

**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 Office:**

Bradbury House  
12 Shakespeare Street  
Nottingham  
NG1 4FQ

Telephone: (0115) 844 0011

Fax: (0115) 841 4460

Email: [info@ageconcernnotts.org.uk](mailto:info@ageconcernnotts.org.uk)

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

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  
Mr L Stevens  
Miss M Timson  
Mrs V Wright

**Board of Trustee Directors:**

Mrs S I Warzynska (Chair)  
Mr B Burdus (Vice-Chair)  
Mr E G Edwards (Honorary Financial  
Adviser)  
Dr P Cansfield

Mr C N Cullen  
Mr A Ghelani  
Mr D G Hancock  
Mr M Williamson

**In Attendance:**

Mr S Main  
(Age Concern England Representative)

Mr M I Tinkler  
(Chief Executive and Company  
Secretary)

**Non-Trustee Members:**

Cllr J Allin  
Dr D Arey  
Mr D Atkinson  
Dr E Cliffe  
Mrs P Davies

Dr R Harwood  
Mrs K Hoyland  
Dr L Shah  
Mr N Williamson



## **Age Concern Local Trading Limited**

A company limited by guarantee,  
Registration No. 03028410

### **Board of Directors:**

Mrs S I Warzynska (Chair)  
Mr E G Edwards  
Mr C Parkin  
Mrs E A Gregory

### **Company Secretary**

Mr D Timcke

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

## **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

### **Company Secretary**

Mr M I Tinkler

### **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  
Tuesday 18th August 2009 at 2.00 pm  
in  
The Meeting Room at  
The Friends Meeting House  
25 Clarendon Street  
Nottingham  
NG1 5JD**

## **Staff of Age Concern Nottingham and Nottinghamshire (31/3/09)**

### **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)
John Anderton**	Business Development Manager (Age Concern Business Directory)
Paula Bailey	Home Safety Manager
Darren Barker	Staying Put Manager
Adrian Bingley	Lunch Club Co-ordinator
Lynn Bland	Care Assistant (Sybil Levin Centre)
Margaret Brader	Care Assistant (Newark Day Centre)
Christine Bradley	Office Cleaner (Bradbury House)
Phil Brealey*	Insurance Arranger
Holly Briggs	Support Worker (Hospital Discharge Service)
Neil Brittain	IT Manager
Paul Brotherton	Service Co-ordinator (Visiting)
Donna Brown	Sutton Activities Organiser
Lynn Burton	Retail Manager
David Buxton	Handyperson (Home Maintenance)
Mary Cann	Regional Day Care Manager
Mark Cawkwell	Handyperson (Home Maintenance)
Sandra Clark	Advocate (Mental Health)
Jacqueline Clarke	Internal Sales Support Co-ordinator (Age Concern Business Directory)
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)
Beverley Daniels	Administrator (Information & Advice Service)
Rob Davis	Handyperson (Home Maintenance)



Denis Dear	Driver (Mansfield)
Elaine Draper	Advocate (Community)
Patrick Dyer	Driver (Sybil Levin Centre)
Ian Elliott**	Administrator (Age Concern Business Directory)
Lesley Ellison	Administrator (Staying Put)
Adrian Flint	Handyperson (Home Maintenance)
Miriam Flint*	Insurance Arranger
Jean Foreman	Clerical Assistant (Central Services)
Julie Forte	Shop Manager (Mansfield)
Brian Foster	Handyperson (Home Maintenance)
Lee Foster	Handyperson (Home Maintenance)
Paul Gallanagh	Senior Caseworker (Staying Put)
Emma Gilbert	Care Assistant (Sybil Levin Centre)
Shelagh Glover	Clerical Assistant (Central Services)
Sue Godfrey	Finance Assistant
Joanna Grainger	Advocate (Community)
Nicola Grantham	Clerical Assistant (Home Maintenance)
Kate Greaves	Team Leader (Energy Right)
Debbie Griffiths	Care Assistant (Sybil Levin Centre)
Trevor Hackworth	Service Co-ordinator (Home Safety)
Kay Hammond*	Insurance Arranger
Jean Hart	Activity Co-ordinator (HMP Whatton)
Chris Hawkes*	Insurance Arranger
Peter Haynes	Information & Advice Co-ordinator
Siân Hopkins	Assistant Administrator (Central Services) and HR Administrator
Sue Hudson	Care Assistant (Mansfield)
Margaret Humphreys	PA to Executive Team
Sophie James	Service Co-ordinator (Kindred Spirits – South)
Suneil Johal	Sales and Marketing Executive
David Johnson	Cook (Sybil Levin Centre)
Brian Jones	Relief Driver
Zabina Kauser	Information and Advice Co-ordinator
Ken Keeton	Handyperson (Home Maintenance)
Jean Kerslake	Deputy Shop Manager (West Bridgford)
Liam Lambert	Handyperson (Home Maintenance)
Marie Littlestone	Home Maintenance Co-ordinator
Tony Loggenberg*	Insurance Arranger
Sandra McLelland	Funding Development Manager
Sarah Maher	Clerical Assistant (Home Maintenance)
John Marlow	Handyperson (Home Maintenance)
John Matthew	Senior Caseworker (Staying Put)
Clair Mellors	Day Centre Organiser (Newark Day Centre)
Louise Mellows	Care Assistant (Sybil Levin Centre)
Diana Moore	Day Centre Organiser (Gedling Day Centre)

Tracy Morley	Service Co-ordinator (Kindred Spirits – North)
Robert Norton	Service Co-ordinator (Counselling)
Louise Osbourne	Day Centre Organiser (Newark Day Centre)
Laura Page	HR Administrator
Hazel Parkes	Day Centre Organiser (Stapleford Day Centre)
Clive Parkin	Commercial Director
Rita Price	Care Assistant (Sybil Levin Centre)
Derek Redfern	Handyperson (Home Maintenance)
Lorraine Rhodes	Service Co-ordinator (Gedling Carers and West Bridgford Visiting Services)
Michelle Sanderson	Sybil Levin Centre Manager
Jo Scott	Assistant Co-ordinator (Kindred Spirits – South) and Trainer
Alison Shaw	Administrator (Information & Advice Service)
Angela Skinner	Care Assistant (Sybil Levin Centre)
Lilian Smith	HR Manager
Judith Southall	Finance Assistant
Suzy Stephens	Training Administrator
Bob Stephenson	Assistant Caseworker and Administrator (Staying Put)
Sara Stewart	Finance Assistant
Chipso 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)
Amy Taylor	Advocate (Community)
Linda Taylor	Administrator (Central Services)
Suzanne Taylor	Sales Supervisor (Mansfield Shop)
Judi Thomas*	Insurance Arranger
Eileen Tomany	Training Manager
Steve Towe	Day Centre Organiser (Mansfield Day Centre)
Lisa Turner	Service Co-ordinator (Shopping Service)
Jennifer Unwin	Sutton Project Co-ordinator
Adele Walker	Co-ordinator - Community Outreach
Jannette Warrener	Public Relations Manager
Terry Waterfield	Handyperson (Home Maintenance)
Terry Watson	Driver (Sybil Levin Centre)
Jennifer Wattley	Receptionist/Adviser (Bradbury House)
Nicky Wheddon	Group Support Worker
Jane Whitehead	Co-ordinator - Community Outreach
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

\*\* Employed by Age Concern Business Directory Limited





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

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

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

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

## Chair of Trustees Statement

The last year has been one of some gains and some losses. We have all been affected by the current economic down turn which came so swiftly and unexpectedly – with devastating results for most of us in some way or other.

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

We have much to celebrate and the Trustees are particularly appreciative of how much everyone connected with the charity goes that extra mile to ensure that the needs and well-being of older people are met.

I took over as Chair in August 2008 from Eric Edwards who had done a remarkable job as both Chair and Honorary Financial Adviser for the previous four years. Fortunately, he has stayed on as HFA to steer the charity through a considerable amount of financial challenges and we are very fortunate to have such a competent and dedicated volunteer to oversee our income and expenditure which is the lifeblood of the work we do.

Brian Burdus – who has been a Trustee for nearly four years - became our new Vice-Chair and has been a real support to me, especially when I have been unable to attend meetings.

We have had to make some hard decisions during the year due to the economic downturn (along with many other charities) and have had to restructure the charity with a resultant

loss of posts. Having used reserves to keep all our services running this year, we have had to make some cuts as we do not have sufficient reserves to keep these services running in the next financial year.

We have tried to target infrastructure and management positions as far as possible but, unfortunately, we have also had to consider direct services to make the required savings so that expenditure matches income. The main area we have had to cut back on is our Information and Advice Service as this is the service that we direct most of our fundraising income to – we are keeping a small service running with one Co-ordinator and our dedicated team of volunteers. Our I&A Service was seen throughout the UK as one of the best flagship services in existence and this cut back comes at a time when older people are being particularly affected by the recession and more and more will be in need of our help and support.

Our Trading Company is performing well, especially when we consider the current difficult trading environment, and I am delighted to report it is the top Age Concern trading company in England – due, again, to the staff and volunteers performing so well in this competitive environment. Our first Chair, Roy Batterbury, stepped down after many years of support and wise guidance. We cannot lose such a dedicated volunteer of ours completely so I am pleased he has accepted the honour of becoming a Life Vice-President.

After many, many years championing our cause as a Trustee, Vice-Chair and lately Vice-President, Clair Harlow



Registered Charity No. 1067881

stepped down as Vice-President in August as she is cutting back on her commitments to concentrate on a happy and well earned retirement.

The Age Concern Business directory continues to grow steadily, although slower than anticipated due to companies cutting back on their own advertising expenditure. As usual, the staff involved in this initiative have given of their absolute best and have been tenacious, patient and dedicated to reach the success we have achieved so far.

To continue our critical, often life saving and certainly life enhancing work, we rely on a whole range of partners whose financial support enables us to carry out our work locally. I would like to thank the many individuals, charitable trusts, local companies, local NHS Trusts, the City and County Councils and Central Government for their support.

It has not been an easy year but the charity continues to look for further opportunities to continue the valuable work we do today and our vision for the future. The fantastic achievements shown in this Annual Report is the result of a great deal of hard work by many people, but particular thanks must go to our Chief Executive, Mick Tinkler, for his ability to lead and inspire his staff internally and to develop and maintain excellent working relationships with so many individuals and organisations critical to the success of the charity. I have no doubt the charity will continue to develop under his most able guidance.

Last but not least, 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.

**Sandra Warzynska**  
**Chair**

## **Chief Executive's Message**

Last year has been a challenging year for the charity. We have continued to provide a wide range of services and support that makes such a massive impact on the quality of life of older people and their carers.

The biggest challenge has been the reduction in income to the charity as we have seen some cut backs in funding and the impact of the recession. This has led to some staff posts being made redundant and it is extremely sad to see valued colleagues leave the charity with the resultant loss of skills and experience.

One of these positions was held by David Timcke who was our Executive Officer (Marketing and Income Generation) who has managed the income generation side of the charity. We have also lost Jannette Warrener our PR Manager and Sandra McLelland our Funding Development Manager. We will miss the valuable contribution these colleagues have made to the charity.



As detailed in the Chair's report above, we have also seen a reduction in our Information and Advice (I&A) service. This has resulted in Scott Smith, Zabina Kauser, Kevin Winship and Anne Winship leaving the charity.

I am pleased to report that we have retained one I&A co-ordinator (Peter Haynes) and many of our loyal volunteers. This will mean that we are still able to operate a reduced service and leaves us with the core of a service to build upon in future years, as funding allows.

I am pleased that we have been able to offer some members of the team alternative roles within the charity and that everyone else who has left the charity have moved to positions elsewhere.

On a more positive note we have been able to expand our Handyperson Service in the City significantly during the year thanks to funding from Nottingham City Council. We are now able to respond to around 250 requests for help every month.

We have also been able to establish a new activity service in Ashfield funded by the Fair Share Scheme. Our work to support older people to become fit and active was also enhanced with the development of the Fit as a Fiddle initiative which has been supported by the Big Lottery. Funding from Help the Aged has also enabled us to develop a new Befriending Service in the St. Ann's and Sneinton inner city areas of Nottingham.

At the end of the financial year we were successful in tendering for the Paid Representative Service which forms part of the new Deprivation of Liberty Safeguarding (DoLS) legislation. The one year pilot provides representation to people who lack capacity to consent to care or treatment and who have no family or friends to assist them.

The current economic climate has presented challenges that are likely to continue whilst the country remains in a recession. The Trustees have acted to ensure the charity's work is protected and can continue. Whilst it is regrettable to have to scale back some areas of our work we have also seen the expansion of other areas.

Some opportunities which are on the horizon over the coming years include the merger of the two national charities for older people, Age Concern England and Help the Aged. The merger happened on 1<sup>st</sup> April 2009 and we are working hard with our colleagues nationally to ensure the benefits of this merger have a positive impact on the well being of older people in Nottingham and Nottinghamshire.

We are also preparing for significant changes which will impact on the way in which older people and their carers access social care support. The Government's ambition is to put people first through a radical reform of public services.

The stated aim is to ensure that people "are able to live their own lives as they wish; confident that services are of high quality, are safe and promote their own

individual needs for independence, well-being, and dignity.”

This holistic approach is set out in a document “Putting People First” which includes a strategic shift towards early intervention and prevention. If this approach receives adequate financial resources from Government and delivers it will have a major impact on the quality of life of older people.

This shift to personalisation presents challenges to us as a provider of services for older people but should also open up opportunities to further develop our work locally.

Finally, I would like to pay tribute to our staff team and volunteers who continue to provide excellent support to some of the most vulnerable members of our community, without their dedication and commitment we could not make the positive difference to the lives of the thousands of individual older people that we support every year.

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

## Objectives and Activities

The **Object** of the charity is:  
To promote the relief of elderly people in any manner which may be deemed by law to be charitable in and around Nottingham and Nottinghamshire.

The **Mission Statement** of the charity is:

To enhance the quality of life and promote the well being of all older people in Nottingham and Nottinghamshire.

The **Functions** of the charity are:

- Services and support
- Public education and social advocacy
- Innovation and research
- Partnership and co-operation
- Communication and support for local Age Concern groups in the County

The **Core Values** of the charity are:

- **Enabling** - We enable older people to live independently and exercise choice
- **Influential** - We draw strength from the voices of older people and ensure that those voices are heard
- **Dynamic** - We are innovative and driven by results and constantly deliver for older people
- **Caring** - We are passionate about what we do and care about each individual
- **Expert** - We are authoritative, trusted and quality-orientated

The **Principles** of the charity are:

- Ageism is unacceptable: we are against all forms of unfair discrimination and challenge unfair treatment on grounds of age.
- All people have the right to make decisions about their lives: we help older people to discover and exercise these rights.



- People less able to help themselves should be offered support: we seek to support older people to live their lives with dignity.
- Diversity is valued in all that we do: we recognise the diversity of older people and their different needs, choices and values.
- Unity is our strength: it is only through working together that we can use our local, regional and national presence to the greatest effect.

The charity has undertaken a review of its strategic aims during the last year. The new **Strategic Aims** are:

To achieve its mission in Nottingham and Nottinghamshire ACNN aims to:

1. Improve the quality of life of older people
2. Achieve greater social inclusion of older people in society
3. Provide high quality, effective and efficient services for older people
4. Ensure high levels of staff and volunteer development
5. Increase the charity's financial resources
6. Develop effective internal and external communication
7. Assess, influence and respond to the external environment in which we work

The individual departments within the charity have operational plans that set out objectives to help to fulfil these aims.

Volunteers continue to play a vital role to assist the charity to fulfil its Mission, details of the contribution that volunteers

make can be found on page 45 below on volunteering.

The main departmental objectives and details of significant activities can be found in each of the four sections below under the headings:

- **Housing Services**
- **Community and Advocacy Services**
- **Centre-based and Outreach Services**
- **Core Services**

## Achievements and Performance

Details of achievements and performance against objectives can be found in each of the four sections below under the headings:

- **Housing Services**
- **Community and Advocacy Services**
- **Centre-based and Outreach Services**
- **Core Services**

Details of achievements can also be found in the statistics section on page 54.

## Public Benefit

The Board of Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the

Trustees consider how planned activities will contribute to the aims and objectives they have set.

Details of what we have achieved during the last year to meet our Aims and Mission, and the impact of that work on our beneficiaries and the wider public can be found in each of the four sections below under the headings:

- **Housing Services**
- **Community and Advocacy Services**
- **Centre-based and Outreach Services**
- **Core Services**

All of our services aim to enhance the quality of life and promote the well being of all older people in Nottingham and Nottinghamshire. In our view, carrying out these services does not cause any detriment or harm to others.

Our services are targeted at older people and their carers in and around Nottingham and Nottinghamshire. As mentioned above, we are part of a federation of Age Concerns across the Country. These other Age Concerns carry out activities to support older people and their carers in other geographical areas.

The opportunity to benefit from services and support provided by ACNN is not restricted by the ability of beneficiaries to pay any charges for services. Where there are charges for services these are minimal charges and there is discretion available to waive charges if this would preclude someone from accessing the service. The charity has a Charging Policy in place.

No one receives any private benefits from ACNN, other than as a beneficiary of the charity.

## Housing Services

The **Housing Services** team has completed another successful year working hard to enable older people to exercise their choice to continue to live independently and safely in their own homes.

The Housing Services are:

- **Staying Put** (Home Improvement Agency; Decent Homes)
- **Safe and Sound** (Free home safety checks)
- **Handyperson Service** (small household repairs and adaptations)
- **Hospital Discharge Handyperson Service** (small adaptations enabling patients to benefit from a quicker and safer discharge from hospital back to the comfort of their own homes)
- **EnergyRight** (free home energy checks to help save energy and remove older people from fuel poverty)
- **Hospital Discharge Service** (a post-hospital discharge volunteer support service)

The Team consists of: the Manager of Staying Put, the Manager of Safe and Sound and EnergyRight, The Co-ordinator of the Handyperson Service, Senior Case Workers, Assistant Caseworker, Co-ordinators, Handypersons, Administrative support staff, volunteers and the Service Manager (Housing and City).



The Home Improvement Agency, **Staying Put**, in a valued partnership with Nottingham City Council, made 159 City houses decent under the Government's Decent Homes – Housing, Health and Safety Rating System and older people living in a further 114 private houses received substantial advice. Improvements included:

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

The Skerritt Trust provides funds for ACNN to apply on their behalf. The funds are used to support the housing needs of older people aged 60 years or over who are resident within a ten mile radius of Nottingham Market Square. The maximum grant is £400. The total number of people assisted with Skerritt funding for 2008-09 was 632. The type of work included:

- Fitting grab rails to doors and bathrooms
- Replacing new stair rails
- Fitting key safes
- Repairs to heating and plumbing systems
- Small structural repairs
- Changing tap washers
- Small joinery work including replacing rotten floorboards

Home safety help and advice was given by the **Safe and Sound** staff, providing 440 free home safety checks for City residents, reducing high risks in their homes by over 75%. Ninety-eight percent (98%) of service users say they

felt safer at home as a result of having a free home safety check and would recommend the Safe and Sound Service to others.

The following was a letter received from a Social Worker for Older Persons' Vulnerable Adults at the QMC:

***"I would like to take this opportunity to formally thank your Home Safety Co-ordinator in relation to the support that he gave to one of my clients after discharge. Issues surrounding both vulnerability and safety were identified when the client was admitted to hospital which required effective support in order to live securely in the home environment. Your Co-ordinator was able to put in a number of services to support the client, such as a door intercom system, no unwanted caller signs and smoke detectors, all of which represented a considered and extremely helpful service package.***

***I consider his actions to be above and beyond the call of duty, demonstrating both professional competence and compassion. The fact that he was able to help my client at a very difficult time also speaks very highly of your workers and your service as a whole.***

***I intend to inform my colleagues of the effectiveness of your service."***

The new **Handyperson Service**, funded by Nottingham City Council, commenced in the Summer of 2008 and enabled 1,620 jobs to be completed helping Nottingham City residents aged 60+ or people receiving a disability



allowance to continue to live independently in their own homes. Small jobs such as the fitting of stair rails and grab rails, door chains, window and door locks, curtain rails, shelving, key safes and changing light bulbs, were completed by the enlarged team of reliable and trusted Handypersons. The Handyperson Service received around 250 requests for assistance every month and achieved 100% satisfaction feedback.

From the summer of 2008, The **Handyperson Service (Hospital Discharge)** responded to 321 requests for assistance, fitting grab rails and key safes, etc., enabling patients to benefit from a quicker and safer discharge from hospital back to the comfort of their own homes.

**EnergyRight**, in partnership with E-on and Age Concern England, completed its second successful year. Trained volunteers and staff conducted 398 free home energy checks and gave energy saving advice to many individuals and groups. One hundred and twenty seven (127) households were referred to other internal services and 46 to external support agencies. ACNN was appointed as the lead provider as the project was rolled out to other UK regions during the year.

December 2008 saw the introduction of a Support Worker role to the **Hospital Discharge Service**, following a restructuring and the departure of Jane Whitehead, one of the Service Co-ordinators. Previously, the service has solely used volunteers to carry out all the visits to older people being discharged from the City Campus of

Nottingham University Hospital. However, the Support Worker, Holly Briggs, now provides the first visit and can offer a higher level of support with signposting to other services, emotional support, plus any tasks as required, such as shopping. The service user can then receive further support from a volunteer if they require it. There continues to be a full time Co-ordinator, Nigel Cruickshank, based at Valebrook House, who is supported for part of the week by a Volunteer Administrator and 47 volunteers providing the visits.

Funded by Nottingham City PCT, the service continues to provide invaluable support at home to people living in the City and Greater Nottingham areas who are aged 55 and over. The service also continues to provide added value such as energy efficiency checks, referrals to home safety services, referrals for Attendance Allowance and other benefits checks and referrals to Adult Health & Social Care for support at home and day care services. The Hospital Discharge Service has received a total of 1,131 referrals between April 2008 and March 2009, an increase of 51.8% from last years. 400 of those referred received actual visits with the service providing 1,720 hours of support. The remaining people were supported to access other services, both within and outside of ACNN or were given telephone support.

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

- Nottingham City Council
- Supporting People
- The Skeritt Trust



- E-on
- Home Safety for Older People Group
- Nottinghamshire Fire and Rescue Service
- Telecare
- East Midlands Ambulance Service
- Burglary Reduction Team
- Nottinghamshire Police
- Help the Aged
- Nottingham City Primary Care Trust
- Age Concern England

Referrals, with permission 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, PAD the Falls Prevention Team health and social care professionals, Nottinghamshire Fire and Rescue Service, Victim Support, by self-referral and through family or friends of older people.

Comments and feedback received from users during the year have included:

***"Magnificent! It is wonderful, thank you – thank you to Staying Put for all that they have done for me."***  
Staying Put

***"I was delighted to receive free loft insulation, cavity wall insulation and a new loft hatch as a result of my free Home Energy Check. I have never been aware of any entitlements for people of my age group but this is simply fantastic and I have told all of my friends. I'm positive that I will feel much warmer in my home as a result of the advice and free insulation."***  
EnergyRight

***"At last, someone to help. I couldn't do this, but there was someone who could"***

Skerritt Trust – small repairs through the Home Maintenance Service

***"Heating nice and warm. No drafts from windows. Staying Put is excellent. Thanks."***  
Staying Put

***"I would like to thank you. I cannot do what I used to do.... It's so nice to know there are people around like you and your team"***  
Handyperson Service

***"The improvements to my property were very necessary but not affordable by me at this time. A great weight has been taken off my mind to be able to get them done through your services. Thank you"***  
Staying Put

***"I feel safer and more able to do day to day things. Keep up the good work! Thank you"***  
Handyperson Service

***"People with disabilities need support. Your service supplies this. It is helpful to know about other help also available."***  
Skerritt Trust – small repairs through the Home Maintenance Service

***"I have arthritis in both of my hands and it was very hard to make a fire up. Also, my great-grandson has bad asthma and the coke dust used to make it worse. I could never have put gas heating in my home myself. Thank you for all your help"***  
Staying Put

***“Getting me out of the house and back into normality was very uplifting and was vital to my recovery”***  
*Hospital Discharge service user*

***“Only recently I found out about your service and all the things you can help me with, that feels like a weight has been lifted off my shoulders”***  
*Handyperson Service*

The Housing Services Team continued to monitor and review the services it provided during the year 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 and improve its services during the coming year.

### **Review of Housing Services Objectives for 2008/09**

- Meetings regarding the possibility of expanding the Safe and Sound Service into the County took place but no expansion of the service has been possible to date
- The capital sum received to improve the homes of older people in Nottingham via the Staying Put Service was £1m
- The tender to expand the Handyperson Service within the City was successful and the new Handyperson Service, funded by Nottingham City Council, was launched in September 2008

- Discussions with a possible partner to expand the Handyperson Service in Greater Nottingham and County were conducted during the year but with no final decision to date
- A smooth transfer of First Link staff to Metropolitan Support Trust was achieved
- The principle provider of the personal, pendant-activated telephone emergency response service was changed to the Age Concern Aid Call Service
- The tender to work in partnership with Age Concern Leicestershire & Rutland to provide Housing Services was successful and ACNN continues to support the new Home Improvement Agency working in Rutland

### **Plans for the Future (Housing Services)**

- ✓ To secure capital funds of £1.2 million to improve the homes of older people in Nottingham via the Staying Put Service
- ✓ To develop the Staying Put Service to adapt to the changing demands of service delivery.
- ✓ To expand the Handyperson Service in areas not presently served by ACNN.
- ✓ To develop and adapt existing Housing Services to position ACNN for future changes in funding and service demands.

- ✓ To expand the Safe and Sound Service into the County
- ✓ To reconfigure Hospital Discharge further if funding is available and achieve high targets of older people supported

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

## Community and Advocacy Services

March 2009 sees the end of another successful year for the Community Team. The team brings together the services of:

- Age Well Peer Mentoring
- Best Foot Forward Walk Programme
- Gedling Carers Support Service
- Harmony Counselling
- Kindred Spirits
- West Bridgford Visiting Service
- Information and Advice Service

The latest service to join the team is the St. Ann's and Sneinton Befriending Service. The Community Team aims to provide high quality support and assistance to enable older people to continue to live independently in their local communities for as long as they are able. This includes support for those caring for others. The team benefits from having a designated Team Manager, Carol Wilby, who provides support and guidance for all Community Team Services.

April 2008 commenced with some positive changes. The Best Foot Forward Walk Programme joined Age Concern, being co-ordinated alongside the Age Well Service by Ali Allen. Funded by Nottingham City Council, this is a series of low level, free walks open to the public using various venues around the City of Nottingham. The walks provide not only health benefits to people but social contact, a fun way to meet friends and a chance to appreciate their local surroundings. With sixteen guided walks in the widely circulated brochure, 2,495 people have enjoyed the service throughout the year. One service user joined one walk per week with the support of a peer mentor and now enjoys three per week and attends a keep fit class with her new found friends. The service targets groups which have been identified as being at high risk of experiencing cardio-vascular problems specifically men over 40 from black and minority ethnic communities in the most deprived areas of Nottingham. However, anybody is welcome to attend. Plans are afoot to include weekend walks and a Nordic Walk (walking with the aid of poles to utilise more muscles in the body) on the programme in the forthcoming year.

The Age Well Service continues to thrive, now with funding from the Big Lottery's Fit-as-a-Fiddle initiative. The main aim of the service is still to encourage as many people over 50, living in Nottingham City, into activity to improve their health and well being. This is usually done by matching the service user with a trained peer mentor who supports them to build confidence and access classes, walks, etc., when they are ready. The mentors (volunteers)

and mentees (service users) are matched on an activity that they are both interested in, locality, age and personality. All mentors have to complete a full days training course about senior peer mentoring as well as the fundamental CRB checks and references before they are welcomed into the service. There are now fourteen supporting the service.

Although the one-to-one element of the service continues effectively, numerous successful group activities have also been provided throughout the year, such as:

- "Mature Moves"
- Sequence Dancing
- Yoga
- Movement to Music
- Activity taster sessions (followed by advice on other health related issues
- Health Eating Workshops

In total, 147 people have been introduced to exercise throughout the year. Sustainability is crucial to the effectiveness of exercise and the service has successfully encouraged this as the attendees of both the sequence dancing and activity taster session have continued independent of the service. It is estimated that around 100 older people are now enjoying sequence dancing independently as a result of initial ACNN activities. Future plans include Nordic Walking sessions and more keep fit style classes.

The rural strand of Fit-as-a-Fiddle has had an excellent year too. Co-ordinated by Tracy Morley, the service has encouraged 110 people aged over 50

into group activity. Between April and March, activities have included:

- Walks in public green spaces
- Chair-based exercise
- Water aerobics
- Bowling
- Pilates
- Movement to Music
- Keep Fit
- Gym taster sessions

The Pilates and bowling groups have even continued by themselves independent of the service following the Co-ordinator sourcing a low cost option for them to do this. As with the urban project of Age Well, the rural project allows access to activities for free which also provides essential social contact for otherwise lonely and isolated older people. Healthy eating workshops have also been provided, educating older people in ensuring they include the "5-a-day" fruit and vegetables in their diet, healthy eating on a budget, eating healthily for one and how to enjoy a balanced diet. Future plans include work in other rural parts of Worksop and Mansfield with more effective, accessible activities.

The latest addition to the Community Team is the **St. Ann's and Sneinton Befriending Service** which commenced in February 2009. Co-ordinated by Paul Brotherton, and in partnership with Help the Aged, the service aims to provide a holistic approach to befriending to lonely and isolated people in St. Ann's and Sneinton. Although home visiting is an essential aspect of the service, volunteer befrienders also accompany older people to the local shops, cafés and community venues to build their

confidence and introduce them to their surroundings, thus easing isolation. The service also provides a signposting facility for home safety and energy checks, welfare benefits advice and support to people to refer to lunch clubs, day centres, reminiscence groups, etc. Although only just begun, the service already has one active volunteer and eleven in various stages of recruitment. Eleven people have been referred to the service, one of whom has been assessed and is being visited.

The final change to the structure of the Community Team was the departure of the **West Bridgford Visiting Service** Co-ordinator, Angela Brown, in January 2009. Following a reduction in funding from Nottinghamshire County Council, the service is now co-ordinated alongside the Gedling Carers Service by Lorraine Rhodes. The Visiting Service provides invaluable befriending support to people aged 55 and over in the West Bridgford and Edwalton areas of Rushcliffe. A dedicated team of 26 volunteers provide shopping, emotional support, company for people on trips out and walks, a listening ear, help with paperwork and signposting to other services. One service user commented that their volunteer is "a lifeline". The service delivers under the prevention agenda and is, therefore, important in reducing ill health and promoting well being.

The **Gedling Carers' Support Service** continues to provide emotional and practical help and support to older carers and cared-for people living in the Borough of Gedling. Support visits are carried out by a team of 26 dedicated volunteers who provide both regular

company for the cared-for person and an essential break for the carer. One carer commented:

***"It has given me time to relax from thinking about what is taking place at home"***

This service relies on the work of the volunteers, many of whom have been volunteering with the organisation for five years or more. Over the course of the years, a total of 46 carers and 46 cared-for people benefitted from the service. A total of 28 volunteers provided 2,015 hours of support to carers. Eighteen new carers have been referred to the service during the past year and 32 non-referral enquiries were received by the Service Co-ordinator.

Carers eligible for the service are provided with on-going advice and information through one-to-one telephone calls and a quarterly newsletter. Carers who are assessed to be ineligible for the service (usually due to health needs) are signposted by the Co-ordinator to other services appropriate to their needs. This is another vital preventative service for carers who otherwise may experience such levels of stress that they are unable to function effectively as a carer.

**Kindred Spirits** have also enjoyed a productive year. Kindred Spirits is a free service aimed at lonely or isolated people aged 60 and over living in Nottinghamshire. The service forms another part of the preventative agenda having a positive impact on mental and physical well being. The services are co-ordinated for the City and Greater Nottinghamshire area by Sophie James,

with Jo Scott as the Assistant Co-ordinator, and Tracy Morley in the Mansfield and Ashfield area. Service users have described Kindred Spirits as:

***"A life-saver. I don't think I'd be here now if it wasn't for Kindred Spirits"***

They said that, instead of feeling lonely and down:

***"I can now enjoy my life and look forward to the excitement of 'whatever will I do next'?"***

Highlights throughout the year for the Greater Nottingham service include the development of a volunteer "host" role for coffee mornings and other events. This provides invaluable support, especially to newcomers to the service, who may otherwise feel intimidated approaching a group situation. This year has also seen the introduction of a "Saturday Group" and an "Evening Out Group", allowing more variation in what activities people can access. The service has also carried out a project specifically in the Bestwood area encouraging increased applications from older people in the area. In total, 662 people have used the Greater Nottingham service, with 133 people joining this year.

In Mansfield and Ashfield, highlights have included regular lunches at the local West Notts College, where the preparation and service is provided by young students with learning disabilities. Also, 5 people got together for a Christmas lunch, many of whom would otherwise have had a lonely holiday period. In total, 693 people have used

the Mansfield service with 102 people joining new this year.

Service user testimony is powerful evidence of the benefits of the service:

***"After losing my husband I didn't even want to live. My doctor was good to me – he wanted me to take a course of tablets for nerves. I said no, I had to find another way. Since (joining KS) I've met new friends and travelled abroad, as far as China. I didn't need to go to the doctor any more, I proved pills are not the answer and it took pressure off my family which was great. Kindred Spirits becomes like a second family. As you get older you lose the rest of your family, then you can always ring a friend for support. I help with the new people that come in, I watch the way they progress; it has to be seen to be believed. A lot of people would not need doctors if they had the luck I had"***

One Kindred Spirit, Brenda Conway, spoke at Age Concern's Annual Staff Conference about her experiences with the service. All found it a moving and inspirational speech which gave further motivation to staff and serves as evidence that ACNN makes a real difference to older peoples' lives.

Following the expansion of the service in April 2007, **Harmony Counselling** continues to go from strength to strength. Funded by Comic Relief, more and more older people are receiving counselling, either in their own homes or in a neutral venue, from trained volunteers. The service is completely free and available to anybody aged 60



or over living in the City or County. The service is specifically targeted to people who have experienced elder abuse. However, counselling is provided for many other reasons such as depression, bereavement, anxiety, abuse from the past, difficult war time memories and family issues. 72 older people have received counselling in the last year by a diverse team of 22 volunteers. A learning event took place in December where a group of counsellors were able to provide valuable feedback, mainly around abuse issues, without breaching confidentiality of their clients. This feedback was forwarded to Comic Relief and circulated nationally to other funded organisations. Work is also underway with Nottingham University who are carrying out research with our clients into domestic violence issues. Further funding has been secured to increase the volunteer team to 30 in the next year. Research will also begin into the varying cultural approaches to counselling.

The **Shopping Service** has continued to grow throughout 2008/09 helping people aged 50+ throughout Mansfield and Ashfield with their shopping needs.

The service now has one Co-ordinator, Lisa Turner, after the Assistant Co-ordinator post was, unfortunately, made redundant in August 2008 due to a reduction in funding provided by the County Council.

There have been over 160 requests for information to the service which could be responded to using the information and signposting database without the need for actual shopping assistance.

Volunteers have supported service users for a total of 635 shops throughout the year. 330 shops were volunteers shopping on a service users behalf whilst 305 shops were carried out by volunteers accompanying service users to do their shopping. Feedback from service users has been very positive with over 90% feeling listened to and understood and more contented.

***"(The volunteer) who takes me shopping is a very caring and understandable person and her help has made my life a great deal better."***

***"Thank you for the service you and your volunteers give to housebound and disabled people. I have enjoyed the company and help with shopping and in the early days encouragement with walking."***

The majority of the service users continue to be aged 75+ and evenly distributed between the two districts of Mansfield and Ashfield. The majority of service users are women, with the majority of referrals coming via the Community Outreach Advisor and Adult Social Care and Health. The coming year will see further change within the service as the use of internet shopping is explored as a way of providing another range of support to a greater number of people.

***"Somebody to get my shopping, to get what I want, is marvellous"***  
*Shopping Service user*

ACNN's **Advocacy Service** continues to provide a much needed voice for the older people of our County. Services are available to people living in the



community throughout the City and County and is also available in some hospital settings, via the ***Patients' Representative Service***. Services are there to provide an independent, confidential and free service to older people who are experiencing difficulties in expressing their wishes and being heard. They may be in need of support, information or representation during a difficult period of their lives. Linda Crick, the Team Manager, and an experienced Advocate herself, provides the team with support and guidance.

During the last financial year, the Advocacy Service has been accessed and provided assistance to a total of 561 older people (Hospital Advocacy 260, Community Advocacy 301).

The Patients' Representative Service covering Highbury, Parkside, Bramwell, St. Francis Hospital, St. Andrew's Lodge and Wards A23/B50 at the QMC is covered by two part-time staff, Ruth Coffey and Sandra Clark, who have continued to provide support, representation and information to mental health patients and their carers. Providing support, particularly to carers who have found it difficult to come to terms with their relative's dementia, has been an important part of the service. One carer commented, after talking through their feelings with the Patients' Representative on numerous occasions, that:

***"It has made all the difference to be able to express the thoughts that I felt I couldn't share with family members in case they became upset."***

The Patients' Representatives are regularly involved in issues surrounding finances and spend time in securing appropriate pension/benefit entitlements for clients who, because of their dementia or other health issues have been unable to pursue this or represent themselves. Supporting patients with appeals arranging legal advice, assisting with debt problems and representing at case reviews are also frequent issues they are involved with.

St. Francis Day Hospital has seen an increase in day patients due to the closure of Peasehill Day Hospital. The Patients' Representative has attended meetings held for these new patients and carers to make them aware of the service and provide support where needed. The Patients' Representative has also been involved with patients who wish to appeal decisions and supports many patients at multi-disciplinary meetings and case reviews. They have also represented patients detained under sections of the Mental Health Act. Currently, negotiations are taking place which may see some reconfiguration to our Mental Health provision.

Lings Bar Hospital has a Patients' Representative Service which offers a high level of support and representation for patients. The Patients' Representative is able to meet with patients and listen to any anxieties or concerns they may have which can be related to their stay in hospital or about issues outside of the hospital.

***"All the worry has been put to one side and I can now concentrate on getting well."***



### ***Patients' Representative service user***

The Patients' Representative has also been involved in organising the quarterly patient and carer satisfaction surveys at Lings Bar for the NHS, working with a small team of volunteers to gather the experiences of the patient's hospital stay. The Patients' Representative also took part in the annual PEAT Audit (Patient Environment Action Team) which looks at the standards of cleanliness at the hospitals. This involvement highlights the positive working relationships which exist between our service and the staff at the hospitals.

***"A valuable and worthwhile service that offers support and friendly advice to patients"***  
***Hospital staff member***

Finally ACNN hopes to establish a new Patients' Representative Service which will be based at the Queen's Medical Centre which will assist older people on the Health Care of the Elderly wards.

The **Community Advocacy Service** comprises of two full-time staff and two part-time staff. The service has provided assistance to 301 older people over 65, living in the City or County of Nottinghamshire over the last year. Referrals were received from a variety of sources, such as:

- Social Workers
- Care Home Managers
- Family members
- Self-referrals
- ACNN services

Issues are varied but include:

- Assisting with problems around care packages
- Continuing care
- Benefit and financial matters
- Housing and environmental health issues
- Help in liaising with utility companies and tradesmen over wrongly issued bills
- Supporting through allegations of abuse
- Assisting people living in care homes with a variety of issues

The service aims to be a voice for people and empower them to make an informed choice or decision. The length of time the Advocates are involved varies according to the complexity of the case.

Here is an example of the work undertake:

***A Community Advocate received a referral for an older woman experiencing considerable financial problems. She is housebound and finding the situation extremely difficult to cope with as she was being pursued by telephone by the creditors several times a day. This left her very anxious and worried. The Advocate established with the lady the amount of debt and gave her information on all the available options. This enabled the lady to make an informed decision and the Advocate then assisted her in carrying out her wishes, including negotiating a successful payment plan. The lady told the Advocate that she had "slept for the first time in months and felt as though a great weight had been lifted from her" after***

***the Advocate began sorting everything out for her.***

The Advocacy Team have worked on standardising documentation over the last twelve months and are putting a focus on the collection of outcomes from service users, so that we are able to evaluate the difference that the intervention of advocacy has had on their lives. This work will continue throughout the coming year assisted by a new Action 4 Advocacy toolkit. Work has also commenced on the Quality Mark.

ACNN was chosen by Nottinghamshire County Council to provide advocacy to residents of an individual care home where residents were possibly to be moved due to certain issues. The fact that a Local Authority wants to commission ACNN services demonstrates the high regard for ACNN advocacy and the quality service it can provide.

At the end of the financial year, ACNN was successful in tendering for the Paid Representative Service which forms part of the new Deprivation of Liberty ... Safeguarding (DoLS) legislation. The service is a one year pilot providing representation to people who lack capacity to consent to care or treatment and who have no family or friends to assist them. The service offers help and protection to some of the most vulnerable people in society and ACNN is delighted to be able to deliver this service. Next year's report will be able to detail progress made.

This report is an excellent summary of events and services. A large theme in

this report is change. There are new additions to both teams in terms of services and staff and some services have restructured adding or losing staff members. It has been a challenging year for many people but this has not affected either outputs or the professionalism and dedication of staff. The commitment to ensuring older people receive excellent services remains unblemished and this is, in itself, a huge achievement which all team members can be proud of. The coming year will see further developments as ACNN moves towards more outcomes monitoring and becomes ready for the changes in health and Social Care that Individual Budgets will bring.

The work of the ***Information & Advice Service*** continued to provide information, guidance and help to older people and their carers in claiming benefits, help with utility bills and housing issues. The casework was completed by paid staff and a team of dedicated volunteers visiting service users in their own home or seeing them at our City Centre offices.

Our Information and Advice Team had another very successful year with £2.7 million of benefit gains as a result of the advice and assistance we give to older people. We succeeded in providing over 36,000 pieces of advice and information, not only on benefits but many other subjects as well, reducing anxiety for our service users and empowering them to make informed choices about their lives.

As well as individual advice, the team have continued to give presentations to



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groups about the work of the service and attended open days to promote the work that we do.

### **Community Outreach Advisory Service**

It has been another year of progress 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 additional telephone calls and written contacts. Through this Linkage Plus Scheme (supported by the Department of Work and Pensions and the 50 Plus initiative), ACNN have maintained an advisor in each area with line management support based at the Sybil Levin Centre. Our two Advisors have consolidated the previous year's partnership building endeavours and made new community contacts whilst maintaining a high quality service within the resourced hours.

Referral targets have been met and often exceeded with advisors reporting a high degree of job satisfaction which is reflected in detailed case studies relating how valued the service is to individual clients. Funding providers have also praised the service with revenue continuing into the coming year. A significant number of referrals via previous service users who have mentioned the service to others in need have been received. Older people's independence has been steadily promoted and isolation prevented through a number of self referrals to the

service and as a result of various outreach promotional activities.

The key objectives of the COA service are:

- To identify, reach and organise the fulfilment of the needs of more older, isolated people in Gedling and Ashfield
- To continue to operate as a friendly, accessible, person-centred and prompt interface between service users and the entire range of services available both within their area's Age Concern projects and within the local public as well as private sectors

This continues to be an effective, problem-solving and holistic service which meets the (often multiple and multi-levelled) needs of individuals, and indirectly, those 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 due to the status of their mental, emotional or physical health due to their ethnicity. Isolating factors may also include living in a rural setting, immobility, loneliness, fear of crime, being a carer or suffering poverty.

Needs may be acute or complex. Whatever promotes the independence, dignity, health and well-being of the older, isolated person can be arranged through the COA providing that appropriate service providers are available in the locality.

Different levels of service range from the relatively minor to the fundamentally important and have been provided by partners including: Immigration Legal Services, the DWP, Occupational Therapists, Data Link, Christians Against Poverty, ACNN Harmony Counselling, transport, mental capacity and advocacy services, memory foam and bed manufacturers, Red Cross, Energy Right, CLS Divorce and Separation, Activity Friends, Warm Front, the Stroke Association, Cook and Eat, First Contact and the Fire Service.

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 and health centres.

Significant ties with local Asian Elders and Caribbean Elders groups are building with steadily increasing referrals from these hard to reach BME groups in Gedling.

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

**Gedling – 1<sup>st</sup> April 2008 to 31<sup>st</sup> March 2009**

Total number of referrals received by COA Service	361
Total number of contacts made, including home visits	1,103
Male/Female	107/254
Ethnic Minorities (including white ethnic minorities)	27

**Ashfield – 1<sup>st</sup> April 2008 to 31<sup>st</sup> March 2009**

Total number of referrals received by COA Service	255*
Total number of contacts made, including home visits	615*
Male/Female	54/201
Minorities (including white ethnic minorities)	5

*\* This figure is significantly different from the Gedling figure because there was no one in post from July to October 2008*

COA staff have benefited from the following courses:

- Dementia Awareness
- Emergency Aid
- Falls Prevention
- Outcomes Assessment
- Gypsies and Traveller Community and Cultural Awareness
- Carers in Employment
- Dignity Matters
- State Benefit claims forms training
- Equality and Diversity Awareness

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 are positive for the COA Service and indicate that:

- The COA in Gedling and Ashfield is a significant gateway service for



isolated people over 50.

- It is valued by its users who often have complex needs
- It has a powerful preventative function
- It benefits not only the service users themselves but also their family, friends and carers
- It lessens the workload of other services
- It contributes to the joining up of overall services in Nottinghamshire which prevents older more isolated people in need from "falling through the net"

### ***Older Prisoners' Activity Project***

HMP Whatton approached ACNN some years ago with a concern regarding the ageing population in the prison and a need to give support to this group of prisoners and help to provide more meaningful activities. A survey of prisoners' needs was carried out which revealed that a programme of activities would be welcomed by the prisoners and would provide meaningful activities and potentially help reduce reoffending.

The new project, which is funded by the Lankelly Chase Foundation for three years, started in the summer of 2008. Jean Hart was employed to set up the project, work with the prison officers and support older prisoners. The project is designed to help older prisoners who may have a range of needs including isolation, disability and health problems and to ensure that there are appropriate

activities available and to offer support where practical.

Jean Hart has ensured that the new project is known and understood in the prison and that older prisoners are referred to the project. The regular discussion group is attended by up to 30 prisoners with a range of speakers including the Prison Governor. There are regular games sessions and other activities are being arranged. The project will continue to evolve, working closely with prison departments, including resettlement.

The aims of the project remain the same – to provide meaningful activities for older prisoners, new skills and hobbies and to seek to reduce reoffending.

### **Review of Community & Advocacy Objectives for 2008/09**

- County Council funding was secured for the Shopping Service
- The process for Harmony to publish results on Black & Minority Ethnic research has started. It was decided to conduct this research in the final year of funding as agreed in the original funding bid and not early as previously hoped
- The achievement of the Approved Provider Standard from the Mentoring and Befriending Foundation is on-going
- A mentor system for newcomers to the Kindred Spirits Service has been piloted and a newcomers information pack has been developed

- A volunteer handbook has now been published
- The ACNN Advocacy Services are working towards the Quality Standard. Work has started on self-assessment and will be completed this year
- The Patient's Representative Service has co-ordinated satisfaction surveys on behalf of the Trust and attends many committees relating to older people and carers. Consultation work was also carried out at the QMC regarding the environment on the wards. Further involvement is expected
- All Community and Advocacy Services have started the process to introduce an outcome focus and have discussed at length the need to obtain quality monitoring. The Kindred Spirits Service has published literature relating to outcomes. All services will continue this work
- Both teams now have set standards for file maintenance. Audits will follow
- The new prison project was launched in June 2009, funded by the Lankelly Chase Foundation for three years. Jean Hart was recruited in May to set up an older prisoner's activity project which has provided activities, discussion groups and support for older prisoners
- The Community Outreach Service continues to develop contact with minority communities including

Gypsies where recent training and contact has taken place

- The Community Outreach Service continues to work in rural areas with contact in smaller villages where older people are isolated or do not access services

### **Plans for the Future (Community & Advocacy Services)**

- ✓ To continue to build outcomes monitoring
- ✓ To prepare, where possible, for the Individual Budget agenda
- ✓ To start and establish the Patients' Representative Service at the QMC
- ✓ To run a successful DoLS Paid Representative pilot
- ✓ To attempt to secure funding for services where contracts are due to expire
- ✓ To develop some Care Home befriending provision in partnership with Nottinghamshire County Council
- ✓ To develop greater links on an operational level between the two teams
- ✓ To develop a short-term sitting service within the Gedling Carers Support Service
- ✓ To explore internet shopping with the Shopping Service

- ✓ To hold internal service reviews for all services in January 2010
- ✓ Develop support for the BME communities in areas surrounding Nottingham within the Community Outreach Services
- ✓ To continue to develop the invaluable, high quality and potentially far-reaching COA Service and to extend our operation further into communities such as the Gypsies and Traveller, BME and white ethnic minority groups
- ✓ To progress the operation of the COA in the more rural locations where significant connections already made are now ready for development
- ✓ To further consolidate COA Service ties with smaller and larger organisations at both grass roots and more strategic levels by continuing to work with key organisations including mental health workers, social workers, GPs, faith ministers, BME communities and many other groups

*For further information contact Simon Cook, Service Manager (Community and Advocacy Services) on 0115 844 0011*

## Day Care

The Day Care Service continues to provide an important lifeline to older people, their families and carers, ensuring that there is a friendly and welcoming environment for those who benefit from meeting in a warm and

sympathetic setting. Day Care covers a range of needs from providing carers with respite care to providing a lively and participatory day for older people. The day is shaped by the needs of the individuals who attend and the level of activities, games and trips out are chosen and defined by those attending.

The aim of the day is that it should be enjoyable and accessible for all attending and that there is choice and where participation and friendship are encouraged. Attendees make friends at the Day Centre and very much look forward to the day. This is a service run with a range of needs taken into account. The dignity and independence of older people and their carers is paramount. The service offers information, signposting and choice to all older people whatever their level of need.

Some of the centres support those with dementia, memory loss or mental health needs. We also support older people who are frail or have become isolated and who benefit from the company of other people. The work of the Day Centres is to support people with established needs, to help prevent further deterioration and to stimulate physical and mental activity.

Although there is a pattern to most day care days these vary according to local needs. The service provides door-to-door transport with friendly staff who are well known to the service user. The service offers reassuring continuity with the same staff at each centre, who know and understand the needs of the individual. Each centre provides



healthy, hot meals and hot drinks during the day.

The range of activities, games, music and exercise varies at each centre and according to individual ability. However, the aim is similar - to encourage light exercise, memory games and other stimulating activities, where a combination of individual and group effort provides fun and enjoyment for all. Music, dancing and music quizzes are much enjoyed as are trips out to local venues for tea or lunches.

### ***The Sybil Levin Centre, Nottingham***

The Sybil Levin Centre is a flexible resource centre for older people living in North Nottingham. It operates six days a week, Monday to Saturday. The Centre provides a range of important services designed to support the independence and dignity of older people. There are three main strands to this work:

Day Care is available on five days a week for those who need support and care due to mental health, dementia or frailty. This service is also designed to provide respite care to support carers. Door-to-door transport is provided for service users.

- 65 places are provided five days a week
- 2,780 places are provided during the year
- 1,356 breaks provided for carers

The Centre also provides drop-in and lunches three days a week to support independent older people who benefit

from the company of others, enjoy activities and home cooked meals.

The Centre also provides stimulating classes and activities with the older person in mind:

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

Additional services include:

- Bathing
- Hairdressing
- Provision of information
- Signposting
- Friendly support for older people and their carers

### ***County Day Care Services***

We continue to run five day centres in the County of Nottinghamshire at Newark, Mansfield, Gedling, Stapleford and Worksop. These are successful centres aiming to provide a high quality service in support of local people. Service users may be older frail clients with multiple or complex physical needs or be challenged by mild to moderate forms of dementia.

We operate detailed care plans which are regularly reviewed. This is a process in which we involve the service users themselves and their carers or families, always with a view to maintaining maximum dignity, confidentiality, independence, choice and mobility for our clients.



We provide a nutritious and hot mid-day meal, as well as mid-morning snacks and frequent drinks to our service users which contribute to the improved general health and well-being.

Our staff also provide personal care where required.

We operate a programme of varied, well designed and interesting activities, including reminiscing which is felt to be very therapeutic, in particular with older people suffering short-term memory loss. Other activities focus on keeping up mobility, balance and co-ordination levels in a safe and risk-assessed environment.

As well as mental and physical exercise and nutrition, the day centres provide vital independent social contact to local older people in a warm, welcoming and friendly environment. They also, by providing respite breaks, reduce the burden on and isolation of their carers.

We celebrate special days such as Easter, Christmas and client birthdays with extra activities and/or special occasion meals. We also take service users on regular day trips and invite the community in including school children to sing and museum staff with reminiscing activities.

We signpost and provide information to clients and their families and carers on services and subjects that are important to older people who often have complex needs.

We provide door-to-door escorted minibus transport.

A large proportion of day care is funded by the Carers Grant from Nottinghamshire County Council which has enabled us to provide over 6,648 breaks across 9 days each week over the year, with 4,749 of those being provided as carers breaks.

Staff training during the year included:

- Dementia Awareness
- Fire Marshall Training
- Emergency Aid
- Equality and Diversity with a Disability Awareness element

### **Ashfield Luncheon clubs**

Seven Lunch Clubs continue to run in the Ashfield area offering 140 places per week and serving up to 6,300 nutritious hot meals across 7 days weekly. They are run by staff and volunteers working together in a variety of establishments and localities, including church buildings, community centres and supported housing complexes. One ruraly situated club is run very successfully, mainly by an older and very dedicated volunteer with staff support and help from service users themselves. All involved benefit greatly, both from serving and being served by their fellow community members.

There are a range of activities at our clubs that service users can take part in. For example, a craft and card making class at New Cross Church and Community Centre on Thursdays which is run by three volunteers and one staff member.

The Lunch Clubs allow service users to be signposted to other local services,

including our own ACNN provisions. For example, a number of Lunch Club users have benefitted from help, including home visits, from our Community Outreach Advisor in Ashfield.

As well as exercise and nutrition, the clubs provide vital social contact to local older people and reduce their isolation, including in more rural parts of the area such as Selston and Jacksdale. We mark all celebration days with special activities and/or meals including Easter, Christmas and each individual's birthday.

At some clubs we support and are supported by supervised groups of service users with learning difficulties from Willow Woods Centre who help by serving meals and washing up, as well as by interacting socially with our clients. This contributes to the warm, friendly and safe environment that is provided.

Staff training during the year included:

- Fire Marshall training
- Emergency Aid
- Equality and Diversity with a Disability Awareness element

### ***Sutton Exercise and Lunch Clubs***

The new Sutton Exercise project was launched in October 2008 and is funded by the Fair Share Scheme (Big Lottery) which is delivered by the Nottinghamshire Community Foundation.

The aims of the project are to support the Local Strategic Partnership to

reduce health inequalities and to encourage participation of older people in the local community in Sutton, in the Leamington, Carsic and New Cross areas. The project has successfully established three new exercise groups at each venue and two new lunch clubs at Brierley House and The Poplars.

New staff were recruited in September who then helped to establish the new groups. The two staff, Dee Brown and Jenny Unwin, recruited exercise tutors and volunteers to support the project and then promoted the groups across each of the three areas. Tai Chi has quickly become established as the most popular exercise at the groups. The lunch groups are near capacity, with the exercise groups either busy or becoming well established. As well as the exercise and the healthy meals, of great benefit is the social contact and companionship that develops between members. Door-to-door transport is also available in each area provided by Our Centre in Kirkby.

In the six months that the project has been running, 767 meals have been served at the two new lunch clubs and 348 exercise places filled, with positive feedback from participants who feel the benefits of participating in the community. Numbers attending the exercise groups will continue to grow as each group becomes established in their area.

### **Review of Day Care Objectives for 2008/09**

- Additional day care was not provided during this financial year due to lack of additional funding in the County. There is still potential for this in the



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future

- A new project was launched in October 2008, Sutton Exercise Groups, three new venues, with lunch clubs, two new staff and volunteers recruited, funded by Fair Share Big Lottery Fund for two years

## Plans for the Future (Day Care)

- ✓ Develop new day care services providing support for older people and respite care for carers in the Bassetlaw area
- ✓ Develop further services for older people in the Newark and Sherwood area
- ✓ Increase the number of spot contracts at the Sybil Levin Centre
- ✓ Participate in the Carers Strategy Demonstrator Sites Project

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

## Core Services

### Central Services

Our Assistant Finance Manager, Chip Stevens has had a period of maternity leave and so we welcomed Sarah Stewart and Sue Godfrey as temporary Finance Assistants. Sarah and Sue soon settled in to the work of the busy Finance Department, joining Judith who has taken over Chip's responsibilities.

During the year we also welcomed Shelagh Glover as Clerical Assistant in Central Services. Shelagh is Jean Foreman's job share partner following Jean's decision to work less hours.

Following the recent restructure, Jennifer Whattley, our Receptionist/Adviser, will be joining the Central Services Team next year.

The number of visitors to our Reception this year was 6,540 (an increase of 60% compared to 2007/08) and the number of telephone calls dealt with by Central Services increased to 22,113 (a rise of 20%).

Following the Funding Development Manager post becoming redundant, Central Services have now taken over the administration for such initiatives as Innocent Bobble Hats, Will Writing and the co-ordination of Christmas Hampers.

Our IT Manager, Neil Brittain, has been kept very busy this year. Amongst other things, Neil built a server for the Sybil Levin Centre and has enabled our Hospital Advocate based in Newark and our Commercial Director based on Upper Parliament Street to have access to the IT network.

*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.

The majority of complaints are dealt with informally to the satisfaction of the complainant. During the year 2008/09 no formal complaints were made to the charity.

## Equality and Diversity

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 this year have included:

- Extension of our existing Diversity training to include elements on learning disability and travellers and gypsies
- Development of new support groups for staff and volunteers from diverse communities
- Involvement in the delivery of a regional empowerment project resulting in the production of guidance for involving and consulting with Black and Minority Ethnic (B&ME) older people, and involving them in public life

## Key Future Year Objectives

- ✓ Involvement on a national level with Equality issues in relation to service provision for older people
- ✓ Work with Stonewall to improve the accessibility of our services for older lesbian, gay and bisexual people
- ✓ Work with B&ME elders consultative group to examine issues relating to B&ME residents in care homes



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

## **Diversity Policy**

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

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

ACNN has a commitment to diversity which is about:

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

ACNN is committed to:

- Equality of opportunity
- Tackling discrimination and disadvantage
- Tackling harassment and intimidation
- Making its workforce and the organisation as a whole more

representative of the diverse communities that make up Nottingham and Nottinghamshire

- Encouraging other organisations to adopt similar policies on Equality and Diversity

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

Discrimination denies human dignity, a freedom for people to be themselves and a place in a free society.

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

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

The organisation will seek, therefore, to encourage diversity in its management and employment practices, and through its relationships with contractors and suppliers, by taking account of the effects of discrimination, and by actively encouraging others to do the same.



ACNN demonstrates its commitment to these statements by adopting a policy of Equality and Diversity and a Diversity Training Programme

## Group Support Worker

ACNN have continued to provide support to other Age Concern charities in the County via our dedicated Group Support Worker.

There are currently seven independent Age Concern Groups in Nottinghamshire who are members of the Age Concern federation of charities. They are:

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

There are currently 40 Trustees, 124 volunteers and 16 employees engaged by these groups to provide invaluable services to local older people and collectively include:

Day Care	138 places per week
Luncheon Clubs	222 meals per week
Drop-In Centres	355 visitors per week

In addition, they provide a range of services in response to local needs, including:

- Arts and Crafts Sessions
- Wheelchair Hire
- Chiropody
- Cinema and Theatre Trips
- Minibus Service
- Newsletter
- Sunday Lunches

- Information Line
- Day Trips
- Holidays

Support has been provided to assist groups with their governance and management and their work with older people. It has taken various forms and has been tailored to individual groups' requirements. This has included providing support, information and advice in meetings, by facilitating workshops and providing bespoke training.

Support has been provided on various topics and has included the following:

**Health and Safety** – this continues to be a priority and has included risk assessments, new policies, H&S audits and reports to Trustees and Fire Evacuation Plans.

**Employment and Volunteering** – improvements in practises and assistance with recruitment

**Trustee Recruitment** and induction training

**Financial Management** – including budgeting and monitoring, funding and fundraising, reserves policies

**Service delivery** – reviewing services resulting in improvements and extensions to services, encouraging groups to share ideas and best practice

**Governance** – updated constitutions and assistance with Annual Reports

**Quality Counts** – support with meeting the Age Concern quality standard and



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with communicating how they meet the requirements to the assessors

ACNN recognise that the services provided by the Age Concern groups considerably extend and enhance the services available to older people in the County and will continue to support them in their work.

## Human Resources

The Human Resources Department of ACNN continues to provide the charity with support and consultancy relating to employment law, best practice, people management, learning and development, performance management and recruitment and retention. We also support the charity with Criminal Records Bureau checks and advice regarding equality and diversity.

We aim to create the best possible environment in which our employees and volunteers can thrive and our ACNN strategic goals can be achieved.

The main role of the department is to:

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

It has been a busy and challenging year for the HR Department. They have successfully adapted to a new structure which now consists of one part-time HR Manager and two part-time HR Administrators and have continued to support the organisation through change throughout the year.

The Department helped to support the transfer of First Link staff to Metropolitan Housing. It was with great sadness that First Link staff transferred in June 2008.

The department also continued to support managers with employee relations matters this year.

There has been a lot of recruitment activity in HR this year. We have supported the recruitment of a number of key positions in the charity and assisted Housing Services with their infamous Handyperson Service recruitment drive! We had over 100 applications and recruited 7 handypersons on a two day selection event!

HR continued to use a variety of recruitment methods including advertising on the ACNN website. All members of the HR Department are now able to support the charity with recruitment and selection.

Several HR policies have been updated in the department this year in response to legislation and best practice. In conjunction with managers and the Employee Council, there have been updates to the Absence Management Policy, Maternity and Adoption Leave Policies and the Recruitment and Selection Procedure.





HR also introduced a new Redundancy Policy in response to a request from the Employee Council.

Lilian has worked closely with the Employee Council this year, in an advisory capacity, and has helped them put together their new Terms of Reference. Lilian also conducted a briefing session with Employee Council members on being a companion at disciplinary and grievance meetings.

All HR policies are now on a shared drive on our computer network and are version controlled for easy access.

There has been a lot of personal development occurring this year in the department. The HR administrators have continued to learn new skills and develop themselves to take on new areas of work. Laura has undertaken her Certificate in Personnel Practice and Lilian completed her life and corporate coaching studies which she started before she joined the charity.

The HR Department would like to thank all of ACNN for their continued support this year during a time of change.

The following shows an analysis of 108 job applicants:

Ethnic Background of Job Applicants		
African	2	1.9%
Asian Other	1	0.9%
Black British	1	0.9%
Caribbean	3	2.8%
Chinese	1	0.9%
Pakistani	1	0.9%
White British	12	11.1%
White English	78	72.2%
White Irish	2	1.9%
White European	2	1.9%
Prefer not to say	5	4.6%

Age Range of Applicants		
20 and under	4	3.7%
21-29	9	8.3%
30-39	12	11.1%
40-49	29	26.9%
50-59	41	38.0%
60-69	12	11.1%
70 and over	1	0.9%
No response	-	-

Sexual Orientation of Job Applicants		
Lesbian	-	-
Gay	-	-
Bisexual	3	2.8%
Heterosexual	96	88.9%
Prefer not to say	2	1.8%
No response	7	6.5%

Gender of Job Applicants		
Female	28	25.9%
Male	73	67.6%
No Response	7	6.5%

Job Applicants with a disability		
Yes	7	6.5%
No	98	90.7%
No response	3	2.8%

Area of Residence of Job Applicants		
Ashfield	12	11.1%
Broxtowe	11	10.2%
City of Nottingham	43	39.9%
Derbyshire	9	8.3%
Gedling	11	10.2%
Mansfield	3	2.8%
Newark & Sherwood	3	2.8%
Rushcliffe	11	10.2%
No response	5	4.6%
Nottingham City	43	39.8%
Nottinghamshire County	51	47.2%

For further information contact Lilian Smith, Human Resource Manager, on 0115 859 9264

## Protection of Vulnerable Adults

The last year has seen ACNN continue with its work and involvement in this important field. The charity has become a member of the Nottinghamshire Safeguarding Adults Partnership Board, which was formed last year and meets twice yearly. The aim is to work in partnership to safeguard and promote the welfare of vulnerable adults in Nottinghamshire. Their objectives are to:

- Raise awareness within the wider community of the need to safeguard vulnerable adults
- Promote the inclusion of Safeguarding Policies and Strategies within individual organisations
- Liaise with the Nottinghamshire Safeguarding Adults Board (NSAB)

ACNN, earlier this year, completed the consultation document in response to the Department of Health's review of the "No Secrets" guidance, as we feel it is important to comment on any possible future changes that may have an impact on safeguarding procedures.

Action on Elder Abuse (AEB) 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"***

Older people often suffer more than one form of abuse. ACNN have directly reported five cases of abuse to social services over the last 12 months. The types of abuse reported are indicated below:

Type of Abuse		Setting	
Psychological	1	Care Home	1
Financial	5	Victim's Own Home	3
Physical	1	Perpetrators Home	1
Age		Gender	
75-84	1	Female	5
85 plus	4		

Through our services, specially our Advocacy Service and Harmony Counselling Service (which receives specific funding from Comic Relief to provide counselling for victims of abuse) we have provided support for a further 45 older people who have suffered some form of abuse.

We are currently establishing a Safeguarding Vulnerable Adults Champions Group who will, as the name suggests, lead in this area and look at

producing a "Best Practice" guide, review risk assessments, audits and generally raise the profile of our Safeguarding Policies and Procedures.

Our aim for the forthcoming year is to set up the above group and hold regular meetings. Through this group, we will also review our existing Safeguarding Policy to include "Prevention" strategies.

*For further details contact our Safeguarding lead, Linda Crick, Advocacy Team Manager, on 0115 844 0011*

## Training Services

At the start of the year the Training Department underwent a complete re-structuring to ensure it remained efficient, effective and competitive. This re-structuring involved streamlining our programme by offering a number of existing courses as bespoke only, allowing us to tailor them specifically to clients' needs. This had a positive outcome with a number of external organisations requesting our services to provide specific staff training, sometimes over an extended period.

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

- Eastern Shires Housing Association (Mental Capacity Act)
  - Rose Court Care/Nursing Home (Mental Capacity Act – 5 courses)
  - Rose Court Care/Nursing Home (Challenging Behaviour – 3 courses)
  - Rose Court Care/Nursing Home (Effective Communications – 2 courses)
- The department also continued to meet the training needs of ACNN staff and volunteers and, in line with our Aims & Objectives, established comprehensive induction training for all, together with a totally up-dated Diversity course for new starters and Diversity Refresher for existing employees. The introduction of these courses ensured our workforce continue their personal development and this is reflected within the work and ethos of the charity.
- In addition to the provision of training for our own staff and volunteers, we have continued to offer access to other voluntary and statutory organisations both within and beyond Nottinghamshire and this has again been well received with more than 100 training places taken up by non-ACNN personnel.
- In conclusion, as an integral part of the charity, the Training Department constantly strives to maintain a fully trained and skilled workforce by responding, not only to the needs identified by employees and managers, but also those required by changing legislation. We continue to develop courses which reflect the changing environment we work in and ensure all

feedback is taken into account when updating course material to ensure appropriateness of subject matter, accessibility of content, methodology and standard of delivery.

*For further information contact Eileen Toman, 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 eg: 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. The members are all volunteers who give time freely to support ACNN.

The group exists to provide an older persons perspective both on the work of ACNN and the wider world. Neil Williamson, the Chair of the group summarised OPAG's role recently;

"Our main aim is to act as a body of knowledge and ideas to guide the main officers and committee of Age Concern as they seek to serve older people most effectively, and to comment on local matters important to older people – either formally or informally. To do this well, we must, of course, try to find out the views of old people about the issues and practical matters that concern them. We must try as much as possible to be in and amongst the older members of the population so that we can share the experiences. We must observe and listen to older people"

This year OPAG have continued to learn about ACNN services through presentations at meetings from Safe and Sound, EnergyRight, Advice and

Information and Community Advocacy. This promotes greater communication and gives OPAG members the knowledge on ACNN services to help promote them outside of ACNN – on other local forums for example.

This year the group has been involved with external consultations. Work has been carried out for the University of Nottingham Medical Crises in Older People Programme, which is a research project looking at the experience of older people who are sent home from Accident and Emergency without being admitted. The group commented on surveys used to question older people. Other consultations OPAG have been involved in have been for a proposed Regional bid around open space usage and recently for Nottingham City Council looking at a referral form for a new signposting scheme.

A new member has been recruited this year – David Jones. David is former Treasurer for the Elders Forum and has a wealth of experience. He is the current chair of the East Midlands Pensioners Convention. Sadly OPAG has recently said goodbye to Pat Fordyce who retired from the group after three years. ACNN is very grateful for her contribution.

In the coming year OPAG will form part of the formal management meeting agenda to open a direct ongoing dialogue with senior managers. This should offer additional constructiveness to the group. Wider consultation events staffed by OPAG are also planned for the coming year and may be linked in to the impending Individual Budget agenda

to help ACNN research what older people want.

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

## **Volunteers**

The 2008/09 year has brought a lot of positive developments within volunteering. A Volunteer Strategy Manager is now in place and, subsequently, ambitious 2 year strategic and operational plans have been produced.

In line with the ISO and Quality Counts accreditations, audits of practices of volunteering across the whole charity were carried out. From the results of these, forms and procedures have been standardised to all be of the same high quality, including a Welcome Pack for new volunteers and an improved Application Pack.

A Best Practice Guide to Volunteering within ACNN has been produced and distributed to all members of staff working directly with volunteers during briefing sessions. A recognition scheme has been introduced using badges to commemorate 3, 5 and 10 years of a person volunteering with us.

The opportunities we offer volunteers have also developed as we now have support with administration in various departments. The charity has really benefitted from volunteers from local companies such as the Nottingham Ice Arena who have assisted with tasks such as delivering hampers at Christmas.

Volunteers are invaluable to ACNN. There are approximately 240 volunteers currently supporting older people in the following areas:

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

Objectives for the forthcoming year for volunteering include:

- ✓ Developing a strategy to work more effectively with corporate volunteers and external agencies
- ✓ Fundraising for increased resources for volunteering
- ✓ Developing a system to offer existing volunteers more out of their experience

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

### **Review of Core Services Objectives for 2008/09**

- The B&ME Forum was disbanded during 2008/09 due to low/non-

attendance. The Forum was reviewed during the year and current members decided to join the Older Peoples' Advisory Group (OPAG) where specific consultation could still take place around B&ME issues. Former B&ME Forum members felt that, in order to progress a B&ME Forum, a dedicated Development Officer would be required

- Staff within Central Services continue to carry out expenditure reviews inline with the Purchasing Policy
- Systems and procedures to ensure the smooth running of the Age Concern Business Directory finances were introduced. A direct debit collecting system will be introduced later in 2009
- A schedule for reviewing policies and procedures was drawn up and is being followed
- The induction of staff and volunteers process was reviewed
- Recruitment procedures were reviewed
- As part of the IT strategy the Hospital Advocate based in Newark and the Commercial Director based on Upper Parliament Street now have access to the IT Network. A server was also built for the Sybil Levin Centre



## Plans for the Future (Core Services)

- ✓ To review the layout of the Annual Report
- ✓ To ensure that fund raising activity such as "Bobble Hats" and Will Writing take place
- ✓ To continue to develop the work of the ACNN B&ME Elders forum
- ✓ To review IT policies
- ✓ A major review of all websites is planned, along with looking at a fund raising website
- ✓ To consider the introduction of VOIP (Voice over Internet Protocol)
- ✓ To review Gift Aid to ensure maximisation of income
- ✓ To review the structure of the Finance Team
- ✓ To review finance systems, in particular accounting software to ensure its use is maximised leading to improved efficiency
- ✓ To continue to develop a Lesbian, Gay and Bisexual Older Persons Group

## Structure, Governance and Management

Age Concern Nottingham and Nottinghamshire is an incorporated charity. It is, therefore, registered as a

charity with the Charity Commission and registered as a company with Companies House. ACNN can trace its origins back to 1942.

The charity's governing document is a Memorandum and Articles of Association. These were adopted when the charity incorporated in 1997. The Memorandum and Articles of Association were reviewed last year to ensure they meet the new requirements of the Companies Act 2006 and the Charities Act 2006

The charity is governed by a board of Trustees who have eight members, details of whom are included on page 4 of this annual report. Trustees are elected by the membership of the charity, details of members can also be found on Page 4. The Trustees serve a three year term of office.

The Board may appoint persons to fill any casual vacancies which occur during the year amongst the elected members of the Board, such appointments to terminate at the end of the term for which the original member was elected.

In addition to the Trustees, Age Concern England (ACE) have a representative who is a non-voting member of the ACNN Board of Trustees. The current representative is the ACE Regional Manager for the East Midlands, Simon Main.

New Trustees undergo a Trustee induction programme and the training needs of Trustees is reviewed periodically and at least annually.



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The Board of Trustees governs the charity and sets the strategic direction. Trustees delegate responsibility to managers within the charity as defined in various policies and procedures that have been approved by the board.

The charity has two subsidiary companies, Age Concern Local Trading which was incorporated in 1995 and Age Concern Business Directory which was incorporated in 2007. Each of these companies have a governing document in the form of a Memorandum and Articles of Association. Details of the Directors of these companies can be found on page 5 of this report.

Age Concern Nottingham and Nottinghamshire is a member of the Age Concern federation in England which is made up of about 400 independent charities working together with and for older people, locally, regionally and nationally. The federation has a quality framework, *Quality Counts*, which is endorsed by the Charity Commission as compatible with the "hallmarks of an effective charity" (CC60). The only impact being a member of the federation has on the operating policies of ACNN is that they have to be in line with this standard.

## 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 117 risks on 31<sup>st</sup> March 2008 to 118 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 immediately 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 updated information at each Board meeting.

During the year 2008/9 there were two failures of control systems. These were both minor in nature and did not expose the charity to any significant risk.

## Income Generation

### Trading

To say that the 2008/09 financial year has been challenging would be an obvious understatement.

The momentous near-collapse of some key parts of the financial services markets and the ensuing market conditions has impacted all corners of

the economy including the social enterprise sector in which we operate.

At the same time, the general insurance customer has never been so competitively fought over. Indeed, it seems almost impossible to visit a bank or building society today without them trying to sell you insurance products.

Furthermore, the television channels are awash with commercials from the direct-sell specialists as well as the growing number of the dot com comparison sites.

Despite the unprecedented market conditions, Age Concern Local Trading Limited (ACLT) has continued to grow the business with a 6% year-on-year increase in generated income.

This has been a notable achievement, and our new business growth this year has made us the best performing Age Concern in the country.

ACLT has, for the second successive year, proved to be the nation's most successful trader of Travel Insurance with locally arranged transactions for year totalling 2,499 compared to 1,470 for the second best performer.

Similarly, we have again finished well ahead of the rest with new business for home insurance at 611 units compared with 478 for the next best in the country.

Other products have all performed in line with expectation.

Overall, income for 2008/09 was £293,567 compared to £230,775 in the



Registered Charity No. 1067881

previous year. Income included bonus payment from ACEnt of £49,668.

The Upper Parliament Street premises continue to aid our quest for increased levels of business. Enquiries, from a wide group of users, are increasing. The greater visibility of the premises, together with extended operating hours, has increased walk-in enquiries markedly.

Looking forward, the downturn in the UK economy will present new and significant challenges. It is quite possible that an extended recession will significantly impact on future levels of business.

However, our customers value what we do and their loyalty to the brand has enabled our book of retained business to continue to grow.

The traditional Age Concern customer is typically someone with few computer skills and who does not, therefore, involve themselves with the web culture. They very much value (and in some cases rely upon) the increasingly rare businesses that provide a face-to-face environment. Inevitably, the typical older person is, of course, changing. Many younger, older people are very much more computer-literate and are, therefore, much more likely to conduct business via the internet medium.

Mindful of this, all Age Concern insurance products are also available on-line via the ACEnt web pages linked to the ACE website.

The ACNN website and our entries in the Age Concern Business Directory

also provide links to these on-line services.

Consequently, we remain cautiously confident. Our products and services for the over 50's are good and we convert enquiries at an above-industry average level.

Our careful management of resources and control of overheads will be maintained in order to maximise the surplus covenanted to the charity. We have a well-managed operation and we are blessed with a committed, competent and enthusiastic workforce of staff and volunteers based at our principal office in Central Nottingham, and our satellite offices in Mansfield and Derby.

The hard work and dedication of this team is gratefully acknowledge.

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

## **Retail**

Our two Shop Managers, supported by the Retail Manager and Executive Officer (MIG), continued to find and implement ways of improving sales levels whilst containing, and in some cases reducing, costs.

A well-worn carpet at the West Bridgford shop was replaced following redecoration carried out by shop volunteers and staff (working in their own time).



The recession presented challenges for us. Whilst the public is more likely to purchase from charity shops during an economic downturn, experience suggests that donations can drop significantly as people hold on to clothing and other goods for longer and are then more likely to sell rather than donate to a charity. We feared a significant reduction in furniture donations. However, the impact on the Mansfield shop has been modest and is being managed. Donation levels at West Bridgford have not been affected thus far.

Lynn Burton, Retail Manager, retired in March. Lynn was a highly dedicated member of staff, working "above and beyond" the call of duty as a matter of course. We wish Lynn an enjoyable retirement.

#### **Note from Executive Officer (Marketing and Income Generation)**

The staff and volunteers at our charity shops, Age Concern Local Trading and Age Concern Business Directory work with a great deal of enthusiasm and commitment. This is the last time that I will be reporting on their activities and I would like to record my appreciation for their efforts on behalf of ACNN and for the support they have given over the last five years.

David Timcke

*For further information contact Margaret Humphreys on 0115 844 0011*



Registered Charity No. 1067881

## **Fund Raising**

The emphasis during 2008/09 was on building substantial relationships through the creation of new, and enhancement of existing, communication links with supporters – funding bodies, statutory agencies, commercial and voluntary organisations, community groups and individuals. We began a process of regular "news reporting" on our activities, challenges and achievements to those who do – or who may – support us through funding, sponsorship, employee volunteering, helping with PR activities, etc.

The Funding Development Manager, working with our IT and Service Managers, introduced an improved "funding application" tracking system together with an enhanced database on "funder intelligence" for the benefit of all ACNN Managers.

Also working with Service Managers, the Funding Development Manager introduced an improved system for supporting managers in the early identification of time-limited funding opportunities, searching for "most likely" potential funders and in submitting funding applications.

Attempts to recruit legacy promotion volunteers proved frustrating, with one very strong "candidate" moving away from this area just as he was to become operational – and after all the necessary checks and training processes had been undertaken.

On a more positive note, a student from Nottingham Trent University was recruited as a fundraising volunteer late

in 2008/09 working on the funding database and supporting the process of "funding trawls".

## **Public Relations and Communications**

In addition to providing advice on the marketing of the Business Directory and taking forward initiatives aimed at improving our external and internal communications, the PR Manager was one of a small number of key staff undertaking a substantial amount of work, mainly "behind the scenes", in planning and facilitating the 2008 Staff Conference – widely acclaimed as "the best ever".

The PR Manager produced a new media contact procedure, which was subsequently adopted by ACNN. She also supported two prospective volunteer speakers (ambassadors) during the initial stages of their recruitment and induction. Unfortunately one volunteer was unable to proceed.

## **Age Concern Business Directory**

Age Concern Business Directory Limited (ACBD), a subsidiary of Age Concern Nottingham and Nottinghamshire, was set up to develop an on-line directory that lists local reputable businesses providing products and services of interest to older people. The directory sets out to protect vulnerable people from rogue traders.

The directory can be found at [www.AgeConcernBusinessDirectory.co.uk](http://www.AgeConcernBusinessDirectory.co.uk) and is available for anyone to use.

The major benefits of the project for the users of the directory (the older people, their families, friends and carers) are as follows:

- Access to a "free to use" on-line directory of reputable local companies that supply reasonable and reliable products or services
- Peace of mind knowing that the businesses on the directory have been checked by Age Concern
- Access to businesses that agree to abide by published standards set out in the ACBD Customer Charter
- Access to an interactive directory where users have the ability to post and read customer feedback about the individual member companies. This is equivalent to word of mouth recommendations from neighbours and friends
- Access to special offers and discounts offered by member companies to clients who find them through the directory
- On-line access to helpful tips from Age Concern Guides such as How to Avoid Scams
- Confidence from the knowledge that the local Age Concern will act as mediator should any problems occur and that ACBD will remove any companies that do not abide by the Customer Charter or the Terms and



## Conditions of Membership

ACBD also aims to raise unrestricted funds for ACNN and other local Age Concerns that adopt the project in their areas. Income is generated through annual subscriptions payable by the member companies. This income is used to run the directory and any surplus is used to support local services for the older community.

The directory was launched within the ACNN region at the beginning of May 2008. By the end of March 2009, there were 164 member companies on the Nottinghamshire directory covering a wide range of businesses and trades. Age Concern Oxfordshire City and County (AC Oxon) has adopted the project in their region and became operational in February 2009. AC Oxon had recruited five member companies within their region by the end of March 2009. Other local Age Concerns have indicated that they wish to promote ACBD in their area but they have not yet become operational. The roll out of the project across other local Age Concerns is the major goal for the coming year.

*For further information contact John Anderton, Business Development Manager (ACBD), on 0115 844 0011.*



## Statistics

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

	2007/08	2008/09
No. of personal callers and telephone enquiries for information	22,471	28,653
No. of users of the Information and Advice Service	13,507	16,900
Estimated value of the benefit gains from the Advice Service	£2.5m	£2.7m
No. of people supported through the Advocacy Service	795	561
No. of people supported through the Gedling Carers' Support Service	134	130
No. of volunteers supporting the Gedling Carers' Support Service	36	38
No. of people who regularly received visits from the Visiting Service	57	55
Total no. of visits made by the Visiting Service	1,043	1,631
Total no. of visiting hours provided by the Visiting Service	1,620	1,688
No. of people supported by the Harmony Counselling Service	91	72
No. of individuals accepted by the Kindred Spirits Service	2,700	2,935
Total no. of Kindred Spirits service users	1,180	1,279
No. of people assisted by the Hospital Discharge Service	745	1,131
No. of people supported by the Staying Put Service	1,429	688*
No. of jobs completed through the Handyperson Service	1,011	1,941
No. of Home Safety Checks carried out by Safe and Sound	416	440
No. of training places provided by the Training Department	1,560	1,215
No. of volunteers available for all services	241	248
No. of volunteers recruited and trained for all services	241	260
No. of volunteer hours provided for all services	62,769	67,717
No. of people who enjoyed free walks with the Best Foot Forward Programme	n/a	2,495

\*Allows for changes in Home Improvement Agency services

Kingston Close Day Centre, Worksop	Day Care (Mondays)		Dementia Day Care (Thursdays)	
	2007/08	2008/09	2007/08	2008/09
No. of days of day centre operation	46	46	50	49
No. day centre places available	644	552	500	490
Source of Referral: Self	10%	10%	-	-
Relatives	-	-	-	-
Social Services	90%	90%	100%	100%
Total number of placements filled	560	442	450	363
% of day centre users suffering mental illness	90%	100%	100%	100%
Age of users:				
60-69	-	-	-	-
70-79	30%	8%	20%	8%
80-89	70%	78%	70%	78%
90 plus	-	14%	10%	14%
Gender of users:				
Female	75%	67%	70%	60%
Male	25%	33%	30%	40%
Ethnic Background:				
White	100%	100%	100%	100%
No. of people on waiting list at year end	4	0	3	0
No. of volunteers available during year	1	0	0	0
No. of carers supported	28	25	29	20

<b>Statistics for Gedling Carers Support Service</b>	2007/08	2008/09
<b>Total No. of People Supported:</b>	134	130
Carers	49	46
Cared for	49	46
Volunteers	36	38
<b>No. of new Carers Referred:</b>	19	18
<b>Source of new referrals:</b>		
Self	6	2
Health		2
Social Services	9	12
Age Concern	4	2
<b>Age of new referrals:</b>		
50-59	0	1
60-69	4	4
70-79	8	6
80-89	6	7
90+	1	-
<b>Gender of new referrals:</b>		
Male	9	10
Female	10	8
<b>Ethnic Background:</b>		
White British	19	18
<b>No. of enquiries/non-referrals:</b>	24	25
<b>No. of talks/special events:</b>	10	6
<b>No. of hours spent on talks/presentations:</b>	36	25
<b>No. of volunteers recruited:</b>	9	5
<b>Total no. of volunteers:</b>	33	25
<b>Total no. of hours of volunteer support:</b>	2,134	2,204



## Financial Review

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 subsidiaries Age Concern Local Trading Limited and Age Concern Business Directory Limited.

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 65 shows the gross income from all sources and the split of activity between restricted, designated and unrestricted funds.

Total incoming resources for the year were £4,004,322 compared with £4,666,395 for the previous year, a decrease of 14.2%. This was mainly due to the loss of the Supporting People funding for the First Link contract which was transferred to Metropolitan Housing at the end of June 2008. This contract was for £1.1million per year and does have a corresponding effect on charitable expenditure as seen below. Also Nottinghamshire County Council reduced the level of funding on the West Bridgford Visiting Service and the Kindred Spirits Service.

However new Supporting People contracts were awarded to the Charity for the provision of two home maintenance schemes one in the City and one for patients being discharged from Hospital worth £343,260 per year.

The donation from Age Concern Local Trading Company has increased from £44,500 in 2007/08 to £93,000 in 2008/09, an increase of 109%. This was mainly due to a one-off commission bonus that the Company received as a result of exceeding targets over several years.

The shops have performed better than the previous year with an overall profit of £4,056 in 2008/09 compared to a deficit of £15,184 in 2007/08. Sales at the West Bridgford shop increased from £54,628 in 2007/8 to £61,706 in 2008/9, a particularly positive outcome and we hope to increase sales further by having the facility to accept payment by credit/debit cards during 2009.

Unfortunately, sales at the Mansfield shop have decreased from £87,663 in 2007/8 to £84,235 in 2008/9. This was due to lower levels of stock donations leading us to have advertising expenditure to bring additional stock in. The shop had a deficit in 2008/09 of £9,113 but expenditure cuts put in place at the year end should help to move the shop into surplus.

Expenditure has reduced from £4,630,819 in 2007/08 to £4,107,028 in 2008/09. Within that charitable expenditure reduced from £4,232,793 in 2007/08 to £3,631,619 in 2008/09. This was mainly due to the First Link contract being lost with no expenditure from July 2008.

Costs for the trading subsidiaries increased from £139,437 (2007/08) to £246,418 (2008/09) including Age Concern business Directory costs of £105,184. Income for the initial trading period of the new company (18 months) was £47,730 resulting in a deficit of £57,454, of which £48,423 was covered by a loan from the parent company (the charity) as detailed in note 17 of the accounts.

The aim of the Business Directory is to expand its area of operation across the country, giving other Age Concerns an opportunity to benefit from this new venture. Due mainly to the slow down in the economy, take up by organisations has been slower than anticipated with only one currently at an operational level. However, considerable interest has been shown and

we anticipate other organisations being in a position to commence operation shortly. Once there are at least seven organisations successfully selling space on the Directory then it should show a surplus, with 90% of that surplus being donated to the charity.

That part of the Directory covering Nottingham and Nottinghamshire is being run by the charity with costs of £94,898 for the initial trading period being covered from unrestricted funds. Income was slow to begin with but has picked up nicely recently and we are currently projecting a positive contribution at the end of the current year. Along with other operators, the charity receives 70% of the income from its sales.

Reduced funding, the slower than expected start made by the new business and the poor economic conditions have necessitated a restructuring of the organisation in order to reduce expenditure to match income. Regrettably, this has resulted in a much reduced Information and Advice Service which has always been funded entirely from the charity's own reserves and past levels of funding (£150,812 in 2008/09) could no longer be sustained. Other posts, not directly linked to services, have also, with reluctance, been dispensed with.

Net unrestricted income for the year was £198,123. However, designated funds reduced by £277,731 over the course of the year as a result of the contributions made to various services, including Information and Advice as noted above, building maintenance and some shop expenditure, plus expenditure on the new business, all

as detailed in note 14 (page 83) to the accounts.

Unrestricted funds of £196,975 were designated by the Trustees at the year end increasing the total of designated funds to £272,364.

Restricted funds reduced over the course of the year by £23,098 to £578,975 at the year end. Details of restricted funds can be found in note 12 to the accounts (pages 78 to 82).

The Trustees reserve policy is to maintain free, unrestricted reserves of three to six months running costs net of capital expenditure, mainly capital sums received by way of home improvement grants for use by the Staying Put Service. In the past these unrestricted reserves have included unrestricted fixed assets – mainly property – as well as unrestricted current assets – mainly cash. The Trustees have now decided that from, and including, this year the free reserves will be calculated using only unrestricted and designated current assets. The designated funds are detailed in note 15 (page 84) to the accounts.

On the basis of the changed policy, free reserves as at 31<sup>st</sup> March 2009 totalled £427,772, slightly below the desired level being the equivalent of some 2½ months net costs. However, with a budgeted surplus for the current year ending 31<sup>st</sup> March 2010 and, hopefully, further surpluses in future years, we anticipate free reserves being at the required level within an acceptable term.

The following section gives details of how the services are funded.

## 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 2008/9:

<b>Service</b>	<b>Funder</b>	<b>Amount</b>	<b>Percentage</b>
<b>Senior Link</b>	Help the Aged	£596	45.1%
	ACNN*	£725	54.9%
<b>Home Maintenance</b>	Donations	£35	0.01%
	Skerritt Trust	£8,600	3%
	Nottingham City Council	£245,834	85.9%
	Service user contributions	£31,453	11%
<b>Sybil Levin Centre</b>	Other	£899	0.4%
	Donations	£7,224	3.6%
	Rental Income	£10,416	5.2%
	Service user contributions	£44,125	21.8%
	ACNN*	£39,557	19.6%
	Nottingham City Council	£100,905	49.4%
<b>County Day Care</b>	Donations	£2,196	1.5%
	Service user contributions	£15,668	10.4%
	Nottinghamshire County Council	£98,859	65.8%
	ACNN*	£33,429	22.3%
<b>Ashfield Lunch/Exercise Clubs &amp; The Crossings Lunch Club</b>	Whittaker Charitable Trust	£500	1.3%
	ACNN*	£15,518	41.3%
	Charges	£1,754	4.7%
	Help the Aged	£762	2%
	Thomas Farr Charitable Trust	£3,000	8%
	Vine Charity	£500	1.3%
	Bassetlaw Primary Care Trust	£1,000	2.7%
	Fair Share Foundation	£13,519	36%
	New Cross Community	£1,000	2.7%
<b>Volunteer Co-ordinator</b>	ACNN*	£22	0.2%
	Charges	£10,490	99.8%
<b>Gedling Carers' Support</b>	ACNN*	£13,101	36.7%
	Nottinghamshire County Council	£22,595	63.3%
<b>First Link Service</b>	Nottingham City Council	£218,838	100%
<b>Shopping Service</b>	Nottinghamshire County Council	£43,020	94%
	ACNN*	£2,817	6%

<b>Service</b>	<b>Funder</b>	<b>Amount</b>	<b>Percentage</b>
<b>Advocacy Services</b>	Donations	£589	0.3%
	Nottinghamshire Teaching PCT	£12,612	6.3%
	Nottingham City Hospital NHS Trust	£10,655	5.3%
	Nottingham City Council	£22,699	11.3%
	Notts Healthcare NHS Trust	£22,254	11.1%
	ACNN*	£23,422	11.6%
	Nottinghamshire County Council	£108,835	54.1%
<b>Kindred Spirits</b>	Nottinghamshire County Council	£30,000	26%
	ACNN*	£26,055	22.5%
	Service user contributions	£19,798	17%
	Nottingham City Council	£34,531	29.8%
	Donations	£5,253	4.7%
<b>Staying Put</b>	Capital Grants	£1,197,961	77.2%
	Nottingham City Council	£183,106	11.8%
	Fees	£145,317	9.37%
	Charges	£2,560	0.16%
	Nottingham Fire & Rescue	£2,000	0.13%
	Skerritt Trust	£20,000	1.3%
<b>Hospital Discharge</b>	Nottingham City PCT	£57,911	86.7%
	ACNN*	£7,355	11%
	Nottingham City Council	£1,500	2.3%
<b>Harmony Counselling Service</b>	Comic Relief	£39,702	90.7%
	ACNN*	£3,978	9%
	Donations	£80	0.3%
<b>Fit as a Fiddle</b>	Age Concern England	£50,535	100%
<b>Best Foot Forward</b>	Nottingham City Council	£8,078	100%
<b>Community Outreach Advisors</b>	Nottinghamshire County Council	£56,074	100%
<b>Information &amp; Advice</b>	ACNN*	£150,989	95.3%
	Abbey Charitable Trust	£3,540	2.2%
	Donations	£3,931	2.5%
<b>Energy Right</b>	Age Concern England / EON	£40,380	99.4%
	ACNN*	£246	0.6%
<b>Whatton Prison Activity project</b>	Lankelly Chase Trust	£12,931	83.8%
	Nottingham Primary Care Trust	£2,497	16.2%

Service	Funder	Amount	Percentage
<b>West Bridgford &amp; St Anns Visiting Service</b>			
	Donations	£25	0.01%
	ACNN*	£4,890	14.6%
	Harry Dunn Charitable Trust	£1,000	3%
	Help the Aged	£2,500	7.5%
	Nottinghamshire County Council	£25,000	74.89%

During the last financial year ACNN had to generate funds to ensure all these services were maintained. For the year, this totalled £322,104 and in this connection we are grateful for the support of the following:

- 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 Lady Hind Charitable Trust
- The Paylings Charity
- The Fair Share Foundation
- The Whittaker Trust
- The Thomas Farr Trust
- The Vine Charity
- The Lankelly Chase Trust
- Comic Relief

and companies such as Capital Shopping for their continued support. We also benefit from individuals who make 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.

**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 2009.

**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:

Mrs. S.I. Warzynska (Chairman)  
Mr. E.G. Edwards  
Mr. B. Burdus  
Mr. M. Williamson  
Mr. D.G. Hancock  
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.

**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 a free reserve which includes unrestricted and designated net current assets 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 48 and 49.

**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 15<sup>th</sup> July 2009

**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 2009 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.

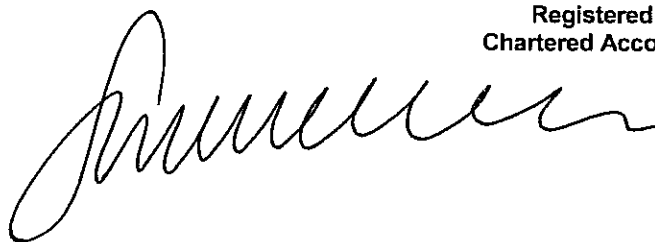
**Opinion**

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 group and the Company's affairs as at 31st March 2009, 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 15<sup>th</sup> July 2009



**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 2009**

	<u>Note</u>	<u>Unrestricted</u> <u>Funds</u> £	<u>Designated</u> <u>Funds</u> £	<u>Restricted</u> <u>Funds</u> £	<u>Total</u> <u>2009</u> £	<u>Total</u> <u>2008</u> £
<b>Incoming Resources</b>						
<b>Donations and Legacies</b>	3					
Housing Services				28,820	28,820	29,880
Community and Advocacy				67,671	67,671	65,671
Day Care				33,019	33,019	27,773
Core Services		318,533			318,533	63,529
<b>Activities in furtherance of Charity's Objects</b>						
<b>Grants and Service Agreements</b>	2					
Housing Services		2,039,748		59,695	2,099,443	3,103,924
Community and Advocacy		68,116		384,269	452,385	485,624
Day Care		41,084		160,442	201,526	200,059
Core Services		50,423		1,500	51,923	53,791
Fees and Contributions		183,451	5,400	19,798	208,649	193,554
Rent Receivable		4,110			4,110	618
<b>Activities for Generating Funds</b>						
Merchandising Income	5	154,603			154,603	167,536
Fundraising Income	6	12,597			12,597	13,789
Investment Income		29,746			29,746	29,872
Trading Subsidiaries		341,297			341,297	230,775
<b>Total Incoming Resources</b>		3,243,708	5,400	755,214	4,004,322	4,666,395
<b>Resources Expended</b>						
<b>Cost of Generating Funds</b>						
Merchandising Costs	5	150,547	4,978		155,525	183,720
Fundraising Costs	6	33,818			33,818	30,120
Trading Subsidiary Costs		246,318			246,318	139,437
<b>Cost of Activities in furtherance of Charity's Objects</b>						
<b>Charitable Expenditure</b>	12					
Housing Services		1,954,449	105	92,308	2,046,862	2,914,864
Community and Advocacy		148,329	157,804	472,277	778,410	769,789
Day Care		199,473	12,227	194,472	406,172	416,178
Core Activities		272,903	108,017	19,255	400,175	131,962
Governance Costs	7	39,648			39,648	44,749
<b>Total Resources Expended</b>	8	3,045,485	283,131	778,312	4,106,928	4,630,819
<b>Net Incoming/(Outgoing) Resources before Transfers</b>						
Transfer between Funds	14	198,223	(277,731)	(23,098)	(102,606)	35,576
Minority Interest	1	(196,975)	196,975			-
		5,745			5,745	
<b>Net Incoming/(Outgoing) Resources and Net Movements in Funds</b>						
		6,993	(80,756)	(23,098)	(96,861)	35,576
<b>Balance at 1st April 2008</b>		992,171	353,120	602,073	1,947,364	1,911,788
<b>Balances carried forward at 31st March 2009</b>		999,164	272,364	578,975	1,850,503	1,947,364

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

The notes on pages 67 to 85 form part of these financial statements

**BALANCE SHEETS**

**AS AT 31ST MARCH 2009**

	<u>Notes</u>	<u>2009</u> £	<u>The Group</u> <u>2008</u> £	<u>2009</u> £	<u>The Charity</u> <u>2008</u> £
<b><u>Fixed Assets</u></b>					
Investments	1	-	-	90	-
Tangible Assets	9	1,359,950	1,427,751	1,342,007	1,408,871
<b><u>Current Assets</u></b>					
Debtors	10	308,811	631,326	364,558	643,484
Cash at Bank and in Hand		526,283	487,962	458,955	451,151
		835,094	1,119,288	823,513	1,094,635
<b><u>Creditors:</u></b> amounts falling due within one year					
Accruals and Deferred Income		251,234	518,183	231,695	514,328
Taxation and Social Security		50,251	57,870	43,565	50,329
Other Creditors		20,396	8,079	1,326	501
Vehicle Finance Loan		4,239	4,239	4,239	4,239
		326,120	588,371	280,825	569,397
<b><u>Net Current Assets</u></b>		508,974	530,917	542,688	525,238
<b><u>Total Assets less Current Liabilities</u></b>		1,868,924	1,958,668	1,884,785	1,934,109
<b><u>Creditors:</u></b> amounts falling due after one year					
Loans	11	24,156	11,304	7,065	11,304
<b><u>Net Assets</u></b>		1,844,768	1,947,364	1,877,720	1,922,805
<b><u>Funds</u></b>					
Share Capital	1	10	-	-	-
Restricted	12	578,975	602,073	578,975	602,073
Designated	14	272,364	353,120	272,364	353,120
Unrestricted		999,164	992,171	1,026,381	967,612
Minority Interest	1	(5,745)	-	-	-
	13	1,844,768	1,947,364	1,877,720	1,922,805

Approved by the Board on 15<sup>th</sup> July 2009 and signed on its behalf by:

Director **E.G. EDWARDS**

Director **S.I. WARZYNSKA**

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 67 to 85 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 2009**

**ACCOUNTING POLICIES**

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year.

a) **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) and the applicable accounting policies.

b) **Consolidation**

The consolidated accounts include the audited accounts of the Charity and its subsidiary undertakings Age Concern Local Trading Limited and Age Concern Business Directory 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.

c) **Voluntary Income**

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

d) **Grant Income**

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

e) **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.

f) **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)

g) **Investment Income**

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

h) **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.

i) **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.

j) **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.

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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2009**

(continued)

1. **ACCOUNTING POLICIES** (continued)

k) **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.

l) **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.

m) **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. 8% of salary contributions made to these schemes are charged against revenue as they are paid.

n) **Operating Leases**

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

o) **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.

p) **Minority Interest**

The minority interest relates to VISAV Limited who holds 10% of the issued share capital of Age Concern Business Directory Limited. Any profits or losses of the subsidiary are split 90% to the parent company and 10% to VISAV.

q) **Investments and Share Capital**

The parent company Age Concern Nottingham and Nottinghamshire holds 90% of the issued share capital of Age Concern Business Directory Limited.

This investment is held at a cost of £90 in the charity accounts.

Share Capital relating to the 10% of the issued share capital of Age Concern Business Directory Limited owned by VISAV Limited is held at a cost of £10 in the group accounts.

2. **GRANTS AND SERVICE AGREEMENTS**

	<b><u>2009</u></b>		<b><u>2008</u></b>	
	<b><u>Restricted</u></b>	<b><u>Unrestricted</u></b>	<b><u>Restricted</u></b>	<b><u>Unrestricted</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>
a) <b><u>HOUSING SERVICES</u></b>				
<b><u>Nottingham City Supporting People/</u></b>				
<b><u>Nottingham City Capital</u></b>				
Staying Put / Safe & Sound(see Note 4)		1,496,384	-	1,793,820
First Link		218,838	-	1,100,098
Home Maintenance (Hospitals)		29,445		
Home Maintenance (City)		206,574		
 <b><u>Nottingham City Council</u></b>				
Home Maintenance (Hospitals)	9,815		39,260	-
City Hospital Discharge	1,500		1,500	-
Staying Put Handover Packs		30,000		
 <b><u>Nottingham Primary Care Trust</u></b>				
City Hospital Discharge		57,911	-	56,609
c/f	11,315	2,039,152	40,760	2,950,527

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

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31ST MARCH 2009**

(continued)

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

	<b>2009</b>		<b>2008</b>	
	<b>Restricted</b>	<b>Unrestricted</b>	<b>Restricted</b>	<b>Unrestricted</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
b/f	11,315	2,039,152	40,760	2,950,527
a) <b>HOUSING SERVICES</b> (continued)				
<b><u>New Deal for Communities</u></b>				
Stay Safe	-		64,051	
<b><u>Electric Blanket Testing</u></b>				
Nottinghamshire Fire Authority	2,000			
Nottingham City PCT	1,000			
<b><u>Safe &amp; Sound</u></b>				
Nottinghamshire Fire Service	5,000			
<b><u>Age Concern England/E-on</u></b>				
Energy Right	40,380		38,823	
Safer Homes	-		2,500	
Electric Blanket Testing				114
<b><u>Help the Aged</u></b>				
Senior Link		596	-	7,149
	<u>59,695</u>	<u>2,039,748</u>	<u>146,134</u>	<u>2,957,790</u>
b) <b>COMMUNITY AND ADVOCACY</b>				
<b><u>Nottinghamshire County Council</u></b>				
West Bridgford Visiting Scheme	25,000		33,670	-
Gedling Carers		22,595	-	22,260
Mansfield Kindred Spirits	19,510		32,345	-
Nottingham Kindred Spirits	10,490		19,025	-
Generic Advocacy	108,835		113,826	-
Direct Payments	-		20,961	
Link Age Community Outreach	56,074		50,313	
Link Age Shopping service	43,020		49,801	
<b><u>Nottinghamshire Healthcare Trust</u></b>				
Hospital Advocacy		22,254	-	22,254
<b><u>Rushcliffe Primary Care Trust</u></b>				
Hospital Advocacy		12,612	-	12,328
<b><u>Nottingham City Hospital NHS Trust</u></b>				
City Hospital Patients Representative		10,655	-	14,207
<b><u>Help the Aged</u></b>				
St Anns Visiting	2,500			
<b><u>Nottingham City Council</u></b>				
Generic Advocacy	22,699		22,254	
Kindred Spirits	30,412		29,722	
Kindred Spirits – Bestwood Area	4,119			
Best Foot Forward	8,078			
Age Well	-		<u>28,664</u>	
c/f	330,737	68,116	400,581	71,049

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

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31ST MARCH 2009**

(continued)

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

		<u>2009</u>		<u>2008</u>	
		<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
		<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
b)	<b><u>COMMUNITY AND ADVOCACY</u></b> (continued)				
	b/f	330,737	68,116	400,581	71,049
	<b><u>Age Concern England</u></b>				
	Fit as a Fiddle	50,535		13,394	
	Winter Work	500			
	<b><u>Age Concern in the East Midlands</u></b>				
	Hungry to be Heard	-		600	
	<b><u>Nottinghamshire Teaching Primary Care Trust</u></b>				
	Whetton Prison Project	2,497			
		384,269	68,116	414,575	71,049
c)	<b><u>DAY CARE</u></b>				
	<b><u>Nottingham City Council</u></b>				
	Sybil Levin	100,905		98,926	-
	<b><u>Nottinghamshire County Council</u></b>				
	Gedling Respite Service		22,470	-	22,470
	Worksop		18,614	-	18,231
	Stapleford	10,608		10,608	-
	Mansfield	21,013		20,500	-
	Newark	26,154		25,516	-
	<b><u>Help the Aged</u></b>				
	Crossings Lunch Club	762		3,808	
	<b><u>Bassetlaw Primary Care Trust</u></b>				
	Ashfield Lunch Clubs	1,000			
		160,442	41,084	159,358	40,701
d)	<b><u>CORE SERVICES</u></b>				
	<b><u>Nottingham City Council</u></b>				
	Core Activities		11,178	-	10,959
	<b><u>Nottinghamshire County Council</u></b>				
	Core Activities		39,245	-	38,665
	<b><u>Age Concern England</u></b>				
	Learning Disabilities	-		4,167	
	<b><u>SEEM Ltd - Business Link</u></b>				
	Training Research Grant	1,500		-	
		1,500	50,423	4,167	49,624
		605,906	2,199,371	724,234	3,119,164

**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 2009**  
(continued)

3. **DONATIONS AND LEGACIES**

**A. UNRESTRICTED FUNDS**

	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b>£</b>	<b>£</b>
Anonymous	25,000	25,000
Dignity Funerals	500	
Forman Hardy Charitable Trust	300	300
G A Barnes	250	
Lowdham Village	662	
Mrs P Hydes	500	
A Powell in Memory of V Powell	500	
The Gray Trust	10,000	10,000
The J N Derbyshire Trust	2,000	2,000
The Lady Hind Trust	1,000	
The Late J Cooper	500	
The Late F R Handley		637
The Late F Hill		1,000
The Late G A F Hardy	5,000	
The Late N Latham		1,000
The Late V Jackson	200	
The Late E M McLintock		1,000
The Late M Needham	2,000	
The Late J Morton	200,358	
The Late A Priestley	1,000	
The Late K F Russell		(490)
The Late M Renshaw	51,189	
The Late J K Saunders		10,000
The Late S Schofield	1,000	
The Late Thomas Green		500
The Rothera Family Trust	400	400
The Sir John Eastwood Foundation	1,500	1,500
West Bridgford Shop in lieu of Flowers	438	
Others < £250	<u>14,236</u>	<u>10,682</u>
	<u>318,533</u>	<u>63,529</u>

3. **DONATIONS AND LEGACIES**

**B. RESTRICTED FUNDS**

**a) HOUSING SERVICES**

	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b>£</b>	<b>£</b>
<b><u>Staying Put</u></b>		
The Skerritt Trust	28,600	28,600
Hardship Fund		110
<b><u>Allotment Project</u></b>		
Age Concern in the East Midlands		1,000
<b><u>Home Maintenance</u></b>		
Individuals	35	100
<b><u>Hospital Discharge</u></b>		
Individuals		70
<b><u>Carbon Monoxide Testers</u></b>		
University of Nottingham Students Union	185	
	<u>28,820</u>	<u>29,880</u>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE**  
**LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2009**  
(continued)

3. **DONATIONS AND LEGACIES**

**B. RESTRICTED FUNDS** (continued)

**b) COMMUNITY AND ADVOCACY**

	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>
<b><u>West Bridgford Visiting Scheme</u></b>		
Harry Dunn Charitable Trust	1,500	1,000
Individuals	25	25
<b><u>Advocacy Service</u></b>		
Individuals	70	-
<b><u>Information &amp; Advice</u></b>		
The Boots Charitable Trust	-	6,000
The Fifty Fund	-	2,000
The J N Derbyshire Trust	-	5,000
Save Our Service Campaign	531	-
Abbey Charitable Trust	3,540	-
<b><u>Healthy Eating</u></b>		
The Groundwork Trust	-	996
<b><u>Counselling Service</u></b>		
Comic Relief	39,702	40,477
Individuals	80	80
<b><u>Gedling Carers</u></b>		
Individuals	-	80
<b><u>Kindred Spirits Mansfield</u></b>		
Mansfield Building Society	-	250
Nottinghamshire Community Foundation –projector	-	600
Individuals	656	1,007
<b><u>Kindred Spirits</u></b>		
Individuals	4,597	3,586
<b><u>Home Safety – Locks</u></b>		
Capital Shopping	470	570
<b><u>Whatton Prison Service</u></b>		
Lankelly Chase	16,500	
<b><u>The Paylings Charity</u></b>		
Individuals in Mansfield	0	4,000
	<u>67,671</u>	<u>65,671</u>



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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2009**  
(continued)

3. **DONATIONS AND LEGACIES**

**B. RESTRICTED FUNDS** (continued)

	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>
<b><u>c) DAYCARE</u></b>		
<b><u>The Sybil Levin Centre</u></b>		
Yorkshire Building Society		890
Wollaton Park Rotary Club – Sybil Levin	1,500	
<b><u>The Sybil Levin Centre Minibus Fund</u></b>		
Mary Potter Convent Trust	2,000	
The Lady Hind Trust	2,000	
The J N Derbyshire Trust	5,000	
The Thomas Farr Charity	3,000	
The Jessie Spencer Trust	1,000	
<b><u>Ashfield Luncheon Clubs</u></b>		
The Coalfield Regeneration Trust		22,883
The Nationwide Charitable Trust		4,000
Whittaker Charitable Trust	500	
New Cross Community	1,000	
The Thomas Farr Charitable Trust	3,000	
The Vine Tree Charity	500	
<b><u>Sutton in Ashfield Activity &amp; Lunch Club</u></b>		
Ashfield Fair Share Foundation	13,519	
	<b><u>33,019</u></b>	<b><u>27,773</u></b>
<b><u>TOTAL RESTRICTED DONATIONS AND LEGACIES</u></b>	<b><u>129,510</u></b>	<b><u>123,324</u></b>

4. **STAYING PUT/SAFE & SOUND - Income Resources (see note 2)**

	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>
Nottingham City Council Grant	153,106	143,076
Fee Income	145,317	180,622
Payments to Subcontractors	1,197,961	1,470,122
	<b><u>1,496,384</u></b>	<b><u>1,793,820</u></b>

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

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31ST MARCH 2009**

(continued)

**5. SURPLUS ON SHOPS**

	<b><u>ACE</u></b>	<b><u>Mansfield</u></b>	<b><u>West</u></b>	<b><u>Total</u></b>	<b><u>Total</u></b>
	<b><u>£</u></b>	<b><u>Shop</u></b>	<b><u>Bridgford</u></b>	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>
<b><u>Takings</u></b>	8,662	84,235	61,706	154,603	167,536
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
<b><u>Direct and Overhead Expenses</u></b>					
Purchases		65	65	130	1,329
<b><u>Less</u></b> Closing Stock					0
Staff Costs &					
Volunteer Expenses		44,476	31,103	75,579	89,443
Rent, Rates and Water		13,316	14,252	27,568	35,993
Light and Heat		1,953	970	2,923	4,891
Cleaning, Repairs, Renewals					
and Insurance		5,453	2,231	7,684	4,015
Telephone		828	157	985	1,439
Advertising		2,980	78	3,058	1,223
Depreciation		3,640	96	3,736	3,919
Sundry Expenses		5,251	640	5,891	1,850
Other Overheads		9,294	8,247	17,541	21,217
Share of Surplus to					
Age Concern England/Eastwood	503			503	137
Transport and Collection		9,902	25	9,927	18,264
	<u>503</u>	<u>97,158</u>	<u>57,864</u>	<u>155,525</u>	<u>183,720</u>
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
Designated Funds Used		3,810	1,168	4,978	1,000
Surplus/(Deficit)	8,159	(9,113)	5,010	4,056	(15,184)
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

**Note**

The poor results at the Mansfield shops has been analysed and the following contributing factors to the deficit:

- Within sundry expenses are takings which are missing totalling £5,168, additional financial controls have been put in place to ensure that no more funds go missing.
- With the economic downturn there has been a noticeable reduction in second hand furniture stock being donated to the Mansfield Shop, leading to higher advertising costs to try to increase goods for sale.
- Designated funds have been used to purchase new carpets for West Bridgford shop and to carry out roof repairs at Mansfield. The trustees decided to write off this expenditure during the year instead of capitalising as the properties are leased.

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
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(continued)

**6. FUNDRAISING AND PUBLICITY**

**Unrestricted Funds**

	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>
Salaries	30,472	9,897
Postage, Printing and Stationery	120	907
Advertising and Publicity	1,425	11,690
Other Costs	1,801	7,626
	<u>33,818</u>	<u>30,120</u>

**Note**

The costs of fund raising are shown as £33,818 with corresponding income of £12,597, it should be noted that fundraising activity also contributed to donation and legacy income detailed in note 3. During the organisation restructure it was decided to make the Fundraisers position redundant with fundraising responsibilities for annual events to be taken on by the Central Administration Team.

**7. GOVERNANCE COSTS**

	<b><u>Unrestricted</u></b>	
	<b><u>Total</u></b>	<b><u>Total</u></b>
	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>
Annual General Meeting & Annual Report Production	7,794	7,476
Audit and Accountancy	10,441	10,855
Board Meetings	16,658	16,288
Board of Trustees Expenses & Training	364	0
Legal and Professional	2,397	10,130
Strategic Planning	1,994	-
	<u>39,648</u>	<u>44,749</u>

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:

	<b><u>Office Rent</u></b>	<b><u>Central</u></b>	<b><u>Total</u></b>	<b><u>Total</u></b>
	<b><u>£</u></b>	<b><u>Overheads</u></b>	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>
Merchandising	0	16,302	16,302	20,178
Fundraising	0	0	0	0
Trading Subsidiaries	26,500	33,000	59,500	47,159
Housing Services	31,749	114,965	146,714	274,754
Community & Advocacy	21,518	91,382	112,900	121,113
Day Care	3,198	54,621	57,819	75,814
Core Activities	10,113	14,902	25,015	22,678
	<u>93,078</u>	<u>325,172</u>	<u>418,250</u>	<u>561,696</u>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE**  
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(continued)

**8. TOTAL RESOURCES EXPENDED**

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other Costs</u>	<u>Total 2009</u>	<u>Total 2008</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Direct Charitable Expenditure	1,883,286	74,947	1,673,386	3,631,619	4,232,793
Fundraising and Publicity					
- shops	72,577	3,736	79,212	155,525	183,720
- other	30,472	-	3,346	33,818	30,120
Governance Costs	24,878	-	14,770	39,648	44,749
Trading Subsidiary Costs			246,318	246,418	139,437
	<u>2,011,213</u>	<u>78,683</u>	<u>2,017,032</u>	<u>4,106,928</u>	<u>4,630,819</u>
				<u>2009</u>	<u>2008</u>
				<u>£</u>	<u>£</u>
Staff Costs:					
Wages and Salaries				1,775,903	2,035,350
Social Security Costs				144,841	171,143
Pension Costs				90,469	99,270
				<u>2,011,213</u>	<u>2,305,763</u>
				<u>2009</u>	<u>2008</u>
				<u>£</u>	<u>£</u>
Other Costs:					
Audit				10,441	10,855
Grants - repair works for individuals				1,227,680	1,492,682
Property Costs				127,002	132,555
Travel Costs and Volunteers' Expenses				79,648	89,385
Transport / Stock Collection Costs				42,000	48,244
Advertising and Office Expenses				177,185	205,039
Training				22,661	45,619
Legal and Professional				4,553	13,763
Miscellaneous				79,544	60,186
Trading Subsidiary Costs				246,318	139,437
				<u>2,017,032</u>	<u>2,237,765</u>

**Note**

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

	<u>2009 No.</u>	<u>2008 No.</u>
No employee earned £60,000 p.a. or more		
The average number of full-time equivalent employees, analysed by function, was:		
Direct Charitable Services	63	84
Fundraising and Publicity	7	7
Management and Administration of the Charity	13	16
	<u>83</u>	<u>107</u>

Redundancies have been made as a result of the restructure in all three functions however the staff did not leave until year end, so are included in the above figures.

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

**FOR THE YEAR ENDED 31ST MARCH 2009**

(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>
	£	£	£	£	£	£
<b>Cost</b>						
At 1st April 2008	8,317	1,675,954	154,903	152,426	127,496	2,119,096
Additions in Year	-	2,495	5,164	6,898	-	14,557
Disposals in year	-			(3,128)	(26,000)	(29,128)
<b>At 31st March 2009</b>	<b>8,317</b>	<b>1,678,449</b>	<b>160,067</b>	<b>156,196</b>	<b>101,496</b>	<b>2,104,525</b>
<b>Depreciation</b>						
At 1st April 2008	1,844	362,918	150,321	74,899	101,363	691,345
Charge for Year	415	57,783	5,618	8,532	8,712	81,060
Disposals in Year	-			(1,830)	(26,000)	(27,830)
<b>At 31st March 2009</b>	<b>2,259</b>	<b>420,701</b>	<b>155,939</b>	<b>81,601</b>	<b>84,075</b>	<b>744,575</b>
<b>Net Book Values</b>						
<b>At 31st March 2009</b>	<b>6,058</b>	<b>1,257,748</b>	<b>4,128</b>	<b>74,595</b>	<b>17,421</b>	<b>1,359,950</b>
At 31st March 2008	6,473	1,313,036	4,582	77,527	26,133	1,427,751

**(b) THE CHARITY**

	<u>Freehold Property</u>	<u>Computer Equipment</u>	<u>Fixtures and Other Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
	£	£	£	£	£
<b>Cost</b>					
At 1st April 2008	1,675,049	135,501	135,840	127,496	2,073,886
Additions in Year	2,495	4,157	6,465	-	13,117
Disposals in Year			(3,128)	(26,000)	(29,128)
<b>At 31st March 2009</b>	<b>1,677,544</b>	<b>139,658</b>	<b>139,177</b>	<b>101,496</b>	<b>2,057,875</b>
<b>Depreciation</b>					
At 1st April 2008	362,828	131,401	69,423	101,363	665,015
Charge for Year	57,737	4,856	7,378	8,712	78,683
Disposals in Year			(1,830)	(26,000)	(27,830)
<b>At 31st March 2009</b>	<b>420,565</b>	<b>136,257</b>	<b>74,971</b>	<b>84,075</b>	<b>715,868</b>
<b>Net Book Values</b>					
<b>At 31st March 2009</b>	<b>1,256,979</b>	<b>3,401</b>	<b>64,206</b>	<b>17,421</b>	<b>1,342,007</b>
At 31st March 2008	1,312,221	4,100	66,417	26,133	1,408,871

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

**FOR THE YEAR ENDED 31ST MARCH 2009**

(continued)

**10. DEBTORS**

	<b><u>The Group</u></b>		<b><u>The Charity</u></b>	
	<b><u>2009</u></b>	<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>
Grants Receivable	164,498	496,484	164,498	496,484
Prepayments	30,386	16,996	30,386	16,996
Other Debtors	108,927	112,826	164,674	124,984
VAT	0	0	0	0
Donations Receivable	5,000	5,020	5,000	5,020
	<b>308,811</b>	<b>631,326</b>	<b>364,648</b>	<b>643,484</b>

**11. CREDITORS: amounts falling due after one year**

	<b><u>The Group</u></b>		<b><u>The Charity</u></b>	
	<b><u>2009</u></b>	<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>
Vehicle Finance Loan	7,065	11,304	7,065	11,304
VISAV Set up costs	17,091	0	0	0
Analysis of Borrowings:				
Within one year	4,239	4,239	4,239	4,239
Between two and five years	24,156	11,304	7,065	11,304
	<b>28,395</b>	<b>15,543</b>	<b>11,304</b>	<b>15,543</b>

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. Set up costs for Age Concern Business Directory Ltd were incurred by VISAV Ltd a 10% shareholder, are to be paid for once the company is making a profit.

**12. RESTRICTED FUNDS**

Funded by:

	<b><u>Balance</u></b>	<b><u>Movement in Resources</u></b>		<b><u>Balance</u></b>
	<b><u>1.4.2008</u></b>	<b><u>Incoming</u></b>	<b><u>Outgoing</u></b>	<b><u>31.3.2009</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>
<b><u>HOUSING</u></b>				
<b><u>Nottingham City Council</u></b>				
City Hospital Discharge	-	1,500	1,500	
Home Maintenance (Hospitals)	2,077	9,815	10,042	1,850
Home Maintenance Sinking Fund (Van)	15,921			15,921
Home Maintenance (West Area)	2,233		223	2,010
Home Maintenance (West Area) Sinking Fund	2,504			2,504
<b><u>The Skerrett Trust</u></b>				
General	9,641	28,600	26,607	11,634
<b><u>Age Concern England/E-on</u></b>				
Home Service	1,706		171	1,535
Energy Right	2,036	40,380	42,330	86
Safer Homes	363		363	0
<b><u>Age Concern in the East Midlands</u></b>				
Allotment Project	1,000		1,000	0
<b><u>General Donations</u></b>				
Staying Put Hardship Fund	915		198	717
Home Maintenance		35	35	0

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

**FOR THE YEAR ENDED 31ST MARCH 2009**

(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	<b><u>Balance</u></b>	<b><u>Movement in Resources</u></b>	<b><u>Balance</u></b>
	<b><u>1.4.2008</u></b>	<b><u>Incoming</u></b>	<b><u>31.3.2009</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>
<b><u>Nottinghamshire Fires Service</u></b>			
Safe & Sound		5,000	5,000
Electric Blankets		2,000	2,000
<b><u>University of Nottingham Students Union</u></b>			
Carbon Monoxide Detectors		185	185
<b><u>Nottingham Primary Care Trust</u></b>			
Super Insulation	1,436		1,436
First Link	1,768		218
Electric Blankets		1,000	1,000
<b><u>TOTAL</u></b>	<b>41,600</b>	<b>88,515</b>	<b>92,308</b>
			<b>37,807</b>

**COMMUNITY & ADVOCACY**

**Joint Finance**

Gedling Development Officer	68		7	61
Rushcliffe Continuing Care Support Worker	202		20	182

**Help the Aged**

Advice Service	680		68	612
St Anns Visiting		2,500	472	2,028

**Department of Health**

Direct Payments	512		51	461
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**Nottinghamshire County Council**

West Bridgford Visiting Scheme	334	25,000	25,037	297
Mansfield Kindred Spirits	-	19,510	19,510	0
Greater Nottingham Kindred Spirits	-	10,490	10,490	0
Advocacy North Notts	152		15	137
Generic Advocacy	779	108,835	109,614	0
Link Age Community Outreach	838	56,074	54,274	2,638
Link Age Shopping service	459	43,020	43,335	144

**Nottingham City Council**

Generic Advocacy		22,699	22,699	0
Home Safety	112		11	101
Kindred Spirits		30,412	30,412	0
Kindred Spirits Bestwood Area		4,119	4,119	0
Age Well	167		167	0
Best Foot Forward		8,078	7,254	824

**National Lottery Charities Board**

Mobile Resource	47		5	42
Kindred Spirit	242		25	217

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**FOR THE YEAR ENDED 31ST MARCH 2009**

(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	<b>Balance Movement in Resources</b>			<b>Balance</b>
	<b><u>1.4.2008</u></b>	<b><u>Incoming</u></b>	<b><u>Outgoing</u></b>	<b><u>31.3.2009</u></b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b><u>Age Concern England</u></b>				
Age Resource Information & Advice	255		23	232
Emergency Heating/Cooking Fund	545			545
Fit as a Fiddle	1,258	50,535	51,164	629
Winter Work		500	500	0
<b><u>Age Concern in the East Midlands</u></b>				
Hungry to be Heard	600		600	0
<b><u>Nottingham Primary Care Trust</u></b>				
Age Well Project	75		7	68
Whatton Prison Project		2,497	2,497	0
<b><u>DEFRA</u></b>				
Advice Service Rural Areas	352		35	317
<b><u>The Paylings Charity</u></b>				
Individuals Living in Mansfield	2,924		2,924	0
<b><u>Lankelly Chase Trust</u></b>				
Whatton Prison Project		16,500	12,931	3,569
<b><u>Comic Relief</u></b>				
Counselling	939	39,702	40,641	0
<b><u>General Donations</u></b>				
Kindred Spirits Mansfield - Social Fund	200	7,894	8,094	0
Kindred Spirits Mansfield - Individuals	-	656	656	0
Nottinghamshire Community Foundation-projector	600		600	0
Kindred Spirits Social Fund	2,649	11,904	13,721	832
The Harry Dunn Charitable Trust – WB Visiting		1,500	1,500	0
Individuals WB Visiting		25	25	0
Kindred Spirits - Individuals	-	4,597	4,597	0
Capital Shopping – Locks	82	470	473	79
The Groundwork Trust - Healthy Eating	996		996	0
Save Our Service – A&I		531	531	0
Advocacy		70	70	0
Abbey Charitable Trust – A&I		3,540	2,027	1,513
Counselling		80	80	0
<b><u>TOTAL</u></b>	<b>16,067</b>	<b>471,738</b>	<b>472,277</b>	<b>15,528</b>
<b><u>DAY CARE</u></b>				
<b><u>Nottingham City Council</u></b>				
Sybil Levin Centre	8,827	100,905	101,759	7,973
<b><u>Nottinghamshire County Council</u></b>				
Stapleford		10,608	10,608	0
Mansfield	-	21,013	21,013	0
Newark	342	26,154	26,188	308
<b><u>The Skerritt Trust</u></b>				
Sybil Levin Decorating	2,264		113	2,151



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**FOR THE YEAR ENDED 31ST MARCH 2009**

(continued)

**12. RESTRICTED FUNDS** (continued)

Funded by:

	<b>Balance</b>	<b>Movement in Resources</b>	<b>Balance</b>
	<b>1.4.2008</b>	<b>Incoming</b>	<b>31.3.2009</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b><u>General Donations</u></b>			
Sybil Levin Centre- Building	6,364		1,342
McCarthy & Stone – Security	378		24
Barclays Bank carpets	614		42
Grant Thornton	1,822		203
Yorkshire Building Society	1,057		117
The Skerritt Trust	8,500		500
Anonymous	34,000		2,000
The Percy Bilton Charity	4,250		250
New Appeals	4,541		454
The Robert McAlpine Trust	6,608		389
Sybil Levin Centre (High Sheriff of Notts Appeal)	115,674		8,448
Newark Day Care – The Beatrice Lang Trust	282		28
Worksop Day Care – The Beatrice Lang Trust	339		36
Yorkshire Building Society – Sybil Levin Tables	890		890
Wollaton Park Rotary Club – Sybil Levin		1,500	1,500
			0
<b><u>Sainsburys Plc</u></b>			
Sainsburys Project	458		46
			412
<b><u>Bassetlaw Primary Care Trust</u></b>			
Ashfield Lunch Club		1,000	1,000
			0
<b><u>Ashfield Fair Share Foundation</u></b>			
Sutton in Ashfield Lunch/Exercise Group		13,519	11,425
			2,094
<b><u>Ashfield Lunch Clubs</u></b>			
Whittaker Charitable Trust		500	500
New Cross Community		1,000	1,000
The Thomas Farr Charitable Trust		3,000	3,000
The Vine Tree Charity		500	500
			0
<b><u>The Sybil Levin Centre Minibus Fund</u></b>			
Mary Potter Convent Trust		2,000	2,000
The Lady Hind Trust		2,000	2,000
The J N Derbyshire Trust		5,000	5,000
The Thomas Farr Charity		3,000	3,000
The Jessie Spencer Trust		1,000	1,000
<b><u>Help The Aged</u></b>			
Crossings Lunch Club	1,225	762	1,987
			0
<b><u>TOTAL</u></b>	198,435	193,461	194,472
			197,424

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
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(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:	<u>Balance</u> <u>1.4.2008</u>	<u>Movement in Resources</u> <u>Incoming</u>	<u>Outgoing</u>	<u>Balance</u> <u>31.3.2009</u>
	£	£	£	£
<b><u>CORE SERVICES</u></b>				
<b><u>Age Concern England</u></b>				
Bradbury House Building	10,787		485	10,302
Upper Parliament Street	3,870		215	3,655
<b><u>Nottingham City Council/Transact Grant</u></b>				
Travel Plan	12,707		855	11,852
<b><u>Business Link</u></b>				
Training Grant		1,500	1,500	0
<b><u>General Donations</u></b>				
Bradbury House Building	318,607		16,200	302,407
<b><u>TOTAL</u></b>	345,971	1,500	19,255	328,216
<b><u>TOTAL RESTRICTED FUNDS</u></b>	602,073	755,214	778,312	578,975

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

<b><u>Restricted Funds</u></b>	<b><u>Tangible</u></b> <b><u>Fixed Assets</u></b>	<b><u>Net Assets</u></b>	<b><u>Total</u></b>
	£	£	£
Gedling Development Officer	61		61
Advice Service – Help the Aged	612		612
Direct Payments	461		461
Home Maintenance (Hospitals)	1,850	15,921	17,771
Home Maintenance (West Area)	2,010	2,504	4,514
Home Safety	101		101
Transact Travel Plan	11,852		11,852
National Lottery Charities Board - Kindred Spirits	217		217
Skerritt Trust - General		11,634	11,634
- Sybil Levin	2,151		2,151
Sainsbury's Project	412		412
Staying Put - Hardship Fund	325	392	717
Kindred Spirits Social Fund		832	832
Age Concern England – Building	10,302		10,302
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	107,226		107,226
Age Concern England – Upper Parliament Street	3,655		3,655
Age Concern England – Energy Right		86	86
Age Concern England – Fit as a Fiddle	629		629
Rushcliffe Continuing Care Support Worker	182		182
Home Service	1,535		1,535
Bradbury House Building	302,407		302,407
Age Well Projects	68		68
Best Foot Forward		824	824
National Lottery Charities Board - Mobile Resource	42		42
Age Concern England – Emergency Heating/Cooking fund		545	545

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

**FOR THE YEAR ENDED 31ST MARCH 2009**

(continued)

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

<b><u>Restricted Funds (continued)</u></b>	<b><u>Tangible Fixed Assets</u></b>	<b><u>Net Assets</u></b>	<b><u>Total</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>
Age Resource Advice and Information	232		232
West Bridgford Visiting Scheme	297		297
Help the Aged – St Anns Visiting		2,028	2,028
Sybil Levin Building	7,581		7,581
- The Skerritt Trust	8,000		8,000
- Anonymous	32,000		32,000
- The Percy Bilton Charity	4,000		4,000
- New Appeals	4,087		4,087
- The Robert McAlpine Trust	6,219		6,219
McCarthy & Stone Camera	354		354
First Link	1,550	0	1,550
Sybil Levin Centre – Nottingham City Council	7,973	0	7,973
Newark Day Care	562		562
Worksop Day Care	303		303
Sybil Levin – Barclays	572		572
DEFRA	317		317
Link Age Community Outreach	0	2,638	2,638
Link Age Shopping service	144		144
Generic Advocacy	137		137
Sybil Levin Minibus Fund		13,000	13,000
Fair Share Foundation		2,094	2,094
Abbey Charitable Trust	1,513		1,513
Lankelly Chase – Whatton Prison		3,569	3,569
Yorkshire Building Society – Sybil Levin Tables		890	890
Capital Shopping – Locks		79	79
<b><u>RESTRICTED FUNDS AT 31ST MARCH 2009</u></b>	<b>521,939</b>	<b>57,036</b>	<b>578,975</b>
<b><u>OTHER PURPOSES</u></b>	<b>838,011</b>	<b>427,772</b>	<b>1,265,783</b>
<b><u>TOTAL ASSETS</u></b>	<b>1,359,950</b>	<b>484,808</b>	<b>1,844,758</b>

**14. DESIGNATED FUNDS**

	<b><u>Balance 1st April 2008</u></b>	<b><u>Movement in Resources</u></b>	<b><u>Transfers between Funds</u></b>	<b><u>Balance 31st March 2009</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>
Employers Liability Fund			30,000	30,000
Health & Safety	2,500		500	3,000
Welfare Fund	214	105		109
Sinking Fund – Information Technology	11,881		6,650	18,531
Buildings	72,614	7,890	19,890	84,614
Minibus/Vehicles	49,293	(5,400)		54,693
Shops	30,758	4,978	4,978	30,758
Staff Conference	8,000	5,229		2,771
Age Concern Business Directory (Nottm set up)	0	94,898	94,898	0
Advocacy	6,992	6,992		0
Ashfield Luncheon Clubs	12,227	12,227	12,227	12,227
Advice & Information	158,641	150,812	27,832	35,661
	<b>353,120</b>	<b>277,731</b>	<b>196,975</b>	<b>272,364</b>

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

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31ST MARCH 2009**

(continued)

**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 subsidiaries, Age Concern Local Trading Limited and Age Concern Business Directory Limited. The following is a summary of the financial activities undertaken by the charity:

	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>
<b>Gross Incoming Resources</b>	3,815,525	4,527,279
Merchandising Costs	(155,525)	(183,720)
Fundraising Costs	(33,818)	(30,120)
Expenditure on charitable activities	(3,631,619)	(4,232,793)
Governance Costs	(39,648)	(44,749)
<b>Net (Outgoing)/Incoming Resources</b>	<b><u>(45,085)</u></b>	<b><u>35,897</u></b>
Balance brought forward from previous year	1,922,805	1,886,908
<b>Total Funds carried forward</b>	<b><u>1,877,720</u></b>	<b><u>1,922,805</u></b>

**17. SUBSIDIARY COMPANIES**

**Age Concern Local Trading Ltd**

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:

	<b><u>2009</u></b>	<b><u>2008</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>
Turnover	293,567	230,775
Cost of Sales	<u>496</u>	<u>1,686</u>
<b>Gross Profit</b>	293,071	229,089
Administrative Expenses	165,939	167,967
Gifted to Age Concern Nottingham and Nottinghamshire	93,000	44,500
Gifted to Age Concern Derby and Derbyshire	<u>34,299</u>	<u>16,943</u>
<b>Net (Loss) Profit</b>	<b><u>(167)</u></b>	<b><u>(321)</u></b>
The aggregate of the assets, liabilities and funds was:		
Assets	157,098	94,514
Liabilities	<u>(132,706)</u>	<u>(69,955)</u>
	24,392	24,559
Share Capital	2	2
Profit and Loss Account	<u>24,390</u>	<u>24,557</u>
<b>Funds</b>	<b><u>24,392</u></b>	<b><u>24,559</u></b>

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

**FOR THE YEAR ENDED 31ST MARCH 2009**

(continued)

**17. SUBSIDIARY COMPANIES (continued)**

**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 £48,423. The costs will be repaid once the company has sufficient profits. The annual interest to be paid on the loan is 6.5%.

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:

	<b><u>2009</u></b>
	<b><u>£</u></b>
Turnover	47,730
Cost of Sales	<u>31,426</u>
<b>Gross Profit</b>	16,304
Administrative Expenses	73,758
Gifted to Age Concern Nottingham and Nottinghamshire	-
<b><u>Net (Loss) Profit</u></b>	<b><u>(57,454)</u></b>
The aggregate of the assets, liabilities and funds was:	
Assets	16,601
Liabilities	<u>(73,955)</u>
	<u>(57,354)</u>
<hr/>	
Share Capital	100
Profit and Loss Account	(57,454)
<b>Funds</b>	<u>(57,354)</u>
	<hr/>

**18. LEASING COMMITMENTS**

At 31st March 2009, the group had annual commitments under non-cancellable operating leases as detailed below:

	<b><u>2009</u></b>		<b><u>2008</u></b>	
	<b><u>Land and Buildings</u></b>	<b><u>Other</u></b>	<b><u>Land and Buildings</u></b>	<b><u>Other</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>	<b><u>£</u></b>
Operating Leases which expire:				
Within one year	1,462			
Within two to five years	0	9,062	5,850	9,257
Over five years	55,705		42,417	-
	<u>57,167</u>	<u>9,062</u>	<u>48,267</u>	<u>9,257</u>
	<hr/>	<hr/>	<hr/>	<hr/>

**19. TRUSTEES' REMUNERATION AND EXPENSES**

The Trustees received no remuneration during 2009 or 2008. Trustees' expenses of £364 (2008: £0) were reimbursed during the year.

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

Abbey Charitable Trust  
Age Concern England  
Age Concern Enterprises  
Age Concern East Midlands  
Ashfield District Council  
Barclays Bank plc  
Bassetlaw District Council  
Bassetlaw Primary Care Trust  
Boots Charitable Trust  
Broxtowe Borough Council  
Business in the Community  
CAF Bank Ltd  
Capital One  
Capital Shopping Centres PLC  
Castle College Nottingham  
Comic Relief  
Department of Health  
Dignity Funerals  
E.on UK  
Experian  
Fair Share Foundation  
Forman Hardy Charitable Trust  
Freeth Cartwright LLP  
G A Barnes  
Gedling Borough Council  
George Henry Francis Paylings Charity  
Gray Trust  
Harry Dunn Charitable Trust  
Help the Aged  
J N Derbyshire Trust  
Jessie Spencer Trust  
John Lewis Partnership  
Lady Hind Trust

Lankelly Chase  
Mary Potter Convent Trust  
Mansfield Area Strategic Partnership  
Mansfield District Council  
Nelsons Solicitors LLP  
Newark District Council  
NHS Nottingham City  
NHS Nottinghamshire County  
Nottingham City Council  
Nottingham Energy Partnership  
Nottingham Trent University  
Nottingham University Hospitals NHS Trust  
Nottinghamshire Community Foundation  
Nottinghamshire County Council  
Nottinghamshire Fire and Rescue Service  
Nottinghamshire Healthcare NHS Trust  
P Hydes  
Percy Bilton Foundation  
Positive Futures  
Powergen  
Rushcliffe Borough Council  
Rothera Family Trust  
Roythornes Solicitors  
Rushcliffe Primary Care Trust  
Thomas Farr Charity  
Trent FM Arena  
Sir John Eastwood Foundation  
Skerritt Trust  
Smith Cooper Nottingham  
University of Nottingham Students Union  
Victoria Centre (Capital Shopping) Nottingham  
Vine Tree Charity  
Warren & Allen  
Whitaker Charitable Trust  
Wollaton Park Rotary Club  
Young and Pearce