



Welcome to our annual review. This document outlines our achievements and activities during the year 2008/2009, as well as setting out some of our objectives for the year ahead.

Despite the recession, Pocklington launched some new and challenging developments during 2008/09.

With our keen eye on saving costs, this year we are taking a different approach by producing a web-based annual review. We welcome your views and feedback on this new approach. Please send your comments to: info@pocklington-trust.org.uk

Purpose built extra care centre near Plymouth reopens

The first phase of our £9.5 million redevelopment of Pocklington Rise was completed in June 2009.

This state-of-the-art modern extra care sheltered housing centre sets new standards in care and accommodation for people with sight loss. Apartments have been specifically designed with the needs of people with sight loss in mind - they are spacious, with specially designed lighting and provide a fully fitted kitchen with cooker and fridge, and most bathrooms are fitted with both baths and walk-in showers.

Twenty four hour support is provided by our care and support team who are fully trained to deal with emergencies and to support tenants and leaseholders with everyday tasks.

The design follows the standards set out in our [good practice design guide](#) for people with sight loss. The main building comprises 54 apartments, which are mainly two bedroomed. Communal facilities include a restaurant, on-site shop, activities room, communal lounge, hairdressing salon and a library/IT centre which offers a wide range of activities and entertainment not only to our tenants, but to other people living in the local area.



INVESTOR IN PEOPLE



New tenant Rachael Cavanagh says,

“Moving to Pocklington Rise has improved our lives in more ways than words can express.”

Husband Damien agrees,

“Our flat is beyond belief. It is like paradise. It is warm and cosy but spacious. It is well equipped and comfortable and the balcony and view is icing on the cake.”

Residents from the old Pocklington Rise have now moved into their new homes after living in temporary accommodation at Peirson House, leased from Plymouth City Council, while the redevelopment work took place.

As well as renting apartments, people with sight loss are able to purchase them outright or on a shared ownership basis. A further 8 two bedroom apartments will also be available when the second phase of the development is completed in Spring 2010. By then, Pocklington Rise will comprise 62 new apartments alongside the existing 14, making a total of 76.

Outdoor facilities include a summerhouse and patio area, along with hand-railed walkways throughout the grounds and various outdoor seating areas.



Last year's highlights

At Pocklington our work never stops. Here we briefly mention just some of our achievements and activities.



Pocklington Place,
Birmingham



Ron Bramley awards volunteer certificates at our Balham Resource Centre

Safety first... Pocklington Place, the extra care sheltered housing scheme which we manage on behalf of Midland Heart Housing Association, has teamed up with Birmingham City Council to provide property safety checks and portable appliance testing for people with sight loss living in their own homes in the local community. This innovative project builds on separate research by Pocklington and the Joseph Rowntree Foundation which highlighted the need for a service to increase safety and decrease anxiety amongst this group of people.

Two new pilot schemes... From our resource centres in Stourbridge, West Midlands and Balham, South London we have been developing exciting pilot projects which explore new ways to engage and support people with sight loss in the community.

Balham – our new tele-befriending service stays in touch with isolated people with sight loss, directing them to other available support services.

Stourbridge – our home support service matches volunteers with people with sight loss. Through this befriending service we are able to offer companionship and support to vulnerable people who are often isolated from mainstream means of support.

Quality residential care... Pocklington House, our residential care home with 34 ensuite rooms and respite care facility in Northwood, Middlesex, has once again achieved a three star Care Quality Commission rating. This is in addition to receiving the 'Visibly Better' accreditation from RNIB.

Personalised budgets... We are about to launch a pilot project in conjunction with Wolverhampton City Council at our supported housing scheme for people with sight loss and other physical disabilities in Lord Street, Wolverhampton. The project will work with tenants, staff and other stakeholders to see how tenants could gain real flexibility and choice over how they would spend a personalised budget.

Award winning... This year Pocklington's Talking News and Magazine team at the Balham Resource Centre has won the Community Award from the Balham and Tooting Community Association (BATCA), where it was commended for outstanding service to the community.

Congratulations to Diana Plant who volunteers at the Balham centre. She won Wandsworth Council's Care Volunteer of the Year award for dedication and hard work.

Pocklington numbers

114 Supported housing units for people with sight loss

34 Residential care units

67 Times our respite care facility was used during the year

118 Extra care sheltered housing flats

115 Regular users of our day centres

Over 600 Users of our community services

20 Flats for people of working age

17 Homes to rent for people with sight loss and their families



"Visiting Gladys once a week has changed my life. It has really increased my confidence with working with people of her generation. We get on so well. In fact now I'd say we've become friends. And that makes me really happy."

Leading the way in volunteering

Last year over 250 people volunteered at our centres, completing an outstanding 14,628 hours of voluntary help for people with sight loss.

This is a result of our successful implementation of a new volunteering strategy. This strategy recognises the important role volunteers play in helping people with sight loss to improve their independence and quality of life.

Volunteers come from all backgrounds and cultures and have a wide range of abilities. A larger number of young people have become volunteers, bringing new life and enthusiasm into some of our existing services.

We have introduced more opportunities for people with sight loss to volunteer, and some of our existing service users are now taking part in voluntary activity. For example, a service user at the Balham Resource Centre has been volunteering as a telephone befriender, making weekly telephone calls to people with sight loss.

The number of people volunteering in befriending and home support roles has also grown. Volunteers are regularly visiting service users through the Befriending Service in Balham and Home Support Service in Stourbridge, and a number of younger volunteers regularly visit service users at Pocklington House, Northwood.

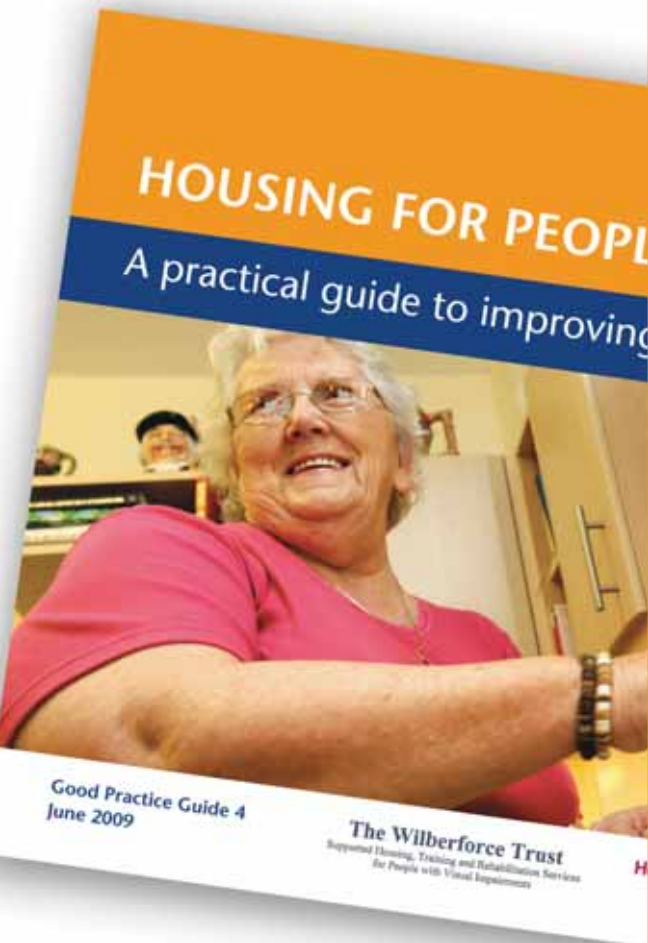
A young volunteer, Hannah, who is 18, visits service user Gladys once a week; the two share stories, experiences and enjoy each other's company. This relationship highlights the value of inter-generational volunteering and the pleasure it can bring to both volunteer and service user.

Our Employer Supported Volunteering scheme has led to the growth of employed volunteers. We have had fantastic support from Travis Perkins – the building supplies company – in Northfield, Birmingham. Materials were donated free of charge and staff were given time off their normal work to create a new sensory garden at Pocklington Place, Birmingham.

A series of events was held in June to celebrate Volunteers' Week and gave us an opportunity to thank our volunteers formally. The range and variety of volunteering within Pocklington has expanded considerably over the year, which has in turn increased the benefits reaped by service users.

Research and development

Our research and development programme invests in projects which explore new ways to improve the quality of life for people with sight loss.



Over the last year we commissioned new research on the following issues:

- English Longitudinal Study of Ageing – this study examined the social networks, housing circumstances, life satisfaction and civic participation of older people with sight loss
- Falls, interventions and sight loss
- Dementia and sight loss
- The needs of frail older people with sight loss
- Occupational therapists and training needs
- Visual hallucinations in sight loss

We also try to improve services and develop good practice guidance by putting the results of our research projects into practice in our own services, and through publishing Good Practice Guides for other providers. Last year we commissioned such work in the following areas:

- Hearing and sight loss – Pocklington invited professionals working with people with sensory loss to a conference based on latest research
- Detection of sight loss in housing settings
- The day to day issues for people with dementia and sight loss
- Professional guidelines for the eye examination of people with dementia

We also published the following guidance:

- 'Housing for people with sight loss – a practical guide to improving existing homes' – a publication which was jointly funded by The Wilberforce Trust
- 'Supporting people with sight loss to live independently at home' – joint leaflet with Foundations, the national body for home improvement agencies in England
- 'Improve the lighting in your home' – booklet produced jointly with RNIB

And completed research projects on:

- Obstacles to the detection of remediable eye disease in older people
- Impact of visual impairment on hospital admissions and functional disability
- Changing needs of people with sight loss
- Lighting needs and eye conditions

Reports published from the research and development programme are available on our website:

www.pocklington-trust.org.uk/research



Lighting and sight loss

Improving lighting for people with sight loss is one of our key objectives. Last year we:

- piloted a new lighting training and consultancy service.
- developed a lighting implementation guide aimed at rehabilitation officers, occupational therapists and housing professionals to assist them in making lighting adaptations to existing homes. Publication is planned for 2010.
- convened a high level strategy group of key organisations to develop a Lighting Good Practice Framework.
- published a booklet jointly with RNIB entitled 'Improve the lighting in your home'.

For further information please visit the lighting pages on our website:

www.pocklington-trust.org.uk/lightinganddesign

Challenging times

During 2008/09 we rose to the challenge of maintaining the quality and scope of our services during a difficult financial climate.

Pocklington derives some of its income from a combination of residential care fees, rents and other charges to service users and local authority contracts and grants. However, our main source of income is from our investments and these are used to support our housing, care and support services as well as funding our research and development programme.

Like many similar organisations the current economic climate has affected our investment income. As a result we have had to work more efficiently to ensure that the quality of our services was not affected.

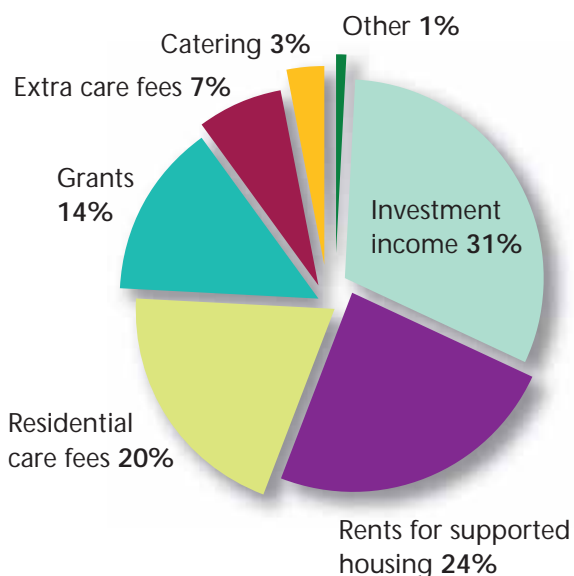
For the year ahead (2009/10) we have made some prudent assumptions about our income from investments. This is reflected in our budgets for the year. We are however confident that this will not impact on our high service standards.

Key objectives for 2009/10

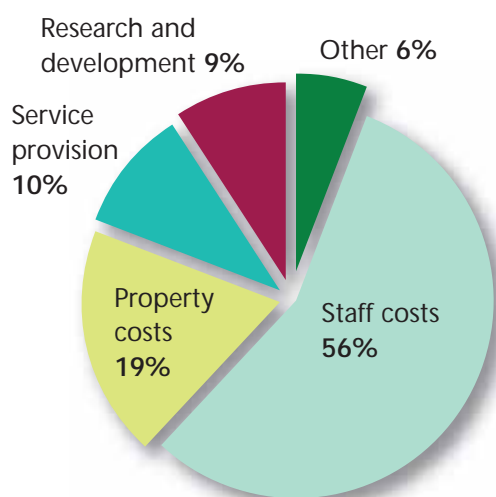
- Continue the review of services to ensure income maximisation and cost effectiveness
- Continue our research and development programme on a wide range of sight loss issues, and assess their impact
- Continue to develop the volunteer strategy
- Develop a strategy in preparation for the introduction of personalised budgets

Summary accounts for the year ended 31 March 2009

Where the money came from



How the money was spent



Statement of financial activities

	2008/09 £000s	2007/08 £000s
Incoming Resources		
Incoming resources from charitable activities	4,812	4,309
Investment income	3,681	3,760
Other	6	5
Total Incoming Resources	8,499	8,074

Resources Expended

Cost of operations	6,775	7,341
Investment costs*	2,414	1,925
Research & Development †	665	189
Governance	80	127
Total Resources Expended	9,934	9,582

Net Incoming/ (Outgoing) Resources	(1,435)	(1,508)
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Other Recognised Gains and Losses

Surplus/(deficit) on disposal of fixed assets	0	38
Revaluation of fixed assets	(6,105)	1,331
Revaluation of investments	(16,410)	7,396
Total Gains	(22,515)	8,765

Net Movement in Funds	(23,950)	7,257
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Balance Sheet

Fixed assets	87,366	106,843
Current assets	852	1,523
Liabilities	6,125	(2,323)
	82,093	106,043

Represented by:

Unrestricted funds	1,880	1,516
Restricted funds	156	150
Designated funds	67	542
Permanent Endowment	79,990	103,835
	82,093	106,043

*costs of investment property renovations and repairs

† change in accounting policy resulted in some costs being deferred

The above summary accounts are extracted from the Charity's full accounts which the Charity's auditors, Nexia Smith and Williamson, reported on without qualification. Copies of the full accounts can be obtained from the Finance Director.

User involvement



At Pocklington we believe strongly in involving our service users in decisions that affect them.

We are encouraging our service users to work with us to help us re-shape our working practices. One example is how our service users' newsletter has evolved. A new format 'Pocklington In View' has been agreed following suggestions from a special focus group of service users who met for a few sessions on this one topic.

We increasingly include service users on interview panels when interviewing care and support staff and recently involved two members of our Services Committee when we successfully recruited at Area Manager level.

Our pilot project taking place in Wolverhampton seeks service users' views on what they would buy from their personalised budgets once they are received. The results of this pilot will be important to Pocklington as an organisation in deciding how we respond to the personalisation agenda.

Pocklington at a glance



Practical help, professional support

Pocklington gives people with sight loss help, support and care based on their individual needs.

With services in London, Birmingham, Wolverhampton, Stourbridge and Plymouth, we provide:

- sheltered, supported and independent housing
- residential care and respite care
- day and resource centres, and home support services

We invest in a research and development programme which aims to make a real and lasting difference to the quality of life for people with sight loss.

If you'd like to know more about our work, please contact us.

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