

 Thomas Pocklington Trust

Housing and support for
people with sight loss

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Registered charity no. 205996

Thomas Pocklington Trust Annual Review 2002/2003
improving lives

 Thomas Pocklington Trust





Thomas Pocklington
Founder

Our achievements last year

Our Mission

To provide quality housing, care and support services for people with sight loss which promote independence and choice, and to fund research into the prevention, alleviation and cure of sight loss.

1 We concentrated on eight key activities:-
Establish a specialist community support service in Wolverhampton.

In March we opened a new community support service for younger people with physical as well as sensory disabilities. Run in partnership with Wolverhampton City Council Social Services, this innovative service helps young people to develop their self-reliance and independence to cope with daily living and to access the community facilities.

Impact
The service will eventually provide 625 support hours each week to more than 40 people. We anticipate that, for many service users, their support needs will decrease over time as they acquire new skills and gain confidence.

2 **Extend our existing home care and support services in Plymouth, Birmingham and Wandsworth**

We set up a new home care and support service at Pocklington Rise, Plymouth to support the tenants in our sheltered housing centre.

We also conducted research into the need for specialised services for people with sight loss. The results informed us that the potential for establishing new specialist home care and support services with Social Services departments was not great. In particular it found that

- Most home care is targeted at those who need personal care
- Sight loss is only one of a range of disabilities, and often not the main reason for dependency
- New services are likely to be based upon short term intervention and rehabilitation

3 **Commission a major study into the housing and support needs of younger people with sight loss**

Impact
One of our main objectives is to provide support services to people in their own homes, services which promote independence and improve quality of life. The need is enormous and without local authority funding our challenge in meeting this objective will be even greater.

4 **Develop our new housing centres in Birmingham, Plymouth and Wolverhampton**

Impact
The results from this study will directly benefit our service users. It will enable Pocklington and others to effectively target resources when planning future housing provision and support services.

Through our partners, Touchstone Housing Association, part of the Keynote Housing Group, we secured Social Housing Grant funding for the building of a new supported housing centre for 14 younger people with sensory and physical disabilities in Wolverhampton. As part of the overall project, Wolverhampton City Council are providing the land so that we can provide a Community Resource Centre.

Also in Wolverhampton, in December we opened a

service managing housing and support for six young people with sensory and physical disabilities.

In Plymouth we have been negotiating with the City Council to provide an extra care sheltered housing centre. This new centre will serve to replace some of the accommodation at the nearby Pocklington Rise, and enable residents and tenants to transfer to newly built flats and bungalows with modern facilities.

In Birmingham we have continued to search for suitable land to replace our existing centre in the Northfield area

Impact
Our success in Wolverhampton will result in Pocklington providing housing and support services to 20 young people who will have access to our new Community Support Services.

Our partnership work with Plymouth City Council means we will provide more modern spacious accommodation and facilities for our residents and tenants at Pocklington Rise

5 **Introduce Quality Assurance systems for our home care and sheltered housing services**

We developed a new Quality Assurance system which complies with the Government's new national Care Standards for home care services. We have also updated our Quality Assurance system for our residential care operations and have identified the standards needed for the introduction of a Quality Assurance system for our sheltered housing services

Impact
Service users in our sheltered housing centres in Plymouth, Wandsworth and in Wolverhampton now benefit from the high standards set for our home care and support services. Tenants will benefit further over the coming year as the Quality Assurance systems are implemented in our housing and care operations.



6

Review the costs of all our services

We have reviewed the cost of all our services to ensure that the charity is cost effective and offers value for money. This review highlighted the fact that the charity can no longer sustain the level of subsidies it gives to some of our services.

Impact

The review led to savings in most of our central core costs. We are now working with another charity to reduce the costs of our IT managed services, and are piloting the use of a purchasing organisation for our larger purchases. This will allow us to make funds available to spend on services that benefit our service users.

7

Expand the role of volunteers across the work of the charity.

We have increased the number of volunteers working for the charity from 90 to 116. We have also forged closer links with local councils for voluntary service, local blind societies, schools, colleges and other voluntary organisations who have provided us with volunteer support.

Impact

Our service users have benefited directly from the greater involvement of volunteers. As a result, there are now more social activities and outings and our centres have become more integrated into the local community. This, in turn, has raised public awareness of sight loss issues, and attracted more volunteer support to our centres.



8

Gain a successful re-assessment of our Investors in People accreditation

Like many care organisations, the quality of our service and care is dependent on our ability to recruit and retain competent and skilled staff. During the year we have continued to have difficulties recruiting front line staff at our centres in London, and to recruit senior managers to some of our services in the Midlands.

In view of this continuing challenge, we concentrated our efforts on our recruitment and reward strategies. Our Investors in People re-assessment will take place in April 2004.

Impact

Our success is dependent upon having skilled and well motivated staff. Our current strategy will prepare us well for a successful re-assessment in April 2004.



Our aims for next year

The year ahead presents many challenges. Increased need will lead to growing demands on our services. We are committed to providing the right support for our existing service users as their needs and expectations change during their lives.

We have set ourselves eight key objectives. They centre around planning effective building programmes, carrying out quality research in priority areas and delivering quality services through a well trained, and motivated staff team.



1

Secure land and grant funding to provide new extra care sheltered housing centres for older people in Birmingham and Wolverhampton.

2

Commission the building of the new supported housing and community resource centre in Wolverhampton, and the new extra care sheltered housing centre in Plymouth.

3

Develop the business case for extending our home care and support services in Plymouth, Birmingham and South London.

4

Continue to review the cost of our services to ensure that we offer 'value for money' whilst reducing our operational subsidies.

5

Introduce a new Quality Assurance system for our extra care sheltered housing services which meets the Supporting People quality assessment framework.

6

Introduce the updated Quality Assurance system for residential care, and the new Quality Assurance system for our home care and support services.

7

Commission new research studies around home support, the needs of ethnic minorities, and people with dementia and sight loss.

8

Gain a successful re-assessment of our Investors in People accreditation.

"We are committed to providing and developing quality services which promote independence and improve the quality of life for people with sight loss."

Ron Bramley, Chief Executive

Services

Residential care

Residential care offers twenty four hour care and help for people with sight loss in a supportive environment. Residents are encouraged to remain independent and to exercise choice in their everyday lives. However, support and assistance is also available, when needed.

Pocklington offers 123 people residential care in three centres in Northwood, Middlesex, Northfield, Birmingham and Plymouth, Devon.

Short-term respite care is also offered for people with sight loss who live in the local community. This allows them to benefit from the supportive environment at our centres, as well as giving their main carers a chance to take a well deserved break. Last year 54 people benefited from this service.

This year we began the process of reviewing our Quality Assurance system for this service, in line with our principle of continuous improvement.



Extra care sheltered housing

Last year Pocklington provided extra care sheltered housing for 197 people with sight loss at three locations in Roehampton, London; Northfield, Birmingham and Plymouth, Devon.

Our specialist accommodation enables tenants to lead active and independent lives with appropriate support. Emphasis is on choice. Tenants can choose whether they cook their own meals or receive a meals service. They can also take advantage of the additional care services. This year we added a new cleaning service to meet the changing needs of our tenants.

In conjunction with our tenants, we have also defined the standards needed for the implementation of a Quality Assurance system. This will ensure that we maintain our quality standards and are able to measure our performance.

Housing, Support and Work

People with sight loss often find it hard to secure jobs in London because of the high cost of housing. Pocklington Lodge in Shepherds Bush, West London aims to address this problem for 52 people. The self-contained studio one and two bedroom flats are let at affordable rents. Staff are available to offer tenants assistance to find suitable training schemes and work opportunities.

We also offer a work incentive scheme that provides additional financial help for those in lower paid employment. This year we have also introduced a cleaning service to meet the changing needs of our tenants.

This year we became the managers of a supported housing centre for 6 young people with sensory and physical disabilities in Wolverhampton.

Home Care and Support

Pocklington offers specialist home care and support services to our tenants in Plymouth and Roehampton, South London. We ensure that the care and support we provide is tailored to meet the needs of each individual. This service enables tenants to remain independent and enjoy a good quality of life.

During the year we have developed and introduced a Home Care Quality Assurance system to ensure that we meet the new Care Standards.

Community Support Service

This year we have developed a new specialist service in partnership with Wolverhampton Social Services. This provides enabling support for younger people with physical and/or sensory disabilities.

Day Services

Day services are a vital resource for people with sight loss who live alone in the community. Our day service at Pocklington Place, Birmingham continues to thrive. Last year 51 people with sight loss used this vital facility.

The new specialist day service in Stourbridge, West Midlands in partnership with Dudley Council and Dudley Council for Voluntary Services, now operates three days a week and provides a vital service to 41 people.

The day and community support service in Balham, South London, provides specialist day services, a talking news service and a home visiting and befriending service. Over the past year 376 people benefited from these services.

Independent Housing

Pocklington provides 18 homes for people with sight loss and their families in Berkshire, Wolverhampton and London. Providing quality affordable housing has greatly assisted those people with sight loss who are raising young families to maintain an independent lifestyle.



Services

Service User profiles

Philip's story *

In August 2000 Philip experienced a brain injury. Although he recovered sufficiently to move into his own flat, he was referred to Pocklington support services for support and help with living skills.

Within a month Philip began to show more zest for life. Working with the Pocklington support workers, he started to shop, cook and clean for himself. Slowly Philip's confidence grew. He started weekly computer classes and showed an interest in taking up fishing.

These positive developments have meant that Philip's personal care support has now been reduced. His social worker no longer feels the need to visit every week. Paul's sense of independence and self worth continue to grow.



"I now feel that I am more charge of my own life."

Philip

*Some names in this report have been changed to protect service users confidentiality and privacy

Andrew's story *

Andrew has coeliac disease. In 2002 he had an accident at work and suffered a traumatic brain injury. Although he made a good physical recovery he still has difficulties with everyday tasks.

Pocklington support services were asked to help Andrew with daily lives skills such as washing and changing clothing and to encourage him to socialise more.

With encouragement from the Pocklington support team, Andrew's confidence began to improve significantly. He took an interest in gardening and was soon planting seeds in his back garden. He also began to go out independently to do his own shopping and attend the local gym.

Andrew still needs support, but his confidence has grown to the extent that he no longer needs weekend support. In fact, he's out with friends so much that it's hard to catch him at home!

"It's really changed my life."

Andrew



Volunteers

Volunteers play a vital role in the life of the charity and their work has grown significantly over the last year. We now have 116 volunteers working directly for the charity – up from 90 last year. We are closely involved with voluntary organisations and community groups who also provide volunteer support.

Individuals and groups from the community have contributed their time and their enthusiasm to enrich the lives of residents, tenants and other service users. We would like to take this opportunity to thank those involved for their commitment and interest throughout the year.

We are particularly indebted to the following organisations who have provided volunteer support to Pocklington throughout the past year.

- Action Trust for the Blind Personal Reader Service
- Bournville School, Northfield, Birmingham
- Catholic Church, Northwood, Middlesex
- Dudley Council for Voluntary Services
- League of Jewish Women, Northwood, Middlesex
- Masbro Community Centre, Olympia, London
- Plymouth Guild of Voluntary Service
- Virginia House Settlement
- Watford Rotary Club, Herts



Volunteer profile

Martin Blythe offers his time, energy and expertise to help users of the Stourbridge day centre with computer skills.

As he is registered blind, he understands the particular problems and difficulties people with sight loss experience when using computers.

However, his enthusiasm and expertise helps them learn new skills and how to use software such as JAWS. This speech browser software reads out text and allows people with sight loss to use the internet.

"Because of his own visual impairment Martin can relate to service users' experience and give extra support to our specially trained staff" says Day Centre Co-ordinator Anne Thomas



Research

Our research programme aims to identify practical ways in which the lives of people with sight loss can be improved.

Funding decisions are guided by our research policy. This focuses our energies on four key areas. These are:-

- Housing and associated care and support
- Support to people in their own homes, including quality of life issues.
- Prevention of blindness and public health.
- Services for ethnic minority communities.

We have committed £750,000 over the last three years to funding research projects. These included:

Housing related assistive technology

A seminar brought together users, designers, manufacturers and researchers to review how design and use of computer technology can assist the daily living activities of people with sight loss.

Home care in Wandsworth and surrounding boroughs

This study investigated the need for specialised home care and support services for people with sight loss across seven local authorities in South London.



Improving the access of ethnic minority visually impaired people to appropriate services

This two year project is examining how people with sight loss from black and minority ethnic communities in Birmingham can gain better access to services.

A population based study of cataract

The risk of cataract associated with the use of commonly prescribed drugs, in particular inhaled corticosteroids and statins, was examined by this research project.

Evaluating a public health initiative on glaucoma

This unique pilot study looked at how public health initiatives reached their target population, including minority ethnic communities. It has led on to a larger study funded by Guide Dogs for the Blind Association.

Research on lighting the homes of people with sight loss

This research is examining the lighting needs of people with sight loss within their homes.

An exploratory study on the Eye Clinic Advisory Services

This initial study is mapping the provision of advisory services in eye clinics and establishing the basis for a larger evaluation study.

The effectiveness of home improvement agency services to people with sight loss

This study is looking at how Home Improvement Agencies can improve their services to people with sight loss. A Good Practice Guide is being developed to provide informed guidance across the country.

Evaluation of Pocklington day centres in the west midlands

By assessing local needs and identifying best practice, this research will assist Pocklington to enhance its existing day services.

The housing and support needs of younger people with sight loss

This key two year project, jointly funded with The Housing Corporation, is examining the needs of people of working age with sight loss, initially in London.



Research



Services Provided

Through our housing and support services over the past year the charity has touched the lives of many people with sight loss:-

197	tenants in sheltered housing
126	residents in residential care
63	tenants in supported housing
54	residents in temporary respite care
166	regular users of day services
37	regular users of social clubs
110	users of home care and support services
22	people living in our independent housing properties
117	regular users of our meals service
300	talking news service
24	home visiting service

Staff

A total of 219 individuals were employed during the past year:-

45	full time
174	part time

Stock Profile

95	residential care rooms
3	respite care rooms
154	extra care sheltered flats
54	supported housing flats
18	independent housing properties



About the charity

Thomas Pocklington Trust is England's largest specialist provider of housing and support services for people with sight loss.

The charity was created from a legacy left in 1935 by Thomas Pocklington, who had experienced temporary blindness when young. When he recovered, he vowed that he would make housing, care and support service provision for adults over 16 who were blind or partially sighted. Pocklington offers a range of sheltered housing, residential care, respite care, day and home care services, together with community based support services.

An Investor in People and Positive About Disability organisation, with quality assurance systems for its services, Pocklington is fast becoming a Best Practice organisation in the visual impairment sector.

In addition to providing services, Pocklington also funds a £750,000 social and public health research budget over a three year period.

Statement of Financial Activities

Summary Accounts For the Year Ended 31st March 2003

STATEMENT OF FINANCIAL ACTIVITIES	2003	2002
	£000s	£000s
Incoming Resources		
Services	2,676	2,187
Legacies and voluntary grants	16	57
Investment income	2,747	2,617
Total incoming resources	5,439	4,861
Resources Expended		
Direct charitable expenditure	5,317	4,864
Management and administration	183	144
Property costs	609	728
Investment management fees	17	19
Total Resources Expended	6,126	5,755
Net (Outgoing)/Incoming Resources	(687)	(894)
Other Recognised Gains and Losses		
Surplus on disposal of fixed assets	3	4
Revaluation of fixed assets	75	-
Revaluation of investments	1,503	2,522
	1,581	2,526
Net Movement in Funds	894	1,632
Balance Sheet		
Fixed Assets	58,540	57,501
Current Assets	696	819
Liabilities	(1,045)	(1,023)
	58,191	57,297
Represented by:		
Funds		
Permanent Endowment	55,628	53,492
Restricted	53	62
Unrestricted	2,510	3,743
	58,191	57,297



The summary accounts are extracted from the charity's full accounts which the charity's auditors, Sayers Butterworth, reported on without qualification. Copies of the full accounts can be obtained from the Chief Executive.

Trustees

Rodney Powell – Chairman	Re-appointed January 2003
Anthony Aston	Re-appointed March 2003
Jon Barrick	Re-appointed March 2000
Fazilet Hadi	Re-appointed March 2003
Patricia Powell	Re-appointed January 2003
The Honourable Jessica White	Re-appointed March 2000
David Gadbury	Retired March 2003
Janet Lewis	Appointed April 2003
Kevin Geeson	Appointed April 2003
Robert Perkins	Appointed September 2003

The Board of Trustees controls the charity, both directly and through committees. The Committee structure comprises a Resources Committee, a Services Committee and a Research Committee.

Senior Management Team

Ron Bramley	Chief Executive
Paul Evans	Finance Director
John Barrett	Innovations and Partnership Director
Jan Gresham	Regional Director – Midlands & South West (from 3.11.03)
Anne Green	Regional Director – London & South East
Keren Rowlands	Human Resources Director
Angela McCullagh	Research Director

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Centre Managers

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