



Pocklington at a glance

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 also 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.

This document outlines how Pocklington works with people affected by sight loss. It sets out our activities and achievements over the last year, and our plans for the forthcoming year.

Lighting framework launched to improve lighting in the home

In March 2010 we launched the Light for Sight Framework, a new Pocklington initiative which brought together eleven professional bodies to boost awareness of the importance of lighting for people with sight loss.

Pocklington was joined by organisations representing specialists in housing, health and social care, as well as the lighting industry and architects, at a launch event in central London.

This new initiative seeks to raise awareness of the beneficial effect of good lighting in the home, not only for people with sight loss, but for everyone. With an estimated two million people in the UK whose everyday life is affected by sight loss, there is much work to be done, and the framework document has established eight key goals which need to be achieved.

At the launch event, a range of resources aimed at improving lighting for people with sight loss was announced. This included specialist lighting training for professionals, initially for occupational therapists





and rehabilitation workers, as well as the production of specialist information, materials and advice targeted at older people and their families. Health workers such as GPs, optometrists, and social services will be urged to ensure that lighting is made part of routine assessments for health and social care.

“The Light for Sight Framework calls upon everyone who can influence lighting in the home to think about people’s sight when they plan their lighting,” said Ron Bramley, Chief Executive, Thomas Pocklington Trust. “It sounds simple but research shows that better lighting improves lives. It reduces risk in the home, makes daily tasks easier and enables independence so that people can enjoy life to the full.”

You can find out more about this subject in our [Light for Sight Good Practice Framework document](#).

Peter, from west London, stresses how good lighting can help with practical skills around the home *“I can distinguish one CD from another; see the food on my plate; find the cup which is in front of me. A glass of wine – I can pick it up rather than knock it over. All these things are supported by the improved lighting.”*



Tony, from Reading, had his lighting needs assessed before improvements were made. He said, *“....new lighting is not rocket science, but it has improved the quality of our life no end. It’s also made us think about how to make the most of lighting in the home.”*



Last year's highlights

Once again it's been a busy year at Pocklington. Here we briefly mention just some of our achievements and activities.



Stourbridge outing



A Touch of Art
'Long shore drift' by Monica Redfern

Praise from the top... Our ground-breaking pilot study into how tenants in supported housing can gain flexibility and choice over how they would spend a personalised budget has been praised by the Department of Health. The pilot study – run in conjunction with Wolverhampton City Council – is based at our Lord Street Centre, Wolverhampton.

Project completion... Our major extra care sheltered housing redevelopment at Pocklington Rise in Plymouth is now completed. The second and final phase was finished in March 2010. This development represents a significant investment for Pocklington. Pocklington Rise is one of the first purpose-built extra care housing schemes for people with sight loss.

A bronze star... Our three yearly appraisal for the Investors in People award has just been completed and we are really pleased to have attained the higher 'bronze' award. A big thank you to all our staff who have been instrumental in this success.

Welcome Stourbridge... During the year the Stourbridge Institution for the Blind joined the Pocklington fold. This means that Pocklington will now provide services to the Institution's 160 members. These include a range of social activities and outings, including a monthly club night and funding for Talking Books. This complements the work of our Stourbridge Resource Centre.

A Touch of Art... An exhibition of art works completed by service users at our Balham Resource Centre ran at Balham Library for the whole of June. The works were designed to use the sense of touch as well as sight. "Excellent work – really beautiful and amazing imagination..." was just one of the comments in the visitors' book.

Three stars for care home... Pocklington House, our residential care home and respite care facility for people with sight loss in Northwood, Middlesex, has been awarded a three star rating by the Care Quality Commission for the third consecutive year.

Pocklington numbers

- 114** Supported housing units for people with sight loss
- 34** Residential care units
- 870** Days our respite care facilities were used during the year
- 126** Extra care sheltered housing flats
- 127** Regular users of our day centres
- Over 700** Users of our community services
- 20** Flats for young people with sight loss and/or other physical impairments
- 14** Houses to rent for people with sight loss and their families with low support needs



Sky employees working at the Stourbridge Resource Centre

Volunteers make all the difference

At Pocklington volunteers matter. We strongly believe that individuals contributing their time, skills and enthusiasm can enhance the quality caring services for which we are well known. Our service users benefit greatly from that extra bit of help and companionship they need to improve their independence and quality of life. Volunteers also gain valuable skills, work experience and confidence which they can use in their future careers.

Last year almost three hundred people volunteered at Pocklington, completing over 17,000 hours of voluntary assistance to people with sight loss. This represented a 38% increase over the previous year's figures.

We now have volunteers working regularly in all our Centres. They are called on to perform tasks ranging from piano playing and bingo calling through to reading newspapers and helping with shopping. In addition a telebefriending scheme at our Balham Resource Centre and a home support service run from our Stourbridge Resource Centre are almost entirely staffed by volunteers.

We surveyed over 100 volunteers to gain a real insight into their experiences at Pocklington. The results were encouraging with 95% stating that volunteering with Pocklington was a positive experience, and 98% saying they would recommend volunteering with Pocklington to others.

In December 2009 our volunteering programme was given a major boost when Sky became a volunteering partner organisation. This partnership has seen Sky employees volunteering at the Stourbridge Resource Centre and Lord Street Centre, Wolverhampton.

Links have also been made with Hounslow Borough Council to encourage their staff to volunteer with Pocklington. We also continue to work with the organisation 'Three Hands', which links businesses and corporations up with charities and community groups in order to develop volunteering opportunities.



Davy and Lynda

Davy and Lynda gain a new outlook on life

Davy suffers from retinitis pigmentosa, a disease of the retina which leads to a gradual progressive reduction in vision. Before he came into contact with the Pocklington pilot home visiting scheme at Stourbridge, he felt isolated and lacked in confidence.

Lynda had been made redundant and wanted to learn some new skills. Our Stourbridge Resource Centre matched her up with Davy.

They hit it off straightaway. Their regular shopping trips are getting longer. Lynda says, *“time just goes so quickly, we do nothing but laugh all the time we’re out!”*

Davy is also now attending IT classes. He says, *“being befriended by Lynda has made me more outgoing and confident and has boosted my self-esteem.”*

Lynda is humbled by Davy’s ability to laugh and shrug off his problems. She told us, *“joining the befriending scheme and meeting Davy has made me a better person.”*



Service users, staff and volunteers in the new sensory garden at Pocklington Rise, Plympton

Targets for 2010/11

Despite the tough and challenging financial climate we will redouble our efforts to maintain and – where possible – improve our services for people with sight loss.

We will review existing services and tightly control costs to ensure that our service users receive the level and quality of support, care and housing they need.

Some of our key objectives:

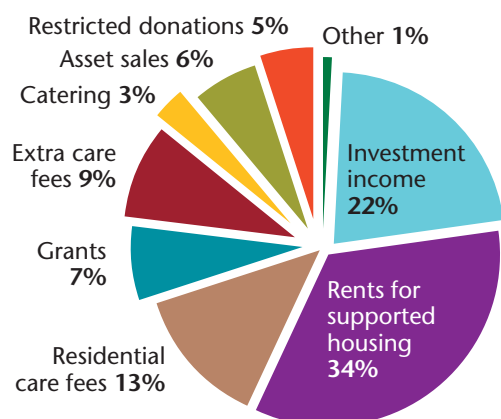
- Continue to review all services and functions to increase cost effectiveness.
- Ensure that Pocklington Rise’s first year of operation is successful.
- Retain existing care and support contracts for our tenants and residents.
- Develop a personalised budgets strategy based on experience at Lord Street Wolverhampton.
- Further develop volunteer-supported activities.
- Secure external funding to enable research and development resources to be spread across a wider range of activities.



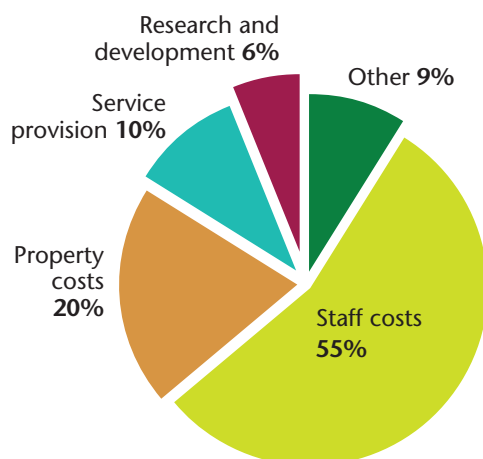
Staff and service users at Pocklington Court, Roehampton

Summary accounts for the year ended 31 March 2010

Where the money came from



How the money was spent



Statement of financial activities

	2009/10 £000s	2008/09 £000s
Incoming Resources		
Incoming resources from charitable activities	5,563	4,812
Investment income	3,555	3,681
Other	480	6
Total Incoming Resources	9,598	8,499

Resources Expended

Cost of operations	6,622	6,775
Investment costs	1,815	2,414
Research & Development	391	665
Governance	84	80
Total Resources Expended	8,912	9,934

Net Incoming/ (Outgoing) Resources	686	-1,435
---	------------	---------------

Other Recognised Gains and Losses

Revaluation of fixed assets	227	-6,105
Revaluation of investments	10,435	-16,410
Total Gains	10,662	-22,515

Net Movement in Funds	11,348	-23,950
------------------------------	---------------	----------------

Balance Sheet

Fixed assets	94,234	87,366
Current assets	4,707	852
Liabilities	-6,772	-7,397
Total	92,169	80,821

Represented by:

Unrestricted funds	1,363	1,880
Restated pension liability		-1,272
Restated unrestricted funds		608
Restricted	486	156
Designated		67
Permanent Endowment	90,320	79,990
Total	92,169	80,821

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.

What research does:

Research aims to ask the important questions and provides the facts. It can influence decision makers, information professionals and raise awareness of sight loss among the general population. It exposes problems, where care and support fails to work, for people who need it, and identifies practical solutions.



Three members of our research and development team at the recent UK Age Research Forum conference in London



Producing good practice guidance is a part of the way we disseminate our research. Aimed at a wide audience, our latest Good Practice Guide entitled *Good Housing Design – Lighting A Practical Guide to Improving Lighting in Existing Homes* – has been exceptionally well received.

The power of research – giving a voice to people with sight loss

Through our research we explore different ways to improve the quality of life of people with sight loss. We pose important questions – we ask people with sight loss what they want and need and whether care and support services provide it. We look for answers that make a difference to people's lives.

Our research and development programme follows three main themes:

- **Supporting people's right to independence**
- **Improving specialist support**
- **Working to prevent sight loss**

The evidence we revealed appeared regularly in leading publications read by professionals and decision makers. The full reports were targeted at professional bodies, health and social care practitioners and those in charge of providing care and support in the community.

We delivered key messages:

Simple solutions can change lives

Our work on improving lighting in the home, use of new technologies, making low-cost home improvements and breaking the barriers that prevent people getting the correct spectacles have all helped make people's lives easier and more enjoyable.

There are glaring gaps in the support of people with sight loss

Our research showed that sight loss is still being missed, misunderstood or neglected. Emotional support, although vital for people who are losing their sight, is rarely available.

Many professionals want to improve their skills to deal with sight loss

We found that occupational therapists acknowledged that they lack confidence when dealing with people with sight loss but are eager to find training to improve their skills.

All our research publications are available through the Pocklington website at www.pocklington-trust.org.uk



We promoted high standards:

We translated some of our research into Good Practice Guides, providing case studies of successful projects. These guides provide clear advice on practical ways to enhance the lives of people with sight loss.

We forged partnerships:

Our research partners include the following universities:

- Birmingham
- Bradford
- Coventry
- City
- Kent
- Leeds Metropolitan
- Manchester
- Reading
- University College London

Another research partner is the Institute of Optometry

We have also worked with:

- Alzheimer's Society
- College of Occupational Therapists
- Housing and Dementia Research Consortium
- Macular Disease Society
- RNIB
- SENSE
- UK Age Research Forum.

Your views

Following the success of last year's web-based publication, we are continuing with a similar format. We are of course keen to gather opinion on this year's document, so if you have any feedback we would welcome your comments.

Email us on: info@pocklington-trust.org.uk

Contact details

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

**Thomas Pocklington Trust, 5 Castle Row,
Horticultural Place, Chiswick, London W4 4JQ**

Tel: 020 8995 0880 **Fax:** 020 8987 9965

Email: info@pocklington-trust.org.uk

Website: www.pocklington-trust.org.uk

Acknowledgement: We would like to thank Heath Lambert, our insurance brokers, for their generous contribution towards making this publication possible.