



Strength in Later Life



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Senior Council

for

Devon

Annual Report

2009 - 2010



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FOREWORD

The first Senior Council for Devon AGM and associated Annual Report were marked by a tenor of optimism and confidence. Not less so the Annual Report for March 2009 - 2010 which indicates the fruitful development of our work and the consequent acknowledgment of this on the part of Devon County Council, NHS Devon, Councils, other local bodies and the Department for Work and Pensions.

This progression is owed to the dedicated work of volunteers and the able support of our three members of staff.

Clearly the organisation has been at a crossroads with the contractual three years of funding which will end next March. This is being addressed with diligence and expertise.

The report outlines the decisions of the Extraordinary General Meeting and pays tribute to the team which did the preparatory work with respect to the new Constitution and application for charitable status.

Within the context of concern for:

- (a) the quality of life of the whole community;
- (b) association with other relevant organisations;
- (c) factual advocacy, and
- (d) good team work at all levels of the organisation

the Senior Council for Devon is well prepared to be the authoritative voice of Devon's older people.

Finally, I regard it a great privilege to have been the Chairman of our organisation for the past two formative years and subsequently become your President.

Bill Jordan

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Chairman's Report

I am pleased to report to our members and funders, (Devon County Council and NHS Devon) that we are providing value, with members putting in over 30,000 hours of voluntary effort, providing a return of £3 for every £1 of funding.

On reading the retiring chairman's foreword for March 2009 and looking at the board of directors at that time, it is apparent that more changes in emphasis and administration have taken place. The lead issues for 2009 - 2010 have remained as listed in the previous report but further resignations from the board have left gaps in specific responsibilities and the surviving directors have covered as well as their time commitments have allowed. Some of the earlier priorities are no longer relevant, yet might arise again with the cuts in financial support that have yet to be made clear to us all. To some extent we are working in the dark.

To meet the challenge of better communication and to support faltering groups, the board decided to appoint a publicity and development officer as a third member of our part-time paid staff. With a membership of over 1700 in such a diverse county as Devon, volunteers of the older age (i.e. SCfD) need a firm base for people to turn to. This is most apparent in maintaining contact with the statutory organisations using full-time paid staff. We cannot praise sufficiently the dedication that our three staff give to the organisation.

It has been quite clear that all was not as it should be for SCfD to be as effective as it might. With frequent resignations from the board, the directors were continually having to bond into an efficient driving force, yet they had to maintain contact with their grass-root members. For that reason, at the end of 2009 a review panel started examining the structure and recommended a rewrite of the A and M as the most effective solution. In the same way we need to be quite clear about the roles and responsibilities of directors and the degree of time commitment.

Similarly, power shifts at county and country levels have caused the directors to initiate a "Finance and Funding" working party. The generous funding of the initial 3-year contract has enabled the Senior Council to become established and its worth recognised. Faults and omissions are being addressed as they arise, but now we have to be much more cost aware at every level of our organisation. Money doesn't grow on trees, especially our tree of life through strength.

There is so much expertise latent in the older people of Devon. Many helpers have discovered new, hidden talents and grown in self-confidence. Surely, this is another aspect of improving the quality of life for the older person!

There remains a desperate need for more active volunteers to enable delegation to take place. After all, "every little helps". It seems it is frequently the very busy person who says "yes, I will do what I can".

Yvonne Wardrop.

Directors as at 31st March 2010

The following directors were in position.

Chairman	Bill Jordan	Exmouth
Vice-Chairman	Yvonne Wardrop	Exmouth
Treasurer	John Stedman	Tiverton
Secretary	Ken Crawford	Okehampton
Board Members	Graham Bowen	Great Torrington
	Margaret Coles	Holsworthy
	Jean Daley	Exeter Derek
	Pedder	Sidmouth

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Secretary's Report

The Senior Council for Devon's first AGM took place on the 1st October 2009 at St Georges Hall, Exeter. John Coxon, (DWP - Older People and Ageing Society Division) and Phillip Johnson (Government Office South West) gave thought provoking talks instigating a lively discussion.

There were only ten candidates for the SCfD Board so the following were elected to the Board unopposed:

Chairman	Bill Jordan	Exmouth
Vice-Chairman	Yvonne Wardrop	Exmouth
Treasurer	John Stedman	Tiverton
Secretary	Ken Crawford	Okehampton
Board Members	Graham Bowen	Great Torrington
	Margaret Coles	Holsworthy
	Jean Daley	Exeter
	Derek Pedder	Sidmouth
	Corrie Spencer	Dawlish
	Roger Trapani	Seaton

Two directors resigned, Corrie Spencer and Roger Trapani due to pressure of work, no directors have been co-opted in their place

In accordance with the SCfD's constitution a sub group was set up to review the current constitution with Roger Trapani as the lead.



Ken Crawford
Secretary

Treasurer's Report

The Senior Council for Devon is funded by the Devon County Council and operates entirely within an annual budget of approximately £152,000 for each year of a 3 year Local Service Agreement and approximately £10,000 of generated funds.

Against this cost should be set not only the value of the SCfD's services to beneficiaries and the overall contribution made by the SCfD to our funding partner's objectives, but also the value of *volunteer time* provided by members of the Senior Council for Devon and its paid officers. The value, using Volunteering England Guidelines, offer a very conservative estimate of our level of voluntary effort which equates to a *300% return* on all the funding provided.

The considerable investment in the Senior Council for Devon (SCfD) is now beginning to show significant benefits for the older members of society in Devon. The maturity of over 20 groups throughout Devon, with a total membership of 1870, has resulted in tangible benefits both on a local and county level. This growth has been made possible by local volunteers and the dedicated support of the three members of the administration and development staff.

The staff employment costs of £41,691 which equate to 29% of the total costs, represent two administrative staff both working a four day week for the full year and a Development Officer who joined the organisation in December 2009. This appointment has already resulted in the successful development in hard to reach areas. The total annual cost of the administration function is estimated at a little over 40% of the SCfD current annual funding of £147,900.

In addition to the contract funding, additional funds were received for the year for the SLA Equalities group £4,250, £700 for advertising in the Ivybridge group magazine and a contribution of £5,000 towards the cost of the "Everyone's Tomorrow" conference from the DWP.

During the first year £31,028 was spent on the setting up of offices and on office equipment throughout the county, mainly for laptops, printers, gazebos and other promotional items. This year capital expenditure has been lower than £1,000. As the organisation has grown the cost of administration has increased to £142,281 in the current year (2009 - £72,637).

Staff training costs of £19,318 (2009 - £593) reflect the significant emphasis which has been placed on the training of both central staff and group members to develop and expand their local groups and to assist them to improve their effectiveness and representation throughout their local communities. Four groups in the county now have over 100 members.

Printing & stationery continues to be a significant cost £15,968 (2009 - £10,771) as does the cost of travel to attend central meetings £11,558 (2009 - £9,612) reflecting the widespread distribution of members and groups throughout the county.

Venue hire and meeting catering costs increased during the year to £16,235 (2009 - £7,343) reflecting the increase in activity and the successful AGM and the Everyone's Tomorrow" conference.

The newsletter, which is of particular value to the harder to reach members and groups, is now issued on a quarterly basis and has grown considerably in content, size and print run, cost a total of £8,051 (2009 - £5,727).

The balance sheet at the yearend remained healthy with a net asset figure of £75,713 (2009 - £51,424) although a significant proportion of the cash balances reflected cash held by 18 groups with bank accounts and several groups with petty cash floats.

It is appreciated that funding for the continued development of the SCfD will be challenging during the year ahead when the current contract expires on 31st March 2011. However we understand that DCC are committed to safeguarding their significant investment of funds and the input which has been achieved from voluntary workers throughout the county.

To ensure adequate funds for future growth, the SCfD have formed a funding group which is actively engaged with the potential sourcing of funds, and charitable status is currently being sought to enable the organisation to benefit from a wider source of funding.

The Senior Council for Devon

Profit and Loss Account for the Year Ended 31st March 2010

	2010		2009	
	£	£	£	£
Turnover		161,860		
Fund generation	10,262		4,000	
Grants and subsidies	<u>151,598</u>		<u>147,900</u>	
				151,900
Administrative expenses		142,281		
Employment costs	61,009		18,930	
Establishment costs	4,154		2,129	
General administrative expenses	71,690		49,296	
Finance charges	60		109	
Depreciation costs	<u>5,368</u>		<u>2,173</u>	
				(72,637)
Operating profit		19,579		79,263
Other interest receivable and similar income				
Bank interest receivable		80		<u>1,286</u>
Profit on ordinary activities before taxation		<u>19,659</u>		<u>80,549</u>
Tax due		<u>17</u>		270
Profit on ordinary activities after taxation		19,642		<u>80,279</u>

Senior Council for Devon

Balance Sheet for the year ending 31st March 2010

	2010		2009	
	£	£	£	£
Fixed assets				
Tangible assets (Computers etc.)		24,225		28,855
Current assets				
Stock (Stationery etc.)	6,177		5,835	
Debtors	5,499		533	
Cash at bank and in hand	73,940		73,200	
			<u>79,568</u>	
Creditors:				
Amounts falling due within one year	<u>(9,920)</u>		<u>(28,144)</u>	
Net current assets		75,696		51,424
Net assets		99,921		<u><u>80,279</u></u>
Capital and reserves				
Profit and loss reserve		<u>99,921</u>		<u>80,279</u>
		<u>99,921</u>		<u><u>80,279</u></u>

Dementia

National Strategy for Dementia Following the set up of the Devon Dementia Strategy Group, the SCfD has taken an active part, with the SCfD being able to introduce both Parish Council and Black Minority and Ethnic members to the group. With the majority of the members not associated with the NHS this group has been able to run at a pace that the NHS is not used to and has simply got things done!

Memory Cafes In the last Annual Report we recorded that there were eleven Memory Cafés in Devon; this has risen to eighteen, with seven more coming into operation before July 2010 and a further eight in the early stages of development. This would not have been possible without the Senior Council branches who have, under the guidance of David Light, spearheaded their development. Different organisations have taken the final responsibility for these new Memory Cafés. The SCfD's thanks go to all those that have been, and are still involved in the running and development of these cafés.

Through Devon County Council, funding has been secured for each of these cafés for the next two years (£700 for 2010 and £500 for 2011), and the SCfD Board has also agreed that each local group can provide interim funding for each new café and for small items of equipment.

Dementia Carer's Pathway The SCfD has once again funded a print run of the pathway (2,500), this is now up to date with all the new cafés and information. To date over 7,000 have been produced.

SW Dementia Event – Taunton The SW Regional Health Authority held a dementia event at Taunton at which the work of the SCfD was recognised.

My own personal thanks go to all those that have increased the profile of dementia in Devon.

Ken Crawford (Dementia Lead)

Health & Social Care

Michael Pagram, who took over from Cliff Bell as the lead for Health and Social Care, resigned in July 2009 when his personal commitments increased. He had organised a round of county-wide member meetings with Corrie Spencer who took over as the lead but resigned later in the year due to business commitments, before the second round of meetings were held. The meetings brought up a number of common issues across the County.

Whilst we have had no formal lead on Health and Social Care for half the year, things have not stagnated with the SCfD.

- Participating in the Externalisation of the DCC Care Homes Focus Groups around the county.

The SCfD were responsible in bringing this to the forefront in 2008 resulting in the change of policy by the Liberal lead DCC and carried forward by the Conservative lead DCC.

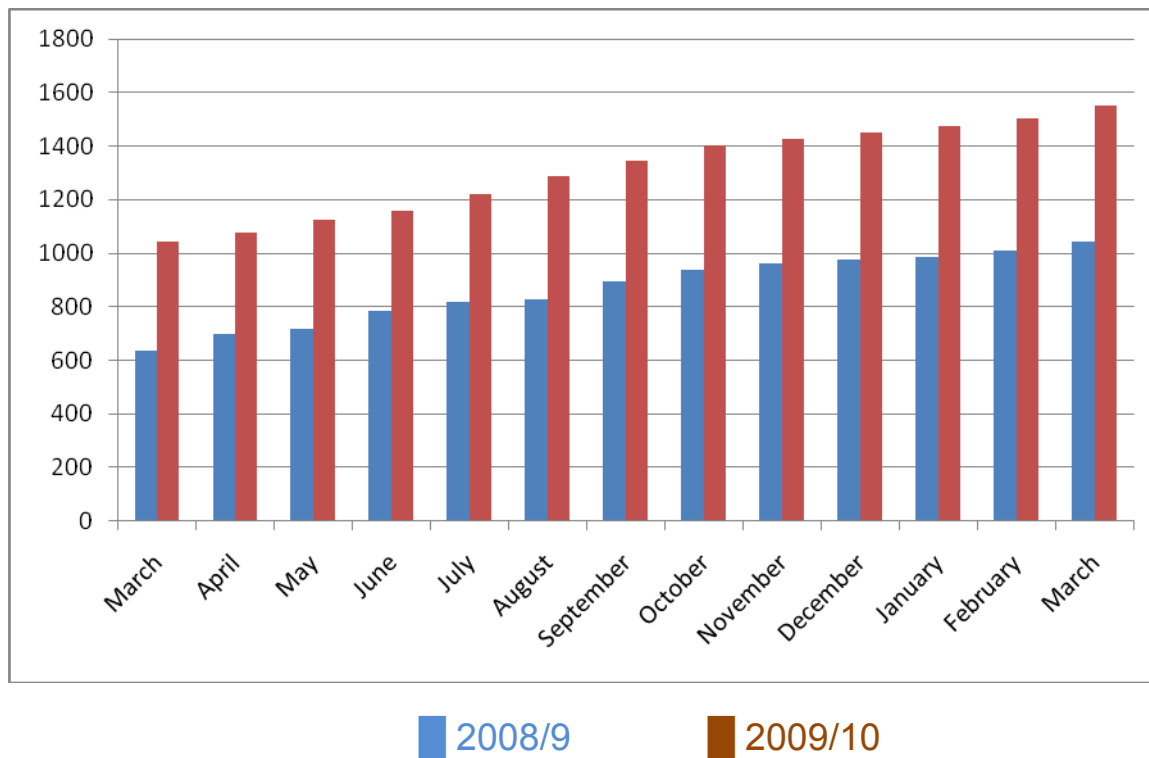
- Taking up the issue of pre and post operative checks
- Taking up the issue of prepayments requested by dentists
- Participation in the review of Age Discrimination workshops
- Participated in the Big Care Debate and Shaping the Future of Care
- Participated in Developing Older People's Mental Health Services (Oct 2009 – 5 county-wide members)
- Participated in the consultation on Direct Payments for Health Care
- Participated in Community Mentoring
- Participated in the Devon County Council Overview and Scrutiny Committee task group in Rural Access to Health and Mental Health Services
- Participated in the Caring for the Carer's task group
- Held preliminary meetings with the Abundant Life Project in Dartington
- Ageing Well in Devon

This was first published as the outcome from the Everyone's Tomorrow Conference in October 2007 and is now being reviewed by SCfD members.

As 2010/11 approaches an Older Peoples Strategy Group is being formed with half the membership being SCfD members from around the County.

Membership

Membership has grown steadily reaching 1550 at the end of March 2010



Membership Growth during 2009/2010.

We have tried to ensure that we have been inclusive and have been supported by HIKMAT¹ in bringing the BME communities into the SCfD, we now have 4% of the membership coming from a BME background, which is greater than the average for Devon. Over 88% of members have declared their ethnicity.

The end of the year gives an opportunity to analyse our worth to Devon, through our involvement with Devon County Council, Devon NHS and promoting issues, the membership has put in a staggering 30,000 hours in attending meetings, liaising with Devon County Council and Devon NHS, information fairs and attending shows. Volunteering England² puts a value of £450,000 on this, in other words we give back to Devon £3 for every £1 of funding. There are not many other organisations in Devon that achieve this and it is a good reflection of the dedication of our membership; our

¹ HIKMAT means wisdom, The Hikmat (Wisdom) Social Contact Centre is a BME elders project which is Promoting Social Inclusion by Enabling Individuals and Developing Communities

² Volunteering England <http://www.volunteering.org.uk>

involvement in helping to set up Memory Cafés across the Market Towns has been worth £50,000 to the Devon NHS Partnership Trust.

Members Concerns

Transport, Care and Health are still the top three concerns, but surprisingly transport concern has dropped from 31% to 17%, so perhaps the efforts of the Transport Group are having an effect. Pensions have risen to fourth, a reflection on the reduced income from savings and Pension Schemes. We seem to feel safer and have less concern about hospitals.

	2010	2009
Transport	17%	
	31%	
Care	17%	
	18%	
Health	13%	
	14%	
Pensions	11%	6%
Housing	5%	7%
Tax	4%	
	10%	
Parking	3%	6%
Police - Security - Crime	3%	8%
Road	3%	3%
Younger People Youth	2%	4%
Isolation	2%	2%
Hospital	1%	6%
Disabled	1%	5%
Safety	1%	3%
Post Office	1%	4%
Water	0%	1%
Sheltered Housing	0%	2%
Adult Education	3%	4%

Publicity and Development

We are still a relatively new organisation with a great deal to do in terms of Publicity and Development. This area is overseen by a Publicity sub-committee that meet, if possible, quarterly. This past year, I am pleased to say, has been a very productive one.

The new website is now up and running with Andrea doing an excellent job overseeing its contents. Several branches have now been trained to put in their own information. Andrea, for legal reasons, will always have a veto on the contents.

Our new Publicity and Development Officer, Tim Hall, has been busy introducing himself to the groups and has undertaken the huge role of re-establishing groups that have floundered. He is a former journalist with local contacts enabling him to deal appropriately with the media.

The CEU have visited some of the weaker groups, suggesting ways for them to progress. They are also available if we need their expertise when setting up new groups. They also provided the legal expertise for the Constitutional sub-committee.

The Newsletter is a welcome and vital piece of communication, produced quarterly by our administrators. We are most grateful to Sally and Andrea for all the work that they do on our behalf in this area. It is *your* newsletter so please keep the contributions coming in. It is also an expensive item, so we may have to consider factors such as taking in adverts in the future.

Information packs for individuals and for the groups, are a current priority. Tim has agreed to re-write the handbook that few groups appear to use, to give a more user-friendly toolkit which will be included in the pack. A welcome innovation!

Many of the Local Shows and Fairs, including Devon County Show, have enabled us to spread the word and sign up new members. This is such an important area that we hope to have a separate board member overseeing all such events in the future.

We are in a time of great change but we must continue to 'all do our bit' and work together, to ensure the future of the Senior Council.

Margaret Coles, Board Member Publicity & Development lead.

Transport

This again has been a busy year on the theme of transport as you might expect, with both the Transport and local groups being active on transport issues.

Professor Robert Leaper, who had successfully lead the group in the first year stepped down at the 2009 Transport Group AGM, our thanks must go to him for establishing such sound foundations. Bob Deed was elected to take his place.

In November 2009 Bob Deed stepped down, and was not replaced until after the end of the year. At the same time Naome Glanville, the group's paid secretary also stepped down. Naome was replaced by Andrea Chick, our second administrator.

Bus Passenger Representation Passenger Focus, the existing Rail Group will take over the responsibility for Bus passengers.

Concessionary Fares As from April 2011 Devon County Council will take over the administration of Concessionary Fares, this will lead to a consistent approach on the discretionary options, the District Councils are already making moves on companion passes and the pre 9:30 start.

On the local front we have again been campaigning for better rural services. We have continued to raise the problems of the H1 and H2 services to the RD&E Hospital interchanging with regional buses and the lack of bus stops in rural areas.

We have had minor successes with a number of additional bus stops and shelters.

Intergeneration

Intergenerational work has not progressed as well as we had hoped; however, Ann Crawford an ex Youth Leader, having attended an intergenerational conference in London, has taken up the challenge and has formed links with the Beth Johnson Foundation, (the international lead on intergeneration), DCC Youth Service, Young Devon and local youth groups, so we have high hopes for next year.



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