay Safe	0	64,051	64,051	-
TOTAL	47,179	176,014	181,593	41,600

COMMUNITY & ADVOCACY

Joint Finance

Gedling Development Officer	75		7	68
Rushcliffe Continuing Care Support Worker	225		23	202

Help the Aged

Advice Service	976		296	680
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Department of Health

Direct Payments	569		57	512
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Nottinghamshire County Council

West Bridgford Visiting Scheme	371	33,670	33,707	334
Mansfield Kindred Spirits	-	32,345	32,345	-
Greater Nottingham Kindred Spirits	-	19,025	19,025	-
Advocacy North Notts	169		17	152
Generic Advocacy	1,559	113,826	114,606	779
Direct Payments		20,961	20,961	-
Link Age Community Outreach	5,856	50,313	55,331	838
Link Age Shopping service	7,020	49,801	56,362	459

Nottingham City Council

Generic Advocacy		22,254	22,254	-
Home Safety	125		13	112
Kindred Spirits		29,722	29,722	-
Age Well	333	28,664	28,830	167

National Lottery Charities Board

Mobile Resource	52		5	47
Kindred Spirit	269		27	242

Age Concern England

Age Resource Information & Advice	283		28	255
Emergency Heating/Cooking Fund	545			545
Sloppy Slippers	568		568	-
Fit as a Fiddle		13,394	12,136	1,258

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	Balance Movement in Resources			
	1.4.2007	Incoming	Outgoing	31.3.2008
	£	£	£	£
<u>Age Concern in the East Midlands</u>				
Hungry to be Heard		600		600
<u>Nottingham Primary Care Trust</u>				
Age Well Project	83		8	75
<u>Partnership Grant</u>				
Promotional Work	2	0	2	0
<u>DEFRA</u>				
Advice Service Rural Areas	391		39	352
<u>The Paylings Charity</u>				
Individuals Living in Mansfield		4,000	1,076	2,924
<u>Comic Relief</u>				
Counselling		40,477	39,538	939
<u>General Donations</u>				
Gedling Carers – Individuals		80	80	-
Counselling – Individuals	-	80	80	-
Kindred Spirits Mansfield - Social Fund	22	8,794	8,616	200
Kindred Spirits Mansfield - Individuals	-	1,007	1,007	-
Mansfield Building Society		250	250	-
Nottinghamshire Community Foundation-projector		600		600
Kindred Spirits Social Fund	978	11,065	9,394	2,649
The Harry Dunn Charitable Trust – WB Visiting	514	1,000	1,514	-
Individuals WB Visiting		25	25	-
Kindred Spirits - Individuals	-	3,586	3,586	-
Advice & Information -The Boots Charitable Trust		6,000	6,000	-
The Fifty Fund		2,000	2,000	-
The J N Derbyshire Trust		5,000	5,000	-
Capital Shopping – Locks	1	570	489	82
The Groundwork Trust - Healthy Eating		996		996
<u>TOTAL</u>	20,986	500,105	505,024	16,067
<u>DAY CARE</u>				
<u>Nottingham City Council</u>				
Sybil Levin Centre	9,462	98,926	99,561	8,827
<u>Nottinghamshire County Council</u>				
Stapleford		10,608	10,608	-
Mansfield	-	20,500	20,500	-
Newark	380	25,516	25,554	342
<u>The Skerritt Trust</u>				
Sybil Levin Decorating	2,414		150	2,264
<u>General Donations</u>				
Sybil Levin Centre- Building	6,794		430	6,364
McCarthy & Stone – Security	402		24	378
Barclays Bank carpets	656		42	614
Grant Thornton	2,025		203	1,822
Yorkshire Building Society	1,174		117	1,057

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31ST MARCH 2008
(continued)

12. RESTRICTED FUNDS (continued)

Funded by:	Balance Movement in Resources Balance			
	1.4.2007	Incoming	Outgoing	31.3.2008
	£	£	£	£
The Skerritt Trust	9,000		500	8,500
Anonymous	36,000		2,000	34,000
The Percy Bilton Charity	4,500		250	4,250
New Appeals	5,046		505	4,541
The Robert McAlpine Trust	6,997		389	6,608
Sybil Levin Centre (High Sheriff of Notts Appeal)	124,017		8,343	115,674
Newark Day Care – The Beatrice Lang Trust	313		31	282
Worksop Day Care – The Beatrice Lang Trust	377		38	339
Yorkshire Building Society – Sybil Levin Tables		890		890
Sainsburys Plc				
Sainsburys Project	509		51	458
Ashfield Lunch Clubs				
Coalfield Regeneration Trust		22,883	22,883	-
The Nationwide Foundation		4,000	4,000	-
Help The Aged				
Crossings Lunch Club		3,808	2,583	1,225
TOTAL	210,066	187,131	198,762	198,435
CORE SERVICES				
Age Concern England				
Bradbury House Building	11,299		512	10,787
Learning Disabilities Project	0	4,167	4,167	-
Upper Parliament Street	4,085		215	3,870
Age Concern in the East Midlands				
Group Support		2,000	2,000	-
Nottingham City Council/Transact Grant				
Travel Plan	13,558		851	12,707
65th Anniversary				
Couttes Foundation (London)	500		500	-
General Donations				
Bradbury House Building	335,168		16,561	318,607
TOTAL	364,610	6,167	24,806	345,971
TOTAL RESTRICTED FUNDS	642,841	869,417	910,185	602,073

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

13. **ANALYSIS OF NET ASSETS BETWEEN FUNDS**
DIRECT CHARITABLE PURPOSES

<u>Restricted Funds</u>	<u>Tangible</u> <u>Fixed Assets</u>	<u>- Net Assets</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>
Gedling Development Officer	68		68
Advice Service – Help the Aged	680		680
Direct Payments	512		512
Home Maintenance (Hospitals)	2,077	15,921	17,998
Home Maintenance (West Area)	2,233	2,504	4,737
Home Safety	112		112
Age well	167		167
Transact Travel Plan	12,707		12,707
National Lottery Charities Board - Kindred Spirits	242		242
Kindred Spirits Mansfield Social Fund		200	200
Skerritt Trust - General		9,641	9,641
- Sybil Levin	2,264		2,264
Sainsbury's Project	458		458
Staying Put - Hardship Fund	362	553	915
Kindred Spirits Social Fund		2,649	2,649
Age Concern England – Building	10,787		10,787
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	115,674		115,674
Age Concern England – Upper Parliament Street	3,870		3,870
Age Concern England – Energy Right	332	1,704	2,036
Age Concern England – Safer Homes		363	363
Age Concern England – Fit as a Fiddle	1,258		1,258
Age Concern in the East Midlands – Allotment Project		1,000	1,000
- Hungry to be Heard		600	600
Rushcliffe Continuing Care Support Worker	202		202
Home Service	1,706		1,706
Bradbury House Building	318,607		318,607
Age Well Projects	75		75
National Lottery Charities Board - Mobile Resource	47		47
Age Concern England – Emergency Heating/Cooking fund		545	545
Age Resource Advice and Information	255		255
West Bridgford Visiting Scheme	334		334
Super Insulation		1,436	1,436
Help the Aged – Crossings Lunch Club		1,225	1,225
Sybil Levin Building	9,243		9,243
- The Skerritt Trust	8,500		8,500
- Anonymous	34,000		34,000
- The Percy Bilton Charity	4,250		4,250
- New Appeals	4,541		4,541
- The Robert McAlpine Trust	6,608		6,608
McCarthy & Stone Camera	378		378
First Link	1,768	0	1,768
Sybil Levin Centre – Nottingham City Council	8,827	0	8,827
Newark Day Care	624		624
Worksop Day Care	339		339
Sybil Levin – Barclays	614		614
DEFRA	352		352
Link Age Community Outreach	838		838
Link Age Shopping service	160	299	459
Generic Advocacy	931		931
Comic Relief – Counselling		939	939
The Paylings Trust		2,924	2,924

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

**13. ANALYSIS OF NET ASSETS BETWEEN FUNDS
DIRECT CHARITABLE PURPOSES**

Restricted Funds (continued)	Tangible Fixed Assets £	Net Assets £	Total £
Nottinghamshire Community Foundation-projector Kindred Spirits		600	600
Yorkshire Building Society – Sybil Levin Tables		890	890
The Groundwork Trust – Healthy Eating		996	996
Capital Shopping – Locks		82	82
RESTRICTED FUNDS AT 31ST MARCH 2008	557,002	45,071	602,073
OTHER PURPOSES	854,853	490,438	1,345,291
TOTAL ASSETS	1,411,855	535,509	1,947,364

14. DESIGNATED FUNDS

	Balance 1st April 2007 £	Movement In Resources £	Transfers between Funds £	Balance 31st March 2008 £
Events/Campaigns	1,127	1,127		0
Health & Safety	500		2,000	2,500
Welfare Fund	214			214
Sinking Fund –				
Information Technology	21,222	15,991	6,650	11,881
Buildings	70,594	5,864	7,884	72,614
Minibus/Vehicles	46,293		3,000	49,293
Shops	30,319	6,372	6,811	30,758
Staff Conference	5,586	5,586	8,000	8,000
Advocacy	14,400	7,408		6,992
Ashfield Luncheon Clubs	2,256	2,256	12,227	12,227
Advice & Information	110,600	110,600	158,641	158,641
Training Department	20,000	20,000		0
	323,111	175,204	205,213	353,120

15. STATUS OF THE CHARITY

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.

16. 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:

	2008 £	2007 £
Gross Incoming Resources		
Merchandising Costs	4,527,279	3,763,171
Fundraising Costs	(183,720)	(161,683)
Expenditure on charitable activities	(30,120)	(35,717)
Governance Costs	(4,232,793)	(3,685,795)
	(44,749)	(39,067)
Net (Outgoing)/Incoming Resources	35,897	(159,091)
Balance brought forward from previous year	1,886,908	2,045,999
Total Funds carried forward	1,922,805	1,886,908

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

17 SUBSIDIARY COMPANIES

The Charity owns the whole of the issued ordinary share capital of Age Concern Local Trading Limited, a company registered in England. This 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 this subsidiary is shown below:

<u>Age Concern Local Trading Ltd</u>	<u>2008</u>	<u>2007</u>
	<u>£</u>	<u>£</u>
Turnover	230,775	374,298
Cost of Sales	<u>1,686</u>	<u>1,193</u>
Gross Profit	229,089	373,105
Administrative Expenses	167,967	332,578
Gifted to Age Concern Nottingham and Nottinghamshire	44,500	31,000
Gifted to Age Concern Derby and Derbyshire	<u>16,943</u>	<u>9,856</u>
<u>Net (Loss) Profit</u>	<u>(321)</u>	<u>(329)</u>
The aggregate of the assets, liabilities and funds was:		
Assets	94,514	92,067
Liabilities	<u>(69,955)</u>	<u>(67,187)</u>
	24,559	24,880
Share Capital	2	2
Profit and Loss Account	<u>24,557</u>	<u>24,878</u>
Funds	<u>24,559</u>	<u>24,880</u>

Age Concern Business Directory Ltd

The Charity owns 90% of the issued ordinary share capital of Age Concern Business Directory Ltd, a company registered in England. During the period costs were paid on behalf of Age Concern Business Directory Limited totalling £59,993. The maximum amount that will be loaned to the company is £150,000. The costs will be repaid once the company has sufficient profits. The annual interest to be paid on the loan is 6.5%.

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2008

(continued)

18. LEASING COMMITMENTS

At 31st March 2008, the group had annual commitments under non-cancellable operating leases as detailed below:

	<u>2008</u>		<u>2007</u>	
	<u>Land and Buildings</u>	<u>Other</u>	<u>Land and Buildings</u>	<u>Other</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Operating Leases which expire:				
Within one year				
Within two to five years	5,850	9,257	5,850	14,000
Over five years	42,417		42,417	-
	<u>48,267</u>	<u>9,257</u>	<u>48,267</u>	<u>14,000</u>

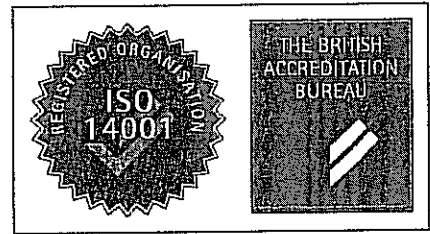
19. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration during 2008 or 2007. Trustees' expenses of £Nil (2007: £29) were reimbursed during the year.

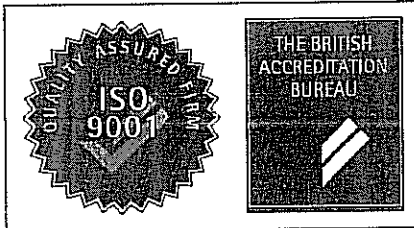
AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

**We would like to thank the following for
their support over the last year:**

Age Concern England	J N Derbyshire Trust
Age Concern Enterprises	Mansfield Area Strategic Partnership
Age Concern East Midlands	Mansfield Building Society
Ashfield District Council	Mansfield District Council
Barclays Bank plc	Millgate Museum
Bassetlaw District Council	Nationwide Charitable Trust
Bassetlaw Primary Care Trust	Nelsons Solicitors LLP
Boots Charitable Trust	New Deals for Communities
Brewhouse Yard Museum	Newark District Council
Broxtowe Borough Council	Nomenca
Business in the Community	North Midland Construction
CAF Bank Ltd	Nottingham Castle
Capital One	Nottingham City Council
Castle College Nottingham	Nottingham City Hospital Trust
Castle Rock Brewery	Nottingham City Primary Care Trust
Cattles	Nottingham Energy Partnership
Coalfield Regeneration Trust	Nottingham Trent University
Comic Relief	Nottinghamshire Community Foundation
Couttes Foundation	Nottinghamshire County Council
Department of Health	Nottinghamshire County Teaching Primary Care Trust
Diarmuid Gavin	Nottinghamshire Healthcare Trust
E.on UK	Percy Bilton Foundation
Experian	Positive Futures
Fifty Fund	Powergen
Focus DIY Limited	Rushcliffe Borough Council
Forestry Commission	Rothera Family Trust
Forman Hardy Charitable Trust	Roystones Solicitors
Freeth Cartwright LLP	Rushcliffe Primary Care Trust
Gala Leisure	Sherwood Forest Trust
Gedling Borough Council	Sir John Eastwood Foundation
George Henry Francis Paylings Charity	Skerritt Trust
Gray Trust	Smith Cooper Nottingham
Grant Thornton	Victoria Centre (Capital Shopping) Nottingham
Groundwork Trust	Warren & Allen
Harry Dunn Charitable Trust	Yorkshire Building Society
Help the Aged	Young and Pearce



REGISTRATION NUMBER 181932



REGISTRATION NUMBER 181742

*Community
Legal Service*



INVESTOR IN PEOPLE

