

ADVOCACY
for
OLDER PEOPLE
in
GREENWICH



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www.afop.org.uk

ANNUAL REPORT 2008/09
REGISTERED CHARITY NO. 1057221



Mission

The general aim of Advocacy for Older People in Greenwich is to run a citizen advocacy project where trained volunteer advocates and co-ordinating staff help older people to make informed choices about their own care needs and work to enhance the lives of people who are often socially isolated and vulnerable

Aims

- To offer citizen advocacy and short-term (crisis) advocacy to vulnerable older people who are resident in the London Borough of Greenwich
- To recruit, train and support local people to become citizen advocates, who will work on a one-to-one basis with a partner and to ensure their partner's views are heard and their rights pursued
- To promote the rights of older people, help them overcome discrimination and enable older people to participate in decisions about their future
- To offer support and information to those suffering isolation and loneliness associated with old age. To promote and maintain the independence of the project.

“If people can't speak up for themselves, society ignores them. We're about giving people a voice.”

Movement in funds	Fund balances brought forward	Incoming resources	Outgoing resources	Fund balances carried forward
Fund name:	£	£	£	£
City Bridge Trust	3,161	10,500	(13,661)	-
Comic Relief	-	29,869	(29,869)	-
City Parochial Foundation	125	10,000	(8,430)	1,695
Big Lottery Fund	-	12,828	(10,843)	1,985
Trusthouse	-	2,000	(2,000)	-
The Goldsmiths' Company	2,000	-	(2,000)	-
Awards for All	-	4,900	(4,900)	-
Help the aged	-	<u>9,955</u>	<u>(9,955)</u>	-
Total Restricted Funds	<u>5,286</u>	<u>80,052</u>	<u>(81,658)</u>	<u>3,680</u>
Designated Fund	20,000	-	-	20,000
General Fund	<u>5,054</u>	<u>3,207</u>	<u>(517)</u>	<u>7,744</u>
Total Unrestricted Funds	<u>25,054</u>	<u>3,207</u>	<u>(517)</u>	<u>27,744</u>

CONTENTS

	AFOP's Mission and Aims
1	Contents
2-3	Letter from the Chair
4-6	Director's Report
7	Treasurer's Report
8	Report on new advocacy drop-ins
9	A Day in the Life of a Volunteer
10	Volunteers, staff and committee members
11-13	Statistics
14-17	Extract from Independently Examined Accounts and Trustees Report

Some comments from our partners:

**"Absolutely marvellous! Always checking to see if we are okay...
...keep up the good work!"**

**"It's been brilliant! They listen and act on our behalf, making sure
we are listened to especially by the local authority."**

**"It couldn't be any better...they have been very good.
I am very lucky."**

LETTER FROM THE CHAIR

The last year has brought some interesting developments for Advocacy for Older People in Greenwich in terms of funding, staffing, outreach and of course the long awaited move to Mycenae House Community Centre. The move to Mycenae House was successfully completed on 17 April and staff are very happy to be in their new home as the old office was falling down about their ears!

In January 2008 we welcomed Genya Robinson as Project Worker. She and Eleanor embarked on an extensive publicity campaign to ensure that people in the borough had up-to-date information on our service and gave presentations to groups and lunch clubs. In February and June, Eleanor provided sessions for Greenwich Council's Staff Learning & Development programme entitled 'An introduction to Advocacy for Older People', intended to raise awareness of advocacy and its benefits for older people as well as to raise the profile of the organisation in the borough. The sessions were very successful. As a result of all the outreach work, our referrals increased by 30% compared to 2006/07.

At present, the organisation has had funding bids accepted by Awards for All, to provide information and training in BME advocacy & dementia awareness; Trusthouse Charitable Foundation for BME outreach and support for an advocacy worker. We were also successful in getting funding from Help the Aged to run a six month pilot programme in two Greenwich care homes to run group advocacy and reminiscence workshops for the residents. Sam and Genya have been working closely with each other on this project and we hope to raise funding to continue the work in the future.

On 14th June as the first stage in an organisational review to map out the future direction of the organisation, Management Committee and staff met to discuss the future. The aim of the day was to outline the position of the organisation today and to develop a plan for the future

and a strategy to get us to that point. It was a very successful event and lots of imaginative and productive ideas emerged. Detailed information on that day will be circulated to volunteers and we look forward to hearing your views and comments.

I would like to express our gratitude to our office based volunteers whose services have been much appreciated by staff and the Management Committee: to Aparajita Ray who generously gave her time two or three days a week from November 2007 to March 2008 and to Abiodun Oke who is still working with us. Lastly, a big thank you to our volunteers, to the Management Committee, to Eleanor, Sam and Genya for working so hard to ensure that older people continue to be supported in the borough.

I would also like to thank all the funders who have support the organisation this year; City Parochial Foundation, City Bridge Trust, Lloyds TSB, The Goldsmiths' Company, London and Quadrant, Trusthouse Foundation, Big Lottery: Awards for All and Comic Relief.

Vicky Duncan
Chair

**A big thank you to all staff and volunteers
for their hard work and dedication
in making the lives of the older people
you work with better**

DIRECTOR'S REPORT

The year from April 2008 to March 2009 was an exciting one for the charity and included both achievements and changes. There was some concern at the beginning of the year about the funding situation but by the end of the year this had been resolved in a very positive way which provides a degree of security for the charity over the next few years.

The year started with a move to new premises in mid April. We now have an office within Mycenae House, a vibrant community centre where a wide variety of activities take place, including many for older people. The move has proved to be a good one and the organisation has settled in very well.

Two new projects were launched in the first few months. We were fortunate enough to receive funding from Awards for All (Big Lottery Fund) for a series of training sessions on Advocacy and Dementia Awareness which had a particular focus on black and minority ethnic communities.. In the spirit of this project, we were able to develop our contacts with many local and community groups, members of which attended the training. Some went on to become volunteers and others have helped to publicise our service.

These training sessions have helped to raise the profile of the charity both inside and outside the borough. Several organisations, seeing the training advertised on our website, contacted us for advocacy training. Such contacts encourage an exchange of ideas and practices which are beneficial for all organisations concerned. We also continued to provide advocacy awareness training to Greenwich council employees thus enabling the promotion of independent advocacy.

The second project was funded by Help the Aged to set up and run advocacy groups in two care homes for a period of six months and was very successful. So popular were the group meetings, which used

reminiscence techniques to encourage discussion and contributions from the residents, that we ran them weekly rather than monthly as originally intended. We also produced a number of Life History books for the residents – short histories of their lives with illustrations and photos which provide them with a written record for themselves, their families or their carers.

The most exciting development came in November with the news that we had been awarded a substantial grant for three years from the Big Lottery Fund for a full-time advocacy project worker. This is to fund a new development to our service: the establishment of three drop-in surgeries around the borough to start in April 2009. These drop-ins have been set up in Thamesmead, Plumstead and Eltham and a big outreach campaign has started to ensure that as many older people as possible are aware of this new aspect of our service. We hope this will make our service even more accessible to the widest possible range of older people from different communities.

The service has continued to expand this year and we are creating a growing number of partnerships as our outreach and publicity campaigns. The number of crisis or short term partnerships has continued to increase as larger numbers of people in the lower age brackets have come forward and now involves over 70% of our partnerships. There has also been an increase in the numbers of people adversely affected by the economic crisis and who have needed assistance with financial matters.

With great regret, however, we have had to say goodbye to Sam Everson, our Volunteer Co-ordinator, who left in April 2009 after nine years dedicated service. Sam is very much missed as is Genya Robinson, the Advocacy Project Worker. Both are pursuing new projects and we wish them all the best for the future. However, on a happier note, Gina Aston was appointed full-time to set up the Big Lottery Project.

The overall number of volunteers has remained more or less stable at 21 active volunteer advocates and three admin volunteers. We were lucky enough to retain all of our Management Committee and now have a very good range of skills and experience.

Future plans and projects

Over the next year, the charity will be working hard to develop the new Big Lottery funded drop-in project and extend our accessibility across the borough. This will we hope bring us into closer contact with other charities working with older people so that we can provide an ever improving service.

Given the growing numbers of older people who are having financial problems, we are also looking for funding which would enable us to increase our support in this area. Such problems are often very time intensive and we therefore would benefit from more staff as well as volunteers to work on such issues.

A handwritten signature in black ink that reads "Eleanor Gibson". The script is cursive and elegant, with the first letter of each name being significantly larger and more decorative.

Director

LETTER FROM THE TREASURER

The charity had a good year financially with an income of over £80,000 and expenditure was kept well within budget. The reserve of £20,000 was maintained and additional savings were made. This allowed the continuation of the organisation's reserves policy – to retain funds to cover three months running costs in the event of having to wind down the organisation and to cover any other unexpected need which arose.

However, during the year, the charity reached the end of the three year grants from City Bridge, City Parochial Foundation and Comic Relief and there was some concern mid-year as to whether we would be able to replace these funds, given the current economic situation. In the event, we were successful in obtaining over £152,000 over three years from the Big Lottery and £10,000 a year over two years from Lloyds TSB. With the savings we have made to date, this means that the funding is secure for the next year and a half.

We are now focussing our funding search on grants to extend our finance advocacy project, for work with people with dementia and for more advocacy in care homes and sheltered housing schemes. We will be reapplying to City Bridge and Comic Relief later on in the year as well as to a number of smaller trusts.

A review of the organisation's overall strategy to prepare a business and development plan for the next three years is on-going. A risk assessment of financial matters has been included to ensure that the charity is prepared for all possible eventualities.


Treasurer

THE BIG LOTTERY PROJECT

I came into post in March 2009 with the launch of our new outreach service funded by a successful bid from the National Lottery through the Big Lottery Fund. The new project marks an expansion of our existing work and is designed to benefit older people who are isolated and often without family support. We know that many live in deprived areas of the borough on low incomes, have a poor quality of life and will not know where to go for assistance or what they are entitled to. Mental Health issues, depression or dementia means that many cannot access mainstream services such as law centres or citizens advice bureaux without support. Ethnic minority communities represent a higher proportion of the populations of areas of greater deprivation within the borough and older people from these communities face even more enormous difficulties in accessing the help that they need.

Our outreach project aims to address these issues by taking the services we provide to older people in the areas in which they live by holding regular surgeries which are easily accessible to them. We have been putting considerable time and effort into publicising our new service and raising awareness in the community of the valuable work that we do.

We have undertaken the work of translating our information into several community languages. Help is now available at the three new drop-in surgeries in Thamesmead, Plumstead and Eltham. Rather than having to telephone, email or be referred, older people can simply turn up and talk to me face- to- face. Follow-up home visits can be arranged if necessary.

Initial signs are positive and I am wholly committed to ensuring that this new project succeeds in improving the quality of life and well being of the borough's older people by helping to consolidate the work that the project has done for the past thirteen years and by adapting our services to meet the challenges of a difficult economic climate coupled with monumental change in health and social care provision.

Gina Aston,

Advocacy Project Worker

A DAY IN THE LIFE OF A VOLUNTEER

- 8am:** wake up - ooh-late start to my day but then I am on my holidays so I think I deserve it!
- 9.15am:** time for my third cup of tea, bliss - tea and Matthew Wright and his pearls of wisdom on the TV - can life get better!
- 9.30am:** walk to station, get the train, then the bus, find a seat and keep this happy feeling as I wonder -'will the traffic ever move?'
- 11am:** Phew-Just made it on time! meeting my advocate partner today, off to a meeting with my advocate partner, then back to my advocate partner's home to discuss the issues arising from her meeting and we go through each issue one by one, working out the best way to reflect her views and wishes. Action plan made and its 3pm, so time for me to go
- 3pm:** bus, train, walk home, tired but happy because I know it's been a productive day.
- 5pm:** Home! time for a nice cup of tea, cook dinner - well burn dinner, but we still eat it, used to it!
- 6.30pm:** door bell rings, my lift has arrived-time for my sewing class!
- 9.30pm:** Home, time for another cup of tea I think!
- 10pm:** feeling tired, think I will go to sleep, its been a good day!

By Lesley Douglas

ADVOCATES, VOLUNTEERS, STAFF AND MANAGEMENT COMMITTEE MEMBERS

VOLUNTEERS 2008 - 2009

Grace Scott	Orwin Howes-Walters	Carlene McEwan
Victoria Duncan	Sylvia Lee	Leslie Douglas
Heather Gilmore	Rebecca Settumba	Angela Kearins
Hazel O'Brien	Bert Duffus	Jean Castle
Katherine Ofori-Asante	Catherine Guha	Luisa Servey
Keith Aubrey	Ndidi Eneukhe	Eleanor Williams
Adewale Sule-Odu	Abiodun Oke	Idalyn Acolats
Jenny Westney	Hayriye Ziya	Flossy Nwofor
Robert Moore	Florence Bonte	

STAFF 2008 - 2009

- Eleanor Gibson, Director
- Samantha Everson, Volunteer Coordinator
- Genya Robinson, Advocacy Project Worker
- Gina Aston, Advocacy Project Worker from March 09

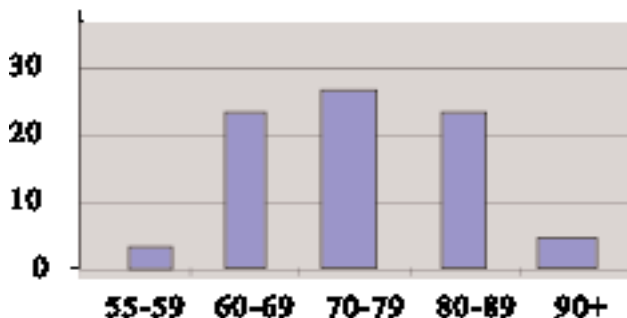
MANAGEMENT COMMITTEE AT 31ST MARCH 2009

- | | |
|---|---|
| <ul style="list-style-type: none">• Vicky Duncan, Chair• Harbhajan Singh, Treasurer• Keith Reeves• Grace Scott | <ul style="list-style-type: none">• Heather Gilmore• Angela Burr• Peter Dempsey |
|---|---|

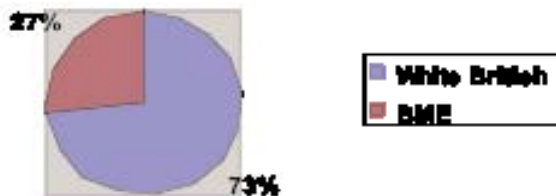
REFERRAL STATISTICS 2008-09

Total Number of Referrals = 93

Age Range of Referrals



Ethnicity of Referrals



Source of Referral

Relative/friend/neighbour	14
Self	46
Social Services	4
Age Concern	3
Care Home staff	12
Community organisations	7
Mental Health Team	0
Advocacy Partner	0
Sheltered Scheme staff	7

Residential Status

Community	59
Care/Nursing Home	9
Sheltered Schemes	23
Hospital	1
Unknown	1

Breakdown of Gender

Male	30	Female	63
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Breakdown of Disabilities

Physical	53	Dementia	4
Sensory Impairment	26	Stroke	9
Mental Health Issues	11	Learning Disability	1

PARTNERSHIPS 2008-2009



ADVOCACY ISSUES

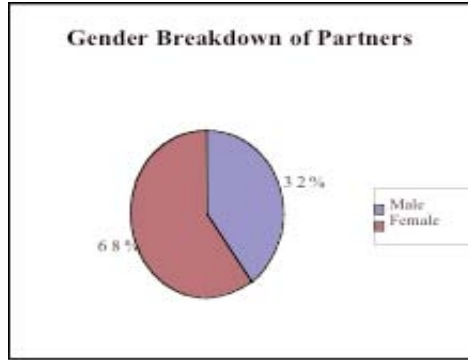
Below is a list of advocacy issues dealt with during advocacy partnerships between trained volunteer advocates and their partners.

- Quality of life
- Financial/physical abuse
- Accessing services
- Housing
- Complaints
- Welfare benefits
- Adaptations
- Financial issues/debt
- Moving home
- Will writing
- Immigration
- Legal issues
- Paperwork
- Consumer rights
- Individual rights
- Challenging institutionalisation
- Family issues
- Information on older people's services

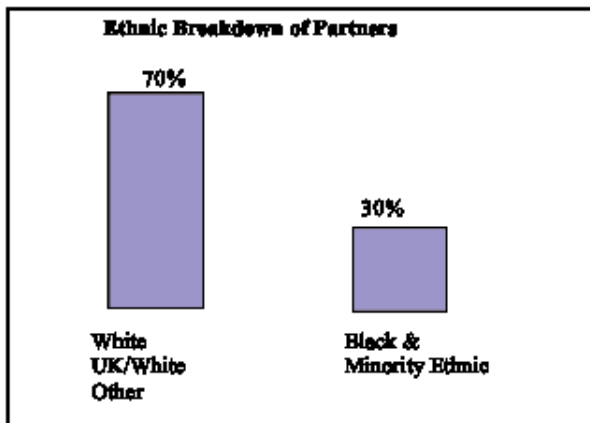
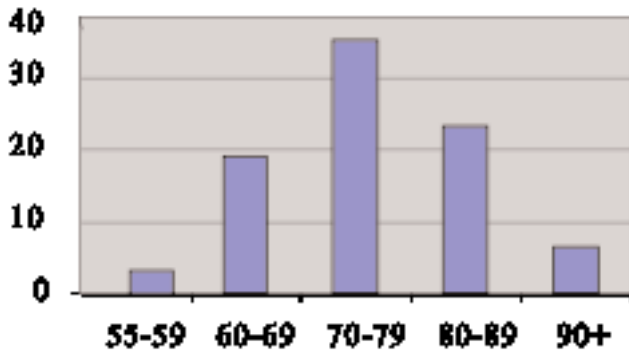
Breakdown of Disabilities of Partners

Physical	56	Dementia	10
Sensory Impairment	48	Stroke	7
Mental Health Issues	16	Learning Disability	7

PARTNER STATISTICS 2008-2009



Age Range of Partners



Extract from our Annual Report and Accounts. A copy of the full report is available on request

Statement of Financial Activities for the year ended 31 March 2009

			2009	2008
	Unrestrict ed fund	Restrict ed income funds	Total	Total
	£	£	£	£
Incoming resources:				
Incoming resources from generated funds:				
Voluntary income	1,633	80,052	81,685	72,220
Investment income	<u>1,574</u>	<u>-</u>	<u>1,574</u>	<u>1,965</u>
Total incoming resources	<u>3,207</u>	<u>80,052</u>	<u>83,259</u>	<u>74,185</u>
Resources expended:				
Cost of generating funds				
Costs of generating voluntary income	-	6,454	6,454	5,866
Charitable activities	517	74,104	74,621	61,953
Governance costs	<u>-</u>	<u>1,100</u>	<u>1,100</u>	<u>988</u>
Total resources expended	<u>571</u>	<u>81,658</u>	<u>82,175</u>	<u>68,807</u>
Net incoming/(outgoing) resources for the year	2,690	(1,608)	1,084	5,378
Funds brought forward	<u>25,054</u>	<u>5,286</u>	<u>30,340</u>	<u>24,962</u>
Funds carried forward	<u>27,744</u>	<u>3,680</u>	<u>31,424</u>	<u>30,340</u>

Balance Sheet as at 31 March 2009

			2009	2008
	Unrestrict ed funds	Restrict ed funds	Total	Total
	£	£	£	£
Fixed assets				
Tangible assets	412	-	412	929
Current assets				
Debtors	8,105	747	8,852	6,996
Cash at bank	<u>19,227</u>	<u>22,244</u>	<u>41,471</u>	<u>32,410</u>
	<u>27,332</u>	<u>22,991</u>	<u>50,323</u>	<u>38,406</u>
Creditors: due within one year	<u>-</u>	<u>(19,311)</u>	<u>(19,311)</u>	<u>(9,995)</u>
Net current assets	<u>27,332</u>	<u>3,680</u>	<u>31,012</u>	<u>29,411</u>
Net assets	<u>27,744</u>	<u>3,680</u>	<u>31,424</u>	<u>30,340</u>
Funds of the charity				
Funds carried forward:				
Unrestricted funds	7,744	-	7,744	5,054
Designated funds	20,000	-	20,000	20,000
Restricted income funds	<u>-</u>	<u>3,680</u>	<u>3,680</u>	<u>5,286</u>
	<u>27,744</u>	<u>3,680</u>	<u>31,424</u>	<u>30,340</u>
Total funds				

Designated fund

This fund has been established by the Management Committee to provide for unexpected contingencies which may arise from time to time

Details of funds

Donor/name of fund	Purpose and restrictions
City Bridge Trust	The Charity has received a grant of £40,000 over a two year period to fund a Project Manager within its core activities. This funding ceased in August 2007 and the Charity was most grateful to receive a further extension of one year with a grant of £21,000 until August 2008.
Comic Relief	The Charity has received a grant of £87,537 over a three year period commencing April 2006 towards the salary of a advocacy worker and running costs of the project.
City Parochial Foundation	The Charity has received a grant of £39,600 over a three year period commencing April 2006 toward the salary and running costs of an advocacy worker to support older people from the black and minority ethnic communities
The Goldsmiths' Company	In June 2007, the Charity has received a grant of £3,000 towards the costs of the Volunteer Co-Ordinator.
Trusthouse	The Charity has received a grant of £2,000 towards the costs of a BME and Outreach Advocacy Worker for 2008/09.
Awards for All	In March 2008, the Charity has received a grant of £4,900 for training sessions in advocacy and dementia advocacy for BME community groups.
Big Lottery Fund	The Charity was awarded a grant of £152,372 over three years, starting in January 2009. This is to extend the advocacy service by setting up and running three drop-in surgeries in the borough. The grant covers the costs of a full-time advocacy Project Worker as well as the management and running costs of the project.
Help the Aged	The Charity received a grant of £9,955 to cover the salary of a project worker for two days a week for six months and running costs to run advocacy groups in two care homes. The project started in July 2008 and finished in January 2009.