

Welcome to Thomas Pocklington Trust

This Annual Review outlines our achievements and activities during the year 2007/08. It also marks our 50th anniversary, as well as setting out some of our objectives for the year ahead.

“At Pocklington, we make a real difference to the lives of people with sight loss. That’s what drives us forward and makes us a special organisation.”

Rodney Powell,
Chairman of the Trustees

We would like to thank our service users, staff and volunteers who kindly contributed to this annual review.



New extra-care retirement centre in Birmingham

A new purpose-built extra-care sheltered housing centre for older people with sight loss opened in January this year.



The new Centre replaces Pocklington’s previous residential care home and sheltered housing scheme in Hole Lane, Northfield and provides 64 one and two bedroomed apartments together with a range of communal facilities including a bistro/restaurant, activities room, guest suite, laundry, IT/resource room and hairdressing salon.

Working with Midland Heart, the housing association developer and owner of the building, the Centre has been specially designed to meet the needs of people with sight loss. Pocklington is managing the housing, care and support services with funding from Birmingham City Council.

This exciting new development in Birmingham offers:

- tenants the chance to rent and leaseholders the opportunity to buy their home outright or on a shared ownership basis.
- support and increased independence for tenants who moved from our former residential care home into self-contained apartments. This, in turn, gives them more privacy, choice and a better quality of life.
- an integrated care and support service, and the re-skilling of residential care staff, enabling them to respond to the needs and aspirations of our tenants.

A tenant says... “The new Pocklington Place offers great choice for people with sight loss. The building is first class and it’s a really friendly place... you can’t beat it!”

Ron Bramley, Chief Executive said, “Pocklington Place provides first class accommodation, a choice of tenure and services specifically tailored to the individual needs and aspirations of older people with sight loss.”

Our Mission: To provide housing, care and support services which promote independence and choice, and to fund research into the prevention, alleviation and cure of sight loss.



50th Anniversary 1958 – 2008

This year Thomas Pocklington Trust is fifty years old. We have marked this event by publishing a historical brochure – called 'The story so far' – which traces the development of the charity.

Throughout the year we will be celebrating the anniversary by staging events at all our Centres. We will also be marking the event by giving service users, staff and volunteers commemorative gifts.

Rodney Powell, Chair of Trustees said, "By marking our anniversary in this manner we are bringing everyone involved in the charity together, giving them a common understanding of our history, our achievements and our values."

Promoting Volunteering

More than 150 volunteers – some with sight loss – give up their time to offer support and expertise, deliver activities and help out at our Centres and in the wider community. Volunteers are vital to the work we do and Pocklington is committed to developing more volunteering opportunities.

Each week volunteers spend time with service users in their homes or at our Centres, reading, chatting and helping them get out and about in the community. They help people explore employment and education opportunities, and offer support with IT skills. They also produce our taped news services. For some people they provide regular social contact which is vital in relieving the isolation that often accompanies sight loss.

We aim to increase the range of opportunities for volunteers with sight loss to help them develop skills and confidence which may lead to employment. They can also draw on their experience of living with sight loss to help others.

Emma Hughes, Volunteer Development Manager said, "We offer people good quality volunteering opportunities in their local area. We give them the chance to meet people, help others, gain new skills and have fun!"

Two new pilot volunteer developments are being funded from our research and development programme in 2008 - a tele-befriending service at our resource centre in Balham, South London and a home support service in Stourbridge, West Midlands. These projects will be fully evaluated, allowing us to share what we've learned with others.



Lynne gets involved...

Lynne Evans has been blind since birth. Since 1995 she's been a Pocklington tenant; first at Pocklington Court in South West London and then at Pocklington Place in Birmingham.

She's always been active at Pocklington, reading poetry from Braille to other tenants and serving on the tenants' association. However, last year she got more involved.

"The centre manager was encouraging tenants to run more activities for ourselves", explains Lynne. "Many said they couldn't do it because they couldn't see and

thought they should be provided by staff. I felt differently, so I offered to run a weekly quiz.

"My Braille quiz has proved to be a big hit. Sometimes we get as many as 20 people along. I also provide Braille crosswords and I'm now working on a music quiz. I also do a weekly reading of Jane Eyre on Sundays.

"I find helping other tenants through volunteering really rewarding. I've learnt a lot along the way. I proved the doubters wrong – tenants can run activities and support each other."



Implementing our new core values

Last year staff and service users played a key role in developing our new core values. This year we've taken this project one step further by putting these values into practice.

Our values are:

- Making a difference
- Care
- Respect
- Communication
- Innovation
- Excellence

Over the last year, staff managers and our human resources team have designed a new staff appraisal scheme which looks at how each post-holder can demonstrate these values in their everyday work.

Keren Rowlands, Human Resource Director says, "From those on the front line, through to the senior management team we have developed values statements for each post, showing everyone how they can demonstrate our values in their work."

Service User Involvement

Pocklington believes that the involvement of service users offers a wide range of benefits to individuals and to the organisation. We always try to ensure our working culture is open and welcoming to all service users. We make sure a large and diverse group of service users is involved in a meaningful way in all our different services and that the group has a direct influence on our work.

Eight of our service users now sit on our governing Committees, contributing to the monitoring and development of our services and our research and development programme. In addition service users are involved through local forums and tenants'/residents' associations within our Centres.

Following the approval of a User Involvement Strategy, a group of service users has worked with senior managers to put the plan into action. Work has been done to review our policies and procedures and to make our communication with users and potential users of our services more effective and 'user friendly'. This work will continue during the coming year.

Pocklington Rise, Plymouth

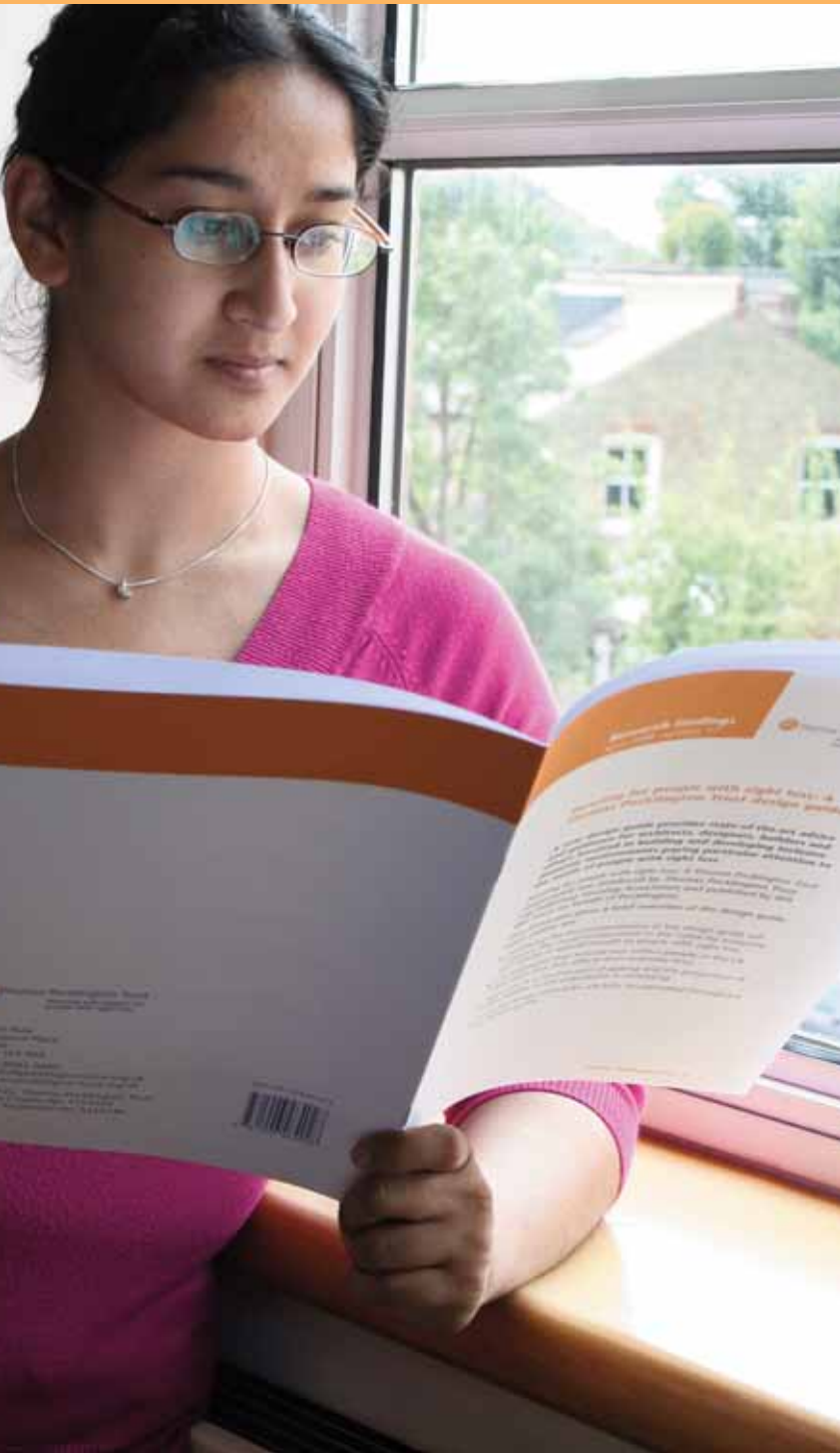
The sheltered housing centre at Pocklington Rise, Plymouth is on target for completion during Spring 2009.

This new purpose-built extra care retirement centre for people with sight loss will provide accommodation in 62 self-contained studio, one and two bedrooomed apartments.

The new centre will offer tenants a greater degree of choice and quality of accommodation. It will include a new bistro/restaurant for residents as well as other communal facilities such as an activities room, a guest suite, a laundry and a hairdressing salon.

The new Pocklington Rise will be our flagship development in South West England. It will comply with the design and lighting standards set out in our new design guide. Residents and tenants are looking forward to moving in. They have been involved in agreeing the specifications and finishes, and have chosen their own decorations and carpets.

Research and development



Last year Pocklington invested over £700,000 in research and development. This represents a major expansion of its work in this area.

These funds are invested in projects which aim to make a real difference and improve the quality of life for people with sight loss. Our research policy focuses on three themes. These are:

- increasing social inclusion, independence and quality of life
- improving service outcomes
- addressing public health issues, including the prevention of blindness and promotion of eye health.

We are placing new emphasis on development projects which put research findings into practice.

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

- Dementia and sight loss.
- Eye conditions and lighting.
- Eye health screening for older people in primary care.
- Emotional support.
- The needs of very frail older people.
- The sight loss training needs of occupational therapists.
- Volunteer support for people at home.

We commissioned development work in the following areas:

- Implementation of better lighting at home.
- Access to vision services among Black and Minority Ethnic communities.
- Volunteer support at home.

A number of completed research and development projects have published reports which are available on our website:

www.pocklington-trust.org.uk

- An investigation into the relationship between dietary fat intake and eye health.
- An assessment of vision screening tools.
- An overview of our programme of lighting research.

Good Practice Guidance



New Design Guide published

A new design guide aimed at architects, builders, housing providers and practitioners was published in April 2008. This guide is based on our commissioned research by University College London and Reading University and written with Habinteg Housing Association.

It aims to show how buildings can incorporate practical design features which benefit people with sight loss. In particular, it provides guidance on lighting, which we know benefits all older people – not just those with sight loss. The Guide has been endorsed by the Chartered Institute of Housing, the Society of Light and Lighting, the College of Occupational Therapists and the Housing Corporation, and has been part funded by the Wilberforce Trust.

See our website for a summary and details of how to purchase the Guide.

This year we have published three other good practice guides/factsheets on:

- Housing and sight loss (with the Care Services Improvement Partnership)
- Eye Clinic Support Services record keeping (with the University of Birmingham)
- Black and Minority Ethnic communities and sight loss (based on our research with De Montfort University and other initiatives by partners in the sector)



Lighting at home

For very many people with some degree of sight loss, lighting in their home is less than ideal. However, our research and development projects have demonstrated that improvements can be made which will increase their quality of life.

We are therefore continuing to invest in projects which aim to improve lighting at home for people with sight loss.

We have an extensive programme of research and development initiatives underway and planned, including research on eye conditions and lighting needs (with the Institute of Optometry) and links between lighting and falls (University of Surrey). A new practitioner guide setting out examples of best practice for lighting improvements is also underway.

We have established a national stakeholder group involving leading professional organisations including the Social Care Association, the College of Optometrists, Royal Institute of British Architects and the National Housing Federation to develop a national good practice framework for improving lighting at home.

Assistive technologies

After the project funded by the Engineering and Physical Science Research Council at Pocklington Rise, Plymouth finished in 2007, we started three follow-on trial projects to assess the value of technology to people with sight loss. These projects are looking at:

- **Wellbeing checks:** investigating ways of providing regular health checks on wellbeing which enhance privacy and independence.
- **Electronic health monitoring:** using home based checks to increase independence among tenants who require them.
- **Daily living technologies:** supporting staff, residents and tenants to make greater use of technology to support independence.

We also established an assistive technology trial flat in Birmingham. Tenants and residents were able to try out some of the new technologies to support them to live more independently.



Summary accounts for the year ended 31 March 2008

Statement of financial activities

	2008 £000s	2007 £000s
Incoming Resources		
Incoming resources from charitable activities	4,309	4,290
Investment income	3,760	3,215
Other	5	5
Total Incoming Resources	8,074	7,510
Resources Expended		
Cost of operations	7,341	5,717
Investment costs*	1,925	1,528
Research & Development	189	582
Governance	127	71
Total Resources Expended	9,582	7,898
Net Incoming/(Outgoing) Resources	(1,508)	(388)
Other Recognised Gains and Losses		
Surplus/(deficit) on disposal of fixed assets	38	0
Revaluation of fixed assets	1,331	(400)
Revaluation of investments	7,396	9,800
Total Gains	8,765	9,400
Net Movement in Funds	7,257	9,012
Balance Sheet		
Fixed assets	106,843	99,048
Current assets	1,523	1,647
Liabilities	(2,323)	(1,909)
	106,043	98,786
Represented by: Funds		
Unrestricted funds	1,516	3,491
Restricted funds	150	109
Designated funds	2,449	2,165
Permanent Endowment	101,928	92,700
	106,043	98,786

*costs of investment property renovations and repairs

The financial results were exceptional given a year of major changes at our Centres in Birmingham and Plymouth.

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.

A profile of our

Residential care

At our two registered residential care centres in London, and Plympton, Devon we provide 64 residential care rooms. Residents and their families are given peace of mind knowing that care and support is available all day, every day. They also know that we will always provide quality care and support.

We identify and continually assess residents' care needs. Residents themselves contribute to this process. These assessments are reviewed regularly so that we always provide the right type of support when their needs change.

Our staff are trained to understand sight loss and to respond in ways which support residents' independence.

A wide variety of social activities is provided by our staff and volunteers, including newspaper reading, yoga and regular social outings.

Short-term respite care is also offered for people with sight loss living in the local area, giving carers and families the opportunity to take a short break. It also gives some people the chance to experience living in one of our centres before they decide whether or not to move in permanently.

Sheltered and supported housing

People with sight loss and other disabilities often find it difficult to live independently at home where appropriate support may not be available. Tenants at our centres in Roehampton, Birmingham, Plymouth and Wolverhampton report that they are better able to cope and develop their skills and confidence to live independently. Support is available to tenants from trained staff who, in most centres, are available 24 hours a day. Great emphasis is placed on providing support which is tailored to the individual's needs and aspirations.

We've developed our own quality assurance system to ensure that our tenants receive the best possible service.

Housing, support and work

People with sight loss often find it hard to secure jobs in London because of the high cost of housing. By setting rents at affordable levels, Pocklington Lodge in Shepherds Bush, West London helps tenants in 50 supported flats to escape from the poverty trap that can prevent them from seeking work. Advice on jobs and training is also available at this centre.

The support service is currently free to all tenants, and is funded by Hammersmith & Fulham Borough Council.

Independent housing

We provide 16 rented properties in London, Berkshire and Wolverhampton, which range from flats to 3-bed family homes for tenants with sight loss.

This allows our tenants to live independently, in good quality affordable housing. Our support service assists tenants with such tasks as managing money and dealing with benefits issues. We have also developed new standards for maintenance and customer care.

services

Working in the community

The majority of people with sight loss continue to live in their own homes. They often feel isolated and need support to cope in the community.

Resource and Day Centres

Our Resource Centres in Balham in South London, and Stourbridge in the West Midlands provide support and assistance to almost 165 people.

At our Balham centre we work together with Wandsworth Council, local colleges and other specialist organisations to give support and assistance to local people with sight loss, as well as providing social and recreational activities, such as keep fit classes and art and history projects. Well trained volunteers are on hand to help with Centre activities, as well as working in the community as befrienders.

Our Stourbridge Resource and Information Centre is funded by Dudley Social Services and is based at the Mary Stevens Centre. It offers a day service which operates three days a week and a volunteer-led readers' service. It also organises regular social activities, as well as running a drop-in service and an IT suite.

Around 400 people also benefit from our talking newspaper service. In Wolverhampton we run a small communicator/guide service which provides support for people with a dual sensory impairment living in their own homes in the community.

Key objectives for the coming year

Our key objectives for the coming year are:

- Open our new extra-care centre in Plympton Plymouth
- Continue the review of services to ensure income maximisation and cost effectiveness in order to eliminate subsidies
- Improve our services by implementing specialist support across the charity
- Implement the new Quality Assurance system across all services
- Continue our research and development projects on a wide range of sight loss issues, and assess their impact





New lease of life for an old soldier

Martin 'Mick' Clark was struggling with poor vision, weight loss and depression until he moved to Pocklington House...

"Sometimes I have to pinch myself... I can't believe how my life has transformed, since coming to Pocklington House."

"I'm originally from Hampshire but I've lived most of my life overseas. I joined the Paras straight from grammar school in 1944 and fought in Burma and India. I stayed in the services until 1952. For the next forty years I travelled the world as an engineer. It was great.

"Things started to go wrong when I retired in the early 1990s. I was living in local authority housing in Ruislip but the Council needed the house and moved me to Pinner, Middlesex.

"My wife died and I felt alone and isolated. I'd wounded my eye in Burma during the War. It recovered but after a heart operation in 1997 it got much worse again. I could hardly see.

"My sight in both eyes then deteriorated. I could not leave the house and I could not see well enough to cook. I just couldn't look after myself. I lost weight and felt very depressed.

"I'd just sit there at home twiddling my thumbs all day waiting for the carers to turn up for their half an hour visits, twice a day.

"Early this year I was offered a place at Pocklington House. I jumped at the chance, and I haven't looked back.

"I've been here for three months. The place is fantastic. The carers are so kind and make sure I have everything I need.

"I now feel like a different person. My eyes are still bad. I only have around 30 per cent vision. But after so many years doing very little, I now live life to the full.

"The food is great and it's healthy and nutritious too. I've now put on weight and feel much stronger.

"I'm also getting more involved in life at Pocklington House. I organise a musical evening for other residents which gives everyone something to look forward to.

"Sometimes I have to pinch myself... I can't believe how my life has transformed, since coming to Pocklington House. When I was living on my own, my sight loss was a real barrier which prevented me doing almost anything. Now I'm living here, I feel I can do things for myself. I'm like my old self again."



INVESTOR IN PEOPLE

For more information about our work, please contact: Ron Bramley, Chief Executive,
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

Web: www.pocklington-trust.org.uk Registered charity no. 1113729 Company Registered no. 5359336

