

Welcome to Thomas Pocklington Trust.

This annual review outlines our achievements and activities during the year 2004/05, as well as setting our objectives for the future.



"It has been another successful year at Thomas Pocklington Trust. Through our continuing commitment and hard work we have been able to make a real impact on the lives of many people with sight loss."

Rodney Powell,
Chairman of the Trustees

New supported housing centre in Wolverhampton

For many people with sight loss and other physical disabilities the chance to live active and independent lives can seem like an impossible dream.

With 14 flats for people with sight loss and other physical disabilities, our new purpose built housing centre is tackling this problem. The first of its kind in Wolverhampton, it combines the benefits of living independently with the practical advantages of providing supported housing.

The centre was completed on schedule in May and all the 14 tenants have now moved in. Commissioned by Wolverhampton City Council and built by Touchstone Housing Association (with funding from the Housing Corporation), it is managed and run by Pocklington.

The two-bedroom flats are designed and built specifically to meet the needs of people with both a physical disability and sight loss. There is full wheelchair access to all parts of the building, moveable/adaptable height worktops and cupboards in the kitchens, and colour contrasted handles and decoration, to name just a few of the special design features. Tenants were consulted on the design during the planning stages.

This type of supported housing is designed to meet the needs of people with sight loss and other disabilities and helps to promote freedom and independence.

Chief Executive Ron Bramley said, "People with sight loss and other disabilities are just like the rest of us. They want a decent quality of life in a home that is suited to their needs."

"Supported housing tailored to their needs means they get help with the tasks they find difficult, but they also have the freedom and independence to make their own choices about their lives and how they want to live them", he added.



Getting everyone involved

Listening to our customers

Understanding the needs and expectations of those who use our services is very important to us. So too are their changing needs.

We have worked with our service users to identify their key priorities for the charity for the next five years. To ensure we have better representation from all our services, we have agreed a new method of recruiting people onto our Services Committee. People now have more opportunities to participate in the running of the services they use.

Listening to our staff

Following last year's successful renewal of our Investors in People accreditation we have now set up a Staff Consultative Committee. This brings staff and managers together across the whole organisation. It does not replace the existing methods of communication, but provides a further opportunity for managers and staff to share their views and ideas about the future development of Pocklington.

This is particularly important as Pocklington has grown considerably over the last few years and now offers an increased range of services (we now operate nine centres compared to five in 2000).

The benefits of specialist support

Penny, a specialist support worker at Pocklington Rise, Plympton, Devon, explains her role...



For many blind and partially sighted people the everyday chores that sighted people take for granted can become a major challenge: knowing what the postman has just delivered, wondering whether food in the fridge is past its sell by date; worrying about whether you are taking the right medication; or clearing up after an accident. That is why our support service is available 24 hours a day to give tenants the peace of mind that personal help is always on hand.

“As part of our daily routine, we visit tenants in their homes. The day starts with the ‘morning round’. We help tenants with their medication, with reading letters, and generally check that they are alright.

“Of course, we always respect the wishes of those tenants who chose not to have a visit, but we’ll always give them a ring on the phone to check that they are ok.

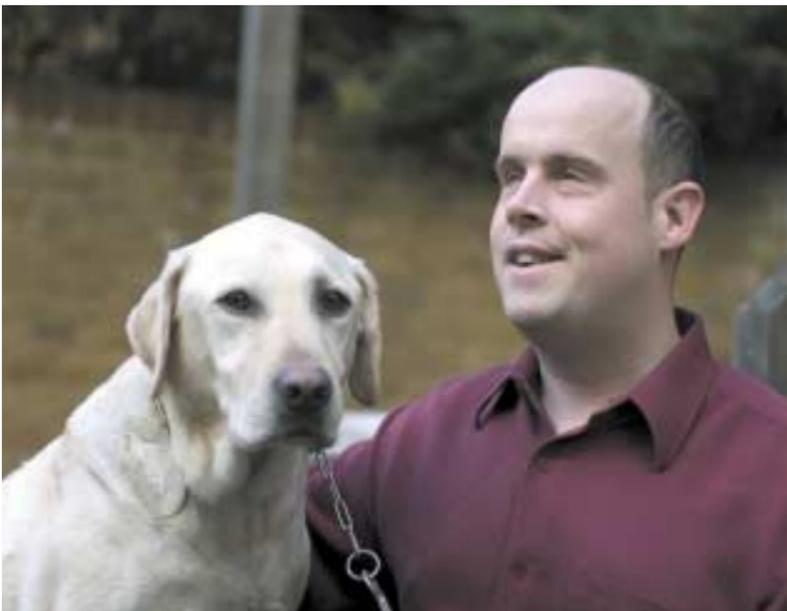
“The relationship we have with the tenants is very important, as some may be on their own and have lost their lifelong partner recently, or they may have family concerns.

“Pocklington Rise is a small community. We get to know everyone who lives here. We are on first name terms with most tenants, and we get to know their families too.

“What we do is very varied. One minute we could be helping someone with reading mail or checking the sell-by date on food packaging, the next we could be helping them to learn to use some new equipment or accompanying them to a dentist appointment.

“This is a job you just can’t hurry. It is important that tenants feel they have my undivided attention and that I am prepared to listen to their problems and issues.

“We work closely with each person and plan our work very carefully, to ensure that the support we give meets the particular needs of each tenant. At times it can feel like there aren’t enough hours in the day, but I always find it tremendously rewarding work.”



“Pocklington is committed to the principles of best practice and continuous improvement.

We are delighted to be able to share our best practice with other service providers.”

Ron Bramley, Chief Executive

Committed to quality

Quality and best value

Providing quality services has always been one of our core values. So too is our commitment to provide services which represent best value. Last year we aimed to improve our efficiency and reduce our operating costs, while maintaining our quality standards. This has meant that in some cases we have changed the way we deliver services.

In other areas we have developed staff to reduce the call on consultancy services in order to achieve better value for money. As part of this exercise we have also had to press the local authorities we work with to pay more realistic fees for our residential care services.

Quality assurance and best practice

We completed the introduction of new quality assurance systems for our residential care operations and home care and support services. This ensures that our quality standards reflect best practice and new care standards.

We have also developed a new quality assurance framework for sheltered and supported housing services, in line with the Centre for Sheltered Housing Studies code of practice.

Following an excellent interim assessment report from the Centre for Sheltered Housing Studies (CSHS), our support plan is being used by CSHS as an example of best practice for other organisations to follow.

Our new five year corporate plan

We now have a new five year corporate plan 2005-2010. This reinforces our desire to increase the range of services that we provide to meet the increasing needs of people with sight loss.

The new plan has the following aims:

-  To use our resources to maximum benefit to serve the needs of people with sight loss.
-  To provide quality housing, care and support services which continue to evolve in line with best practice.
-  To increase the range of services which promote quality, choice and independence.
-  To fund research and development to identify practical ways in which we, and others, can improve the lives of people with sight loss.

Setting objectives

We are keen to continue to improve and extend our range of activities. Our key objectives for the year ahead are:

- 1** to further improve our financial performance
- 2** to progress redevelopment plans for our Birmingham and Plymouth centres
- 3** to review our core values to improve the charity's performance
- 4** to develop a new volunteer recruitment strategy
- 5** to achieve a successful re-assessment of our Positive about Disability accreditation.

New research and development policy



“With the support of staff, volunteers, trustees and families, we continue to develop quality housing, care and support to meet the needs of people with sight loss.”

Ron Bramley, Chief Executive

Our new policy with the over-arching theme of ‘improving quality of life’ has been approved by the Board of Trustees. Funding development, as well as research projects, has therefore been included within the research policy’s objectives.

The policy focuses on three themes. These are:

- 1 improving social inclusion, independence and quality of life
- 2 improving and developing service outcome
- 3 public health issues, including prevention of blindness and promotion of eye health.

New research

Finding new practical ways to help people with sight loss is the principal aim of our research programme. During the year we commissioned research projects on the following issues:

- 🏠 the circumstances of people with sight loss
- 🏠 hearing and sight loss
- 🏠 review of home care and sight loss
- 🏠 new roles in service provision
- 🏠 the impact of visual impairment on hospital admissions
- 🏠 the detection of correctable sight loss in older people

Working in partnership

We are working with partner organisations to extend our services and our research and development programme.

Resource Centre Opens in Stourbridge

In July 2004 we opened a resource centre for people with sight loss in Stourbridge. Based at the Mary Stevens Centre, the centre provides a wide range of services for local people with sight loss including advice and information services, keep fit classes and art and history projects.

The centre houses the local social services low vision aids facilities, the Black Country Talking Newspaper offices, and the offices of the Stourbridge Partially Sighted Society.

Pocklington has been running a day service in the area since 2002. We now have over 20 volunteers providing support for over 35 users in the centre three days a week across all the activities.

New technology

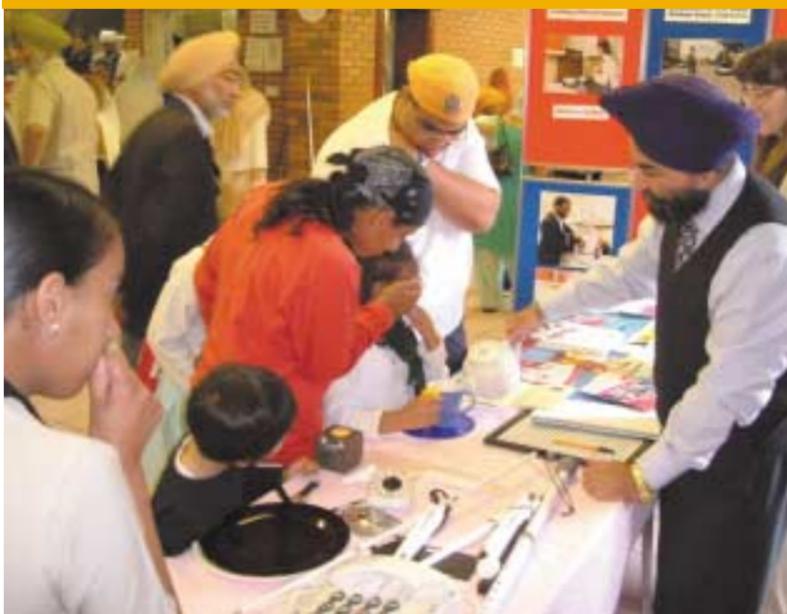
At Pocklington Rise in Plymouth a new development project is underway to study how new technology (Telecare) can benefit people with sight loss. This project is part funded by Pocklington, in partnership with a consortium of universities including Imperial College London and University College London.

The project is also part of a larger government funded study which aims to improve understanding of how new telephone technology can help reduce some of the risks associated with people with sight loss living independently. Telecare can provide early warning of changes in a person’s condition. This can lead to quicker response and intervention by doctors and carers when needed.

The research will help providers such as Pocklington, the Government and the private sector to improve their understanding of the benefits of using Telecare and its benefits for people with sight loss.



Dr Michael Wright, senior consultant at BRE, presenting on Pocklington-funded research at the Vision 2005 international conference.



Pocklington assists outreach to Asian communities, photograph courtesy of Professor Mark Johnson.

Nearly two thirds of blind and partially sighted people feel excluded from the community

Research by University College London funded by Thomas Pocklington Trust and the Housing Corporation.

Future projects

In the coming year, we aim to commission more research on eye clinic support services; rehabilitation/emotional support; and dementia and blindness. We also aim to undertake a development project on lighting and produce a good practice design guide for people with sight loss.

Latest research findings

Dementia and sight loss: lack of awareness and research evidence

This study by the Research Institute for Care of the Elderly found that there is a lack of reliable data concerning the population in the UK with both visual impairment and dementia. However it identified major issues for this group and potential areas for further research.

Ethnic minorities with sight loss: access to appropriate services needs to be improved

This study, conducted by De Montfort University and co-funded by the Housing Corporation, found that there is a lack of knowledge about the prevalence of sight loss in different ethnic groups. It also revealed that people with sight loss in minority communities have a poor knowledge of eye conditions and services.

New research shows benefits of support and advice in hospital eye clinics

Non-medical support and advice within hospital eye clinics – known as Eye Clinic Support Services – may help patients and improve the effectiveness of eye services, according to this new research conducted by University of Birmingham. More work is now needed on this.

Thomas Pocklington Trust publishes reports on the research and development projects it funds. Research findings (summaries), occasional papers (more detailed reports) and best practice guides are available from our head office. For more information or a list of published reports, please call **020 8995 0880** or visit our website <http://www.pocklington-trust.org.uk>.

“Our research programme plays a vital role in identifying practical ways in which the quality of life for people with sight loss can be improved.”

Angela McCullagh,
Research and Development Director

Summary accounts for the year ended 31 March 2005

Statement of financial activities

	2005 £000's	2004 £000's
Incoming Resources		
Services in furtherance of the Charity's objectives	3,893	3,436
Investment income	2,972	2,907
Other	82	214
Total Incoming Resources	6,947	6,557
Resources Expended		
Direct charitable expenditure	6,142	6,143
Property costs	787	699
Management and administration	256	212
Investment management fees	17	18
Total Resources Expended	7,202	7,072
Net (Outgoing)/Incoming Resources	(255)	(515)
Other Recognised Gains and Losses		
Surplus on disposal of investments	77	1,657
Revaluation of fixed assets	13,349	
Revaluation of investments	2,545	4,623
Total Gains	15,971	6,280
Net Movement in Funds	15,716	5,765
Balance Sheet		
Fixed assets	80,111	64,539
Current assets	1,369	841
Liabilities	(1,808)	(1,424)
	79,672	63,956
Represented by: Funds		
Unrestricted funds	2,120	1,639
Restricted funds	111	54
Designated funds	2,217	
Permanent Endowment	75,224	62,263
	79,672	63,956

The above 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.

Impact

People are affected by sight loss in many different ways. That's why we have developed a wide range of services to meet their needs. From younger people who are working, through to older people and those with other disabilities, Pocklington services provide quality housing, care and support.

Our impact over the past 12 months has been:

Residential care – 126 residents have benefited from living in our three residential care homes in Northwood (in London), Northfield (near Birmingham) and Plympton (near Plymouth). In addition, many people also used our respite care services at these centres.

Extra-care/supported housing – Located in Roehampton (South West London), Northfield (Birmingham), Plympton (near Plymouth) and Wolverhampton, these housing centres provided a home and support for 176 tenants.

Housing, support and work – Pocklington Lodge in Shepherds Bush, West London provides supported housing for younger people working or training in London. It provided a home for 51 tenants this year.

Community support service – working with Wolverhampton Social Services we provided support services to 45 younger people with physical and/or sensory disabilities who live in their own home.

Resource centres/day services – Balham (South London) and Stourbridge (West Midlands) are both venues for our range of specialist services. These aim to support people who live in the community by providing information and advice, recreational services such as exercise/keep fit classes, reader schemes, art and history projects, carers support, aromatherapy, and social clubs. This year our day services attracted over 146 users and our Talking News and Braille services counted nearly 300 readers.

Independent housing – Our family housing in Berkshire, Wolverhampton and London provided high quality homes for 22 families, enabling them to maintain an independent lifestyle.

Stock profile

95 residential care rooms
 3 respite care rooms
 144 extra-care sheltered flats
 49 supported housing flats
 20 independent housing properties

Thomas Pocklington Trust provides management and supported housing services to:

- Touchstone Housing Association
 - 14 flats – Wolverhampton, Lord Street
 - 6 flats – Wolverhampton, Newhampton Road
- Anchor Trust
 - 8 flats – Plymouth

Staff

As at March 2004 we employed a staff of 238:
 63 full time
 175 part-time

Volunteers: playing a vital role

At Pocklington volunteers play a vital role. Their work has also grown significantly over the last year. We currently have over 100 volunteers working directly for the charity. We are closely involved with voluntary organisations and community groups which also provide volunteer support, such as Dudley Council for Voluntary Services, Hammersmith & Fulham Readers and League of Jewish Women in Northwood.

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.



“Thank you to all our volunteers for their commitment and enthusiasm to help people with sight loss.”

Rodney Powell,
Chairman of the Trustees

About the Charity

Thomas Pocklington Trust is the leading provider of housing, care and support services for people with sight loss in the UK. 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 to make provision in his will to help blind or partially sighted people.

Pocklington’s operations offer a range of sheltered and supported housing, residential care, respite care, day services, home care services, resource centres and community based support services.

A Positive about Disability and an Investor in People organisation, we are adopting quality assurance systems for all our services to ensure we not only maintain our quality standards, but also seek continuous improvement in line with the changing needs and expectations of our current and future service users.

We are working in partnership with local authorities, registered social landlords and other voluntary organisations to expand our range of services.

Each year we also commit around £300,000 to fund our research and development programme. Its aims are to identify practical ways to improve the lives of people with sight loss, by improving social inclusion, independence and quality of life, improving and developing service outcome as well as focusing on public health issues.

We are also applying our research findings by way of pilot service developments to test new service models and develop best practice.

Trustees

Rodney Powell	Chairman – Re-appointed March 2004
Andy Barrick	Appointed July 2004 – resigned August 2005
Kevin Geeson	Appointed April 2003 – resigned August 2005
Fazilet Hadi	Appointed March 2003 – resigned August 2005
Janet Lewis	Appointed April 2003
Robert Perkins	Appointed September 2003
Patricia Powell	Re-appointed January 2003
The Honourable Jessica White	Re-appointed March 2004
Mervyn Williamson	Appointed October 2005

The Board of Trustees controls the Charity, both directly and indirectly through committees. The committee structure comprises a resources committee, a business and property development committee, a services committee and a research committee.

Senior Management Team

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



“My independence is vital to me, but it is reassuring to know that the support is here when I need it.”

David's story

David was a mobile security guard and travelled all over the country with his work. He enjoyed shooting, fly fishing, cooking, reading, history and chess. In 1998 he became diabetic and lost his sight in 2004. This meant that he had to stop working and give up some of his hobbies.

David lived locally in a flat which had 15 stairs to climb to the front door. David found it increasingly difficult to get out and about. He felt very isolated.

His social worker told him about the new Pocklington development at Lord Street, Wolverhampton. When he moved into his two-bedroom flat in May 2005, things improved dramatically for him.

Living in a specially design flat means that David can now live in a safe and accessible environment while retaining his independence. David still does his own shopping and cooking, but will call upon a support worker if he needs help.

“My independence is vital to me,” says David, “but it is reassuring to know that the support is here when I need it. Living here is giving me the confidence to go out again, and this has improved my social life dramatically.”

The care and support service is available 24 hours a day. One specialist team of workers now know David well and can help with a variety of needs. These range from help with personal care to accompanying him to visit the local facilities and meet up with his friends.

Living at Lord Street has completely changed David's life: “Things have changed for me. From living in an unsuitable flat and feeling isolated, I now find that I can look forward to enjoying my day knowing that help is on hand at any time.”

Trustees news

We are delighted to announce the appointment of Mervyn Williamson as a new trustee. As a qualified accountant, Mervyn is well placed to be taking over the role of Chairman of our resources committee.

Until this year the Royal National Institute of the Blind (RNIB) had rights to nominate three trustees to the Pocklington Board. This arrangement was brought to an end by mutual agreement in August.

See page 7 for details on our Board of Trustees.