ROtherham

Annual report 2009-2010
We would like to take the time to thank all our supporters and partners who have helped us over the last year.
ABOUT AGE CONCERN ROTHERHAM

Age Concern Rotherham is an independent local charity that supports older people in the Rotherham Metropolitan Borough.

Board of Trustees:

Chairman
John Walton

Deputy Chairman
Ralph Beaumont

Trustees
Lynda Donaldson J.P.
Susan Knowles
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Chris Rivington
Malcolm Davies
Pat Cahill
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Resigned:- 30/05/2009
Appointed:- 01/04/2010

Chief Executive/
Company Secretary
Lesley Dabell

Bankers:
Barclays Bank plc
Bridgegate
Rotherham
S60 1EG

Age Concern Rotherham is a registered charity No. 1039771 and a company limited by guarantee registered in England and Wales No.1927474. The registered offices of Age Concern Rotherham are 49 – 53 St Anns Road, Rotherham, South Yorkshire S65 1PF.
Serving the older people of Rotherham
FROM THE CHAIRMAN

We are very much a local charity and we believe it is important that we are accountable to local people. This report sets out what we have done in the past year towards achieving our objectives and shows the real difference our work has made to the everyday lives of older people in Rotherham.

Although we have tried very hard during the preceding year to achieve our objectives, we will continue to strive as hard as we can in the future, as much has still to be achieved.

As we always have been we are anxious that as many of the over 50s living within the boundaries of the Rotherham MBC as possible join our organisation and participate in its activities and would encourage them to contact us about this.

John Lawson Walton
Chairman,
2009/10.

Age Concern Rotherham has been working with and for older people in the Metropolitan Borough of Rotherham since 1974.

We aim to help people to maintain their independence and quality of life as they get older.

Whilst some of our services are available to all people over the age of 50, our focus is on supporting those older residents who are particularly vulnerable due to declining physical or mental health or who face additional barriers such as money problems or lack of family support.

We also aim to give older people the opportunity to take part in activities that will help them to stay as healthy and active as they can for as long as they can and to mix with people from different generations.
2009/10 has been a further time of change and challenge for all of those working to support older people in Rotherham and elsewhere.

At a national level Age Concern England and Help the Aged merged on 1st April 2009 to form a new charity Age UK. We have been looking at the implications of this for Age Concern Rotherham in the past year and will be continuing to work with our national partner during 2010/11, perhaps becoming Age UK Rotherham by the end of 2010.

Key changes to social care under the Government’s personalisation agenda have continued to be implemented locally. We have continued to work with our statutory and voluntary sector partners to help to ensure that the changes work well for older people in Rotherham and that they get the maximum benefit from the opportunities offered.

We have also been working to develop the range and flexibility of the services and support Age Concern Rotherham can offer in line with offering a more personalised service to older people.

Demographic changes and public sector financial pressures will continue to challenge all of us who are involved in delivering services and support to older people in the coming years. We want to continue to work together with all our partners to ensure that older people in Rotherham get services and support they need now and in the future.

I am pleased, therefore, to be able to report on some of the ways in which Age Concern Rotherham has made a positive difference to the lives of older people in the past year by helping them to:

- Remain as healthy and independent as possible for as long as possible;
- Be more financially included;
- Be more socially included and less isolated;
- Have a louder voice, individually and collectively;
- Be more digitally included and able to make the most of the advantages offered by new technologies.

We have done this by:

- Offering practical help and support to help maintain and regain independence;
- Developing our Advice, Information and Advocacy provision;
- Developing activities and services that promote and support physical and mental health;
- Providing opportunities to develop new skills about new technologies;
- Working with local partners to make sure that older people in Rotherham receive the services and support that they need and deserve in the years to come.

In addition, during 2009/10, we have been developing our own strategic plans and looking at ways of increasing the sustainability of Age Concern Rotherham by developing our social enterprise and income generation activities.

This has been a very busy year. The following pages therefore provide more detail about some, but by no means all, of our activities in 2009/10.

I hope that you find this report of interest and I would welcome any comments you would like to make on our work and future plans.

Lesley Dabell, Chief Executive
Supporting Older People to Maintain and Regain Independence

Everything that we do at Age Concern Rotherham is aimed at supporting older people to maintain and/or regain their independence in some way. For example by:

- providing help around the home,
- supporting people to maintain their physical and mental health and mobility,
- helping older people to have a voice,
- making sure they have the information they need or as much money as they are entitled to.

We know that this is what older people themselves want. We also know that this is what the country needs, if we are to be able to continue to provide a good quality of life for our older people in the face of demographic and financial pressures.

Staying Independent at Home

“\textit{It is a well known fact that workers got from newspapers, not all, but some, can see people are old and you don’t get a good job. With Age Concern I know I will get qualified workers.}”

Mr H had been broken in to and leaving him very frightened and nervous. From funding we received from South Rotherham Area Assembly Devolved Budget, we were able to carry out a security check and provide various security measures to secure his home. The handyperson was also able to talk to Mr H about home security and give advice. He also gave information about Age concern Services. From that information, Mr H became a regular client of the domestic service and also applied to the Community Information for a benefits check.

As a result of our services, Mr H feels safe and secure in his own home and is no longer frightened and nervous. Now he has someone to help keep his home clean and tidy and run errands for him he feels more independent. The pressure of worrying about running his home and being able to stay in his own home has been lifted and he can now spend more time on doing what he wants to do and to get on with living his life as he wants to.

Age Concern Rotherham has been offering help around the home to older people for over 20 years. This includes our Domestic Service and the Handy Person's Service. These services aim to support older people to maintain their independence by enabling them to keep their homes clean and in good repair.
We reported on these services in our 2008/9 Annual Report and said that in 2009/10 we would:

- Continue to provide a high quality service to our existing and new customers;
- Increase our domestic support workforce and the range of services we can offer to cover other types of support that older people tell us they need in line with the move towards personalised care and support.

During 2009-2010 over 1000 people were supported with the Handy Person service and 450 with the Domestic Services. During the year we extended our services to include more personalised services and in particular we have seen an increase in the number of people requesting an escort to enable them to go shopping. There has also been an increase in the number of people asking for support with their laundry and in particular ironing. Following further training of The Handy Persons we are now able to offer a more comprehensive plumbing service which is in regular demand and the requests for gardening are ever increasing.

- people have access to a wider choice of support to enhance their lives.
- increased independence
- The clients are regularly consulted on how the service can be improved or expanded to meet their needs. This now enables service users to pick and mix their requirements.

Regaining independence after a stay in hospital

The new Hospital Aftercare Service pilot, commissioned by NHS Rotherham, started in April 2009. The aim of the service is to provide short term intervention and support to older people and their carers on discharge from hospital, to help them to regain their independence and prevent avoidable readmissions.

The new team was put in place during April and May 2009 and started to deliver the service fully from June.

“The service is excellent at highlighting vulnerable patients and signposting to other services”

RFHT Ward Staff.
The first year of the pilot will be fully evaluated during the early summer of 2010. Early feedback from service users and colleagues in other agencies shows that the service is proving a real success.

The target number of users for the service in 2009/10 was 240 and the actual number of people who have used the service was 508 - a 211% delivery over target.

**Outcomes for service users**

The Service has supported older people to have a better, shorter discharge from hospital as it helps to avoid them having to sit and wait in the discharge area by providing transport home and a medication collection service.

Feedback from service users shows that the service has met the needs of, and had a positive impact on, the majority of service users and carers (see Figure 1 below).

The service has supported older people to access additional support from a range of other agencies and services, including The Falls Team. Rotherham Crossroads/Hotspots. Meals Services. The Red Cross and Community Transport. As well as from other services within Age Concern Rotherham.

Supported by ACR’s Advice and Information Service, the HAS team have enabled their service users to claim over £66,000 in additional benefits in the 6 months to April 2010.
Feedback from HA Service Users

“You have been so helpful practically and also cheered me up as this accident made me feel so down. I will always be very grateful”

"I would like to say a big thank you for all the help in getting the services needed and putting in a safe key lock. We really appreciate all your help"

"I am writing to thank you and your team for the kind response you gave me following my recent knee replacement. I appreciate the help your give me and found each member of your team helpful in preparing me a light meal, collecting my prescription and accompanying me on short walks. The support given helped me adjust in the initial stages of my recovery. I am pleased to say I am recovering well and I am grateful to you enabling me to regain my independence."

Key developments planned in 2010/11

In 2010/11 we aim to:

• build on the success of the Hospital Aftercare Service by developing this further on the basis of the evaluation findings in the first year.

• develop work to address the need for a wider befriending service which has been identified as a result of the work undertaken in year one.

Other outcomes

In addition the service has benefitted the wider health community by:

• saving bed days, by enabling earlier discharge for some patients
• providing transport home, freeing up resources in the ambulance service
• complimenting social services
• helping to avoid breaches in A & E
Promoting Older People's Inclusion

A key aim for Age Concern Rotherham is to promote older people's inclusion in the community socially and financially.

During the last year we have continued to support older people to have a voice and be more included in the community, both as a group and as individuals.

For individuals, this is particularly important in the context of personalisation, where advocacy, advice and information are key to helping older people to access more choices. In addition we have also continued address issues of financial exclusion through the work of our Advice, Information and Advocacy Service.

We are promoting individual older people’s social inclusion through our current service provision and planned development of services that address the social isolation that many older people experience as a result of life changes, ill health and limited mobility.

We are also working towards the social inclusion of older people as a significant and important group in the Rotherham community. During 2009/10 we continued to support the development of more widespread recognition of the need for older people, as a key stakeholder group, to 'lead the way' in terms of services and support they require from all agencies in the future, by having a structure and Forum to influence local plans and developments.

Finally, we have been developing our ideas about how we can help older people in Rotherham to become more digitally included and we hope to continue to develop the work we started during 2009/10 during the coming years.
Individual Older People: Supporting Financial Inclusion and Increased Choice and Voice

For individual older people our Advice, Information and Advocacy (AIA) Service has provided a range of support this year, on issues ranging from debt to access to services in the community, promoting financial inclusion and increased choice.

During 2009/10 the service supported around 2,600 older people and their carers. As a result, we estimate £500,000 worth of additional benefits have been gained this year for older people in Rotherham.

This has in turn helped to make their lives more easy and manageable and has enabled them to have increased choice and purchase things they wanted to support them, for example,:

- massage sessions to help relieve pain,
- cleaning services and gardening - helping them to maintain their lifestyle and positive mental health as their physical capability diminishes.

The Service has also advocated on behalf of older people, helping to relieve stress and anxiety arising from a wide range of issues, such as debt, utilities, community care and ensure that older people’s rights are met.

Case Study: Financial Inclusion - Debt and Older People

Mrs T. came to the AIA Service with a debt problem with TalkTalk. The worker negotiated more manageable payments on her behalf, but also found from the customer that the chargeable damage from which the debt had resulted, could be attributable to work carried out by the Local Authority.

On behalf of Mrs T. the worker contacted the Local Authority and made a claim against them for the damage charged. This was initially turned down but when the worker asked them to reconsider, giving observations and evidence, the claim was paid in full.

Mrs T. said that she would not have coped without our help and support in this matter; it had been making her depressed.
In addition the **Residential Care Advocacy Service**, commissioned by Rotherham Council has supported on average 25 older people and carers during 2009/10, on a range of issues such as health, finance and care.

This service has supported some very complex cases such as a **Deprivation of Liberty** case involving a service user in a residential care home in the Borough.

It has also worked with Rotherham Council as part of the **'Home from Home' scheme** which checks the standards in residential homes in the Borough. The Advocacy Worker has worked with the team at each inspection by supporting residents and their relatives to talk about the standard of service they are receiving and raise any issues they may have.

**Case Study: Helping Older People have a voice through advocacy**

Mr F, came to the AIA Service because he was unable to bury his wife, due to lack of funds.

When he came to the Service his wife had been in the hospital mortuary for 3 months, causing extreme distress and anxiety to him. He had been unable to resolve the issue alone and had no family support available.

With the support of the AIA Service the funeral was arranged and a funeral payment claimed. Mr F. was then able to grieve for his wife in peace.

We know from our work with older people that they want and need advocacy on a wider range of issues. During the past year we have been working with Rotherham Council to look at developing the service to provide this. As a result of a change in our funding from them to provide the service, we will be able to offer this wider range service during 2010/11.

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*quote here from RCAS customer*
Increasing Older People's Social Inclusion

Reducing Isolation and Providing Opportunities for Social Interaction

Case Study: Valuable Volunteers reducing Social Isolation

Shirley is 70 years old and registered blind. 13 years ago after being hospitalised for 7 months she used the Link-line Service.

After 10 months of using the service, her confidence had grown and Shirley offered her help to become a Link-line caller. She has now been making calls for 12 years giving support to other isolated older people.

Shirley also benefits as she feels she is giving something back to the people that helped her though difficult times. She has also built a friendships up with Link-line users and the staff at Age Concern and is less isolated herself as a result.

In 2009/10 Link-line provided over 30 free telephone link calls daily to older people all over Rotherham. The service operated every day of the year, helping people feel less isolated by providing them with a daily link with the outside world, offering some support and reassurance and ensuring that they are safe and well.

Home visits were made to anyone who was not able to be contacted by phone to ensure they were safe and, wherever possible, help was provided with any difficulties they were experiencing when the call was made (e.g. a need for medicines or getting them help to fix a boiler).

This service is operated largely by trained volunteers and we would like to express our thanks to them for helping us to continue to provide this valuable lifeline for vulnerable older people.
Serving the Older People of Rotherham

St. Ann’s Health and Well Being Centre

Case Study

Mrs X came to us, having recently come out of hospital following a fall that resulted in a fractured hip. Her self confidence and self esteem had been eroded making her family concerned she would deteriorate. A key worker was assigned following an assessment and, a visit to centre was arranged for Mrs X.

On arrival for her first full day Mrs X was very shy and reluctant to join in the activities that were taking place. However by spending quality one to one time discovering her likes and dislikes the barriers were removed and activities directed at Mrs X were introduced so she could involve herself. When the new treatment areas became operational Mrs X booked to have her hair washed and set. Because she was now in an environment where she was able to have her hair done and be pampered a little, she began to be more involved with groups in the community where she lived, including attending the ladies club where she had not been since before her fall, the improvement in Mrs X has been very gratifying to see over the months, she is more talkative, open, and looks forward to attending the social centre every week.

For some older people having the opportunity to access a day service that provides care, support and social contact continues to be vitally important in maintaining their general well being.

In May 2009, we launched our redeveloped service at the St. Ann’s Social Centre. Funding from the Coalfields Regeneration Trust has helped us to refurbish parts of the Centre and develop our health and well being and kitchen facilities.

This means that as well as social opportunities and a variety of activities, Centre users can now have a range of personal care needs met and have a choice of lunch cooked freshly on the premises.

50 people attend the Centre each week, some using a Direct Payment from the Council and others funded either by themselves or their family.

Each customer has an individual care plan in place to ensure that their needs are being met in ways that are tailored to the outcomes they want to achieve.

During 2010/11 we will be developing more services in the Centre including:

- Neat Feet foot-care service;
- Pampering services;
- A Dementia Service that will provide opportunities for older people with dementia and their older carers to have more social contact.

In addition to this, following consultation with older people, we will be working to develop a Befriending Service to meet the needs of those who are isolated and lonely as a result of life transitions. This service will aim to promote older people’s positive mental health and help them to remain independent with a good quality of life.
Older People Leading the Way: Promoting a Collective Voice on Older People's Issues

During 2009/10 Age Concern Rotherham has continued to work alongside older people in Rotherham to help them have a louder voice on issues of concern to them by:

- Supporting the development of Rotherham Older People's Forum, which was launched on Older People's Day - 1st October 2009.
- Undertaking consultation exercises on local and national issues - for example the Care Green Paper in the Autumn of 2009.
- Raising issues of concern reported to us by older people with the relevant statutory partners and be representation of strategic groups.

During 2009/10, we supported the development of Rotherham Older People's Forum, together with partners from other agencies.

The Forum has grown in strength in the past year and we will be continuing to offer it our support in 2010/11, working together to get more older people involved and agree mechanisms for older people to be represented on key strategic groups such as the Local Strategic Partnership.

Case Study:
Getting Action on Older People's Issues: Anti-social Behaviour

Age Concern Rotherham and Rotherham Older People's Forum became aware that many older people were still concerned about anti-social behaviour and were many were afraid to report when they were victims of this for fear of reprisal.

Working together we:
- arranged a meeting with South Yorkshire police to discuss this issue;
- agreed that Age Concern Rotherham could be a reporting centre for Hate Crime against older people to help us to make sure incidents were recorded;
- raised the issue at the Chief Constable's Event in 2009;
- have formed a working group with South Yorkshire Police, Rotherham MBC and other partners to look at how we can support older people better on this issue in future.
Digital Inclusion: Increasing Older People's Access to Digital Technologies

Older people in Rotherham, as elsewhere, are disadvantaged if they lack access to digital technologies that can provide them with access to information, social contact and financial savings.

Through our young volunteering project, we have worked this year to ensure that older people in Rotherham are supported to be more digitally included.

*It was part of a national initiative to get older people learning about modern technology. I really enjoyed my time doing this as the results were instant and it was rewarding to be able to help people do things, improve their skills and bring enjoyment in to their life.*

: Sarah, young volunteer.

In September 2009 we took part in the Age Concern England campaign to encourage more people over 50 to use computers, "ITea and Biscuits". With the help of our young volunteers, we put on an ambitious week of taster sessions on computing, the internet, mobile phones and digital cameras.
The sessions were met with great enthusiasm from the participants and mentors alikd, and after an evaluation meeting with the volunteers it was decided to put on another course concentrating on basic computing skills and introduction to the internet and emailing, in the last week of November 2009.

"Love IT gave me confidence to try new things. I found it very informative and the volunteers very patient"

Love IT Service User.

We realised that there was a huge demand for this type of IT training, which Age Concern Rotherham could assist using young people to provide support.

As a result we planned 4 more week long IT training sessions in 2010 and the "Love IT" pilot was born!

Feedback from participants and volunteer supporters have been incorporated into the development of these sessions, making each one more successful than the last.

So far ?? older people aged from ?? to ?? have attended ?? Love IT sessions. They have been supported by ?? young volunteers.

The older people coming to the sessions have said that one-to-one mentoring by volunteers is the perfect method of IT training for them. Many of them have tried traditional computer classes but did not find these met their needs.

"Love IT gave me confidence to try new things. I found it very informative and the volunteers very patient"

Love IT Service User.
The young volunteers have also gained valuable life experience and skills by taking part.

"The Age Concern volunteering opportunity helped enhance my personal qualities. Perhaps the most important quality which it helped to develop was my patience."

Abidemi, young volunteer.

Love IT, like the other intergenerational work done through the V Project, has helped to promote positive interaction between generations that often do not mix.

Further Love IT sessions are planned in 2010 and we will be looking for funding to continue provide volunteer led solutions to digital exclusion beyond the current funding, which ends in March 2011.

FINANCIAL INFORMATION
We ended the current financial year with a reasonably healthy financial situation due to our drive to be as efficient as possible and to continue to generate income during 2008/9. The surplus of income over expenditure of £98,034 during this period is mainly due to restricted grant funding for capital costs being held over from 2008/9 to 2009/10.

Extracts from the Consolidated Audited Accounts are given below. A copy of the full Audited Accounts is available by contact our St. Ann’s Office.

AGE CONCERN ROTHERHAM LIMITED

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2009

<table>
<thead>
<tr>
<th></th>
<th>TOTAL FUNDS 2009</th>
<th>TOTAL FUNDS 2008</th>
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<tbody>
<tr>
<td><strong>INCOMING RESOURCES</strong></td>
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<tr>
<td>Incoming resources from generated funds:</td>
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<tr>
<td>Voluntary income</td>
<td>148,137</td>
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<tr>
<td>Activities for generating funds</td>
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<tr>
<td>Investment income</td>
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<td>1,814</td>
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<tr>
<td>Income from trading subsidiary</td>
<td>85,383</td>
<td>79,543</td>
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<tr>
<td><strong>Incoming resources from charitable activities:</strong></td>
<td>618,142</td>
<td>832,101</td>
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<tr>
<td>Other incoming resources</td>
<td>8,286</td>
<td>22,376</td>
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<td><strong>TOTAL INCOMING RESOURCES</strong></td>
<td><strong>864,616</strong></td>
<td><strong>999,124</strong></td>
</tr>
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</table>

| **RESOURCES EXPENDED** |                  |                  |
| Costs of generating funds: |                  |                  |
| Costs of generating voluntary income | 44,811          | 23,801           |
| Costs of activities for generating funds | 52,062          | -                |
| Costs of trading subsidiary | 85,383          | 79,543           |
| **Charitable activities** | 662,239          | 902,024          |
| Governance costs | 7,470            | 8,495            |
| **TOTAL RESOURCES EXPENDED** | **766,582**     | **981,750**     |

| **NET (OUTGOING) RESOURCES FOR THE YEAR** |                  |
|                                          | 98,034           |

| **RECONCILIATION OF FUNDS** |                  |                  |
| Total funds brought forward | 243,494          | 226,120          |
| Net movement in funds | 98,034           | 17,374           |
| **Total funds carried forward** | **341,528**     | **243,494**     |

BALANCE SHEET
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<td>Tangible assets</td>
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<td>68,187</td>
<td>59,442</td>
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<td><strong>Total</strong></td>
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<td>Amounts falling due within one year</td>
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<td><strong>NET ASSETS</strong></td>
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<tr>
<td><strong>FUNDS</strong></td>
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<tr>
<td>Unrestricted funds:</td>
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<td>26,958</td>
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<tr>
<td><strong>TOTAL FUNDS</strong></td>
<td>341,528</td>
<td>243,494</td>
<td>341,528</td>
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</tr>
</tbody>
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Useful Telephone Contacts

Age Concern Rotherham
Social Services
Rotherham Office 01709 829621 Crinoline House 01709 382121
Day Care 01709 786952 Maltby 01709 822330
Domestic Services 01709 786955 Dinnington 01709 822330
Hospital Aftercare 01709 786958 Wath 01709 822330
Residential Advocacy 01709 386833 Swinton 01709 822330
Insurance Services 01709 835195
Home services 01709 786955
Handy Person Service 01709 786955
Community Advice & Information 01709 835214
Volunteer Development 01709 386831

Benefits Advice
Pension Credit 08456 060265
Disability Benefits Advice:
Blackpool: 08457 123456
Disability Benefits Centre: 01132 309000

Other Agencies
Citizens Advice Bureaux
Rotherham: 01709 515684
Welfare Rights 01709 823954
or: 01709 822446
Ferham Advice Centre 01709 740050
Archway Foundation 01709 363121
Crossroads 01709 360272
NHS Direct 0845 4647
Furniture Plus 01709 362235
Community Transport 01709 516092
Rotherham Health
Advice Centre 01709 423030
Rotherham Council 01709 382121
Rotherham General Hospital 01709 820000

Emergency Numbers
Police, Fire & Ambulance 999
Sth. Yorks Police 01142 202020
Sth. Yorks Fire & Rescue 01142 727202
Gas enquiries 0845 6091122
Yorkshire Water 0845 1242420
N Power 0800 023045
Consumer Direct 0845 9060708
National Rail Enquiries 0845 7484950