

# Annual Report 2008





**2008**

**Annual Report for the year ended  
31 March 2008**

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**25 years of Self Help in Nottingham 1982 - 2007**

## 2008 Self Help Nottingham



Trustees of Self Help Nottingham at the Civic Reception hosted by the Nottinghamshire County Council in November 2007



Councillor and Deputy Leader of Nottinghamshire County Council, Joan Taylor welcomes Vera Todorovic, Chair of Trustees of Self Help Nottingham

## From the Chair

It gives me great pleasure to welcome you to the Self Help Nottingham Annual Report for 2007-8.

As usual, this has been a busy year for self help groups and for our volunteers, staff and trustees.

It was with sadness that Self Help Nottingham said goodbye to Neruma Ankti our Training and Development Worker. I am sure that she will be fondly remembered by the many groups and individuals that she helped and supported. I am very pleased to welcome Susan Kerr to the staff team this year. Susan's role will be to support Self Help Nottingham and the groups we serve to better understand the issues of equality and diversity. She will also continue to support groups as our new Training and Development worker.

An occasion of note this year was a Civic Reception held in our honour by Nottinghamshire County Council to celebrate our 25<sup>th</sup> Anniversary of working in the county. Staff, Trustees and Volunteers were warmly welcomed by Joan Taylor, Deputy Leader of the Council. At Self Help Nottingham we are proud of the strong relationships that we have built with stakeholders across Nottingham and Nottinghamshire and we felt privileged to be able to accept the best wishes of Mrs Taylor on behalf of the hundreds of groups we support.

Developments within health and social care continue to present us with new challenges in ensuring that self help and mutual aid groups are protected and celebrated. We therefore continue to support local professionals engaged in developing services around self care and self management to understand the role of self help groups. Self help and mutual aid activity merits a higher profile and supportive policies to ensure that the groups have a voice, to raise awareness of their efficacy and transforming capabilities and to improve communication between self helpers and professionals at all levels. Additionally, it is important that those individuals who are particularly vulnerable or marginalised by their life circumstances or by their health conditions are able to access self help groups and the emotional and social support networks they offer. With this aim we continue to explore new and exciting opportunities for partnership work and innovation in taking our work forward.

Vera Todorovic, Chair

## **Aims and objectives**

The principal objects of the charity are:

- To promote any charitable purposes in particular for the benefit of persons living within England and Wales and in particular to promote the relief of elderly persons, the relief of sickness (both physical and mental) and the relief of poverty;
- To facilitate the development of thriving, diverse self help groups which reflect the needs of local people and communities and to raise awareness of the benefits of self help;
- To provide a high quality self help service to individuals, groups and members of the public and act as an intermediary between self help groups and professionals involved in health and social care;
- To create networking opportunities for those involved in self help;
- To develop, support and disseminate good practice in service provision, service development and research in self help.

## **Review of the activities of the Charity**

2007/8 was the third year of the organisation's development plan which had the following aims:

- Protecting and celebrating the ethos of self help - Operating within the political context of health and social care, we work to ensure that the ethos of self help and mutual aid is protected and celebrated in an era of increasing professional interest. Self help groups are our entire reason for existing as an organisation and we seek to offer a pragmatic response to pressures from statutory bodies to shape groups and group practices to meet externally imposed conditions.
- Continuous quality improvement - We strive for excellence in everything that we do; we offer services of demonstrably high quality to all who use them and to our funders; we ensure that the organisation is effectively managed and governed.
- Developing partnerships - We take a partnership approach to actively support and enable the development of the good practice and appropriate skills of health and social care professionals who work with self help groups.
- Engaging with health and social care agendas - We engage proactively with local NHS organisations and with self help groups to progress the management of long term conditions and particularly self care. Self Help Nottingham is positioned as a central resource for the local NHS in the delivery of this agenda.
- Accessibility and diversity - We are committed to ensuring that our services are truly available to all. This means developing our shared understanding of accessibility in its widest sense; engaging in an iterative process of service review to ensure that they respond to diverse needs; and ensuring that everything we do makes our commitment to accessibility demonstrable, real and progressive.

During the year, staff and trustees spent time preparing the Development Plan which will take the organisation forward into the period from 2008 to 2011. This work was supported by an external consultant who also worked with trustees and the Director to establish the first steps towards developing social enterprise activities to diversify the income of the charity.

## **Information Enquiries**

The Information Service received 1022 enquiries during the year.

- 69% of enquiries were from the general public and 31% from professional workers
- 73% of enquiries were by telephone, 23% by email
- 27% of enquirers had either contacted us before or had been recommended to contact the service

The 27th edition of the Annual Directory of Self Help Groups was published in January; it lists 154 self help groups and 69 other organisations and includes 9 new entries. 5,000 were distributed throughout the Greater Nottingham area.

## **Intranet Directory of Self Help Groups**

The Intranet Directory is a searchable database of self help groups which is available to staff of Nottingham City Primary Care Trust, Nottinghamshire County Primary Care Trust, Nottinghamshire Healthcare Trust and Nottingham University Hospitals Trust. In 2007/8, the database was used 1471 times by NHS staff.

## **Website**

The Self Help Nottingham website has a searchable list of groups by name and by subject. They are a useful way for people to get an overview of the diversity and range of self help groups that exist or to see if a specific group exists for a health or personal issue that affects them. These listings of current groups can be located by going to the website at [www.selfhelp.org.uk/information](http://www.selfhelp.org.uk/information). In 2007/8 these listings were visited 3539 times.

## **New group enquiries**

The Groups Training and Development Team received 28 enquiries from members of the public and professionals seeking advice on setting up new self help groups. New enquiries came from individuals who wished to set up groups addressing a range of topics including:

- Cushings Disease
- Domestic Violence
- Polish Community and Alcohol
- Rushcliffe Stroke Group
- Women's Mental Health
- Brain Tumour Support
- Hepatitis C
- Personality Disorder
- Soft Tissue Sarcomas
- Panic Attacks

## **Group Development and Training**

The Groups Training and Development Team responded to 744 contacts from 126 groups: 40 new groups and 86 established groups, including 16 black-led groups.

86 participants from 59 self help groups took part in the calendar of free training workshops and networking events.

## **Partnership Working**

The Groups Training and Development team facilitated a series of meetings of the Prostate Cancer Group's Diversity working party, including representatives from the National Prostate Cancer Charity. Staff also co-presented on the Cancer and Society Module for the School of Nursing with two members of the African Caribbean Women's Cancer Group.

The team worked with Sheila Kennedy, from the Sue Ryder Care Centre for Palliative and End of Life Studies at the University Nottingham. The work involved promoting the research and recruiting members of self help groups to a series of workshops entitled Exploring end of life issues: working and learning with older people. The first workshop was in February and was well supported by members of groups.

## **Practical Services**

Self Help Nottingham offers a mailbox facility to protect members confidentiality and during this year 1066 items of mail were redirected. Whilst the uptake of most practical services remains fairly constant, this service continues to decrease and probably follows a more general trend with postal services declining whilst electronic communications are increasing.

The photocopying/printing service and the provision of meetings rooms both show relatively high usage with 118 printing jobs carried out over the year, the highest number for 3 years, and 155 uses of the meeting room by self help support groups, again the highest number since 2004-5.

The desk top publishing service also continues to be well used and shows an increase slightly from last year. In 2007-8 69 groups were provided with designs of posters, flyers and letter heads, compared to 66 in the previous year.

## **County Self Help Development**

Nottinghamshire County Council continued to support self help developments across the County by provision of a seconded post. During the course of this year, work has been carried out to establish a commitment from all infrastructure agencies involved in self help support across Nottinghamshire to the idea of

developing a City and County framework for delivering infrastructure services to self help support groups.

Staff worked very closely with Ashfield Links Forum and Mansfield CVS to design and organise the North Nottinghamshire Self Help Groups Conference. This event built upon a very successful conference in Nottingham in 2006 and brought together almost 100 group members to share experiences, develop skills and celebrate self help support.

### **University of Nottingham School of Nursing – User and Carer Involvement Development Worker**

The active partnership with the School of Nursing continued throughout this year, with a very active Service User and Carer Advisory Group, including members of self help groups, being supported by the User Involvement Development Worker. Key achievements during the year included:

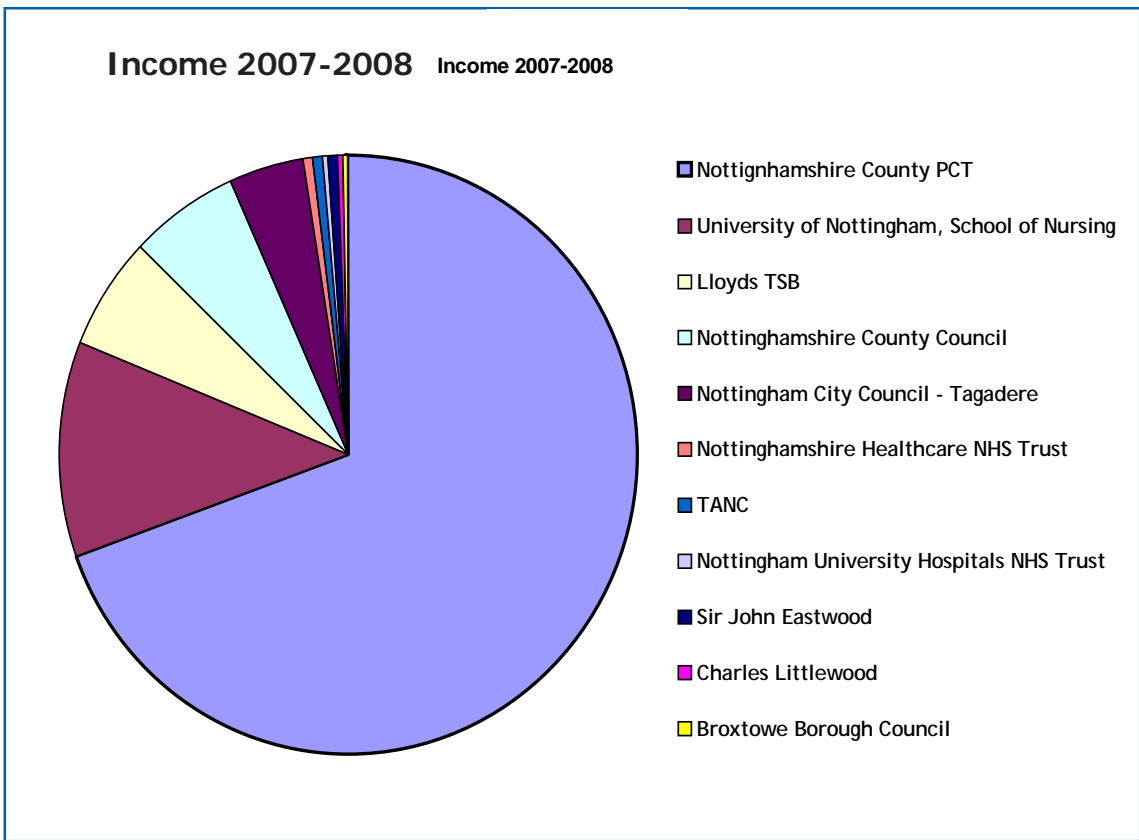
- The Advisory Group developing a Strategy for Service User and Carer Involvement which has been formally adopted by the School of Nursing
- Involvement of older people and carers in the curriculum, and involvement of service users in piloting shared learning between nursing and medical students in Derby
- Development and launch of web pages on the School website about service user and carer involvement in the School
- Members of the Advisory Group presenting at the University of Central Lancashire's 'Authenticity to Action' conference. The presentation including a textile banner made by a group member telling the story of the Group's development
- Agreement that service users and carers who are involved with the School of Nursing can access short University of Nottingham staff development courses.

**Funding our work**

In the year to 31st March 2008, Self Help Nottingham received £245,991 of which £165,793 was received from Nottinghamshire County Primary Care Trust on behalf of itself and Nottingham City Primary Care Trust.

We would like to thank all of those who funded our work in 2007-2008, namely:

- Nottinghamshire County PCT**
- University of Nottingham, School of Nursing**
- Lloyds TSB**
- Nottinghamshire County Council**
- Nottingham City Council - Tagadere**
- Nottinghamshire Healthcare NHS Trust**
- TANC**
- Nottingham University Hospitals NHS Trust**
- Sir John Eastwood**
- Charles Littlewood**
- Broxtowe Borough Council**



**Self Help Nottingham**  
**Statement of financial activities**  
**(incorporating the income and expenditure account)**  
**for the year ended 31 March 2008**

2007		2008		
£	Incoming resources	Unrestricted funds	Restricted funds	Total funds
		£	£	£
204473	Grants and donations	188099	51580	239679
34662	Consultancy	-	-	-
3699	Sales and charges	3431	58	3489
1231	Bank charges	2315	-	2315
-	Sundry Income	508	-	508
<b>244065</b>	<b>Total incoming resources</b>	<b>194353</b>	<b>51638</b>	<b>245991</b>
	Resources expended			
171608	Wages, NI and pension	143721	26878	170599
1224	Staff expenses	374	302	676
581	Staff training	848	186	1034
-	Recruitment	573	-	573
10548	Consultancy	28	258	286
-	Management	1443	-	1443
3393	Conference costs	-	-	-
201	Volunteer expenses	131	-	131
19679	Rent & services	11176	14700	25876
807	IT development	677	-	677
646	Health & safety	971	-	971
2571	Insurance	1892	-	1892
5692	Communications	5160	-	5160
9035	Printing & stationery	4127	1000	5127
697	Publications & subscriptions	693	-	693
103	Equipment, repairs & renewals	637	-	637
573	Group support	674	-	674
5824	Publicity & marketing	5742	-	5742
430	Hospitality	199	-	199
9077	Depreciation	8950	-	8950
2405	Professional fees	1290	-	1290
80	Sundry expenditure	-	-	-
<b>245174</b>	<b>Total resources expended</b>	<b>189306</b>	<b>43324</b>	<b>232630</b>
(1109)	Net income/(expenditure)	<b>5047</b>	<b>8314</b>	<b>13361</b>
62228	Total funds brought forward	59619	1500	61119
<b>61119</b>	<b>Total funds carried forward</b>	<b>64666</b>	<b>9814</b>	<b>74480</b>

**Self Help Nottingham  
Balance sheet  
at 31 March 2008**

2007 £		£	2008 £
	<b>Fixed assets</b>		
27413	Tangible assets	19144	
<u>27413</u>	Total fixed assets		19144
	<b>Current assets</b>		
2560	Debtors	11856	
5269	Prepayments	1512	
<u>32707</u>	Cash at bank and in hand	<u>48837</u>	
40536	Total current assets	62205	
	<b>Liabilities</b>		
	Creditors:		
<u>(6830)</u>	amounts falling due within one year	<u>(6869)</u>	
33706	Net current assets		55336
<u>61119</u>	<b>Net assets</b>		<u><b>74480</b></u>
	<b>The funds of the charity</b>		
59619	Unrestricted income funds		64666
<u>1500</u>	Restricted income funds		<u>9814</u>
<u>61119</u>	<b>Total funds</b>		<u><b>74480</b></u>

The figures shown are an extract taken from the full 2007-8 accounts. A copy is available upon request from Self Help Nottingham.

**Registered office**

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**website: [www.selfhelp.org.uk](http://www.selfhelp.org.uk)**

**Self Help Nottingham is a registered charity:**

**Registered Charity No 1061691 registered in England and Wales**

**and a company limited by guarantee:**

**No 3309760**

**The company is governed by its Memorandum and Articles of Association**

**Board of Trustees**

Vera Todorovic, Chair

Penny Dickens, Vice Chair

Christopher Sweeney, Treasurer

Veronica James

Mary Stacey

Glen Swanwick

Stephanie Varah (to 19 November)

**Senior Staff Member**

Barbara-Anne Walker, Director

**Company Secretary**

Angela Dobie

**Bankers**

National Westminster Bank plc, 16 South Parade, Nottingham, NG1 2JX.

CCLA Investment Management Ltd, 80 Cheapside, London, EC2V 6DZ.

**Reporting Accountant**

Cobb Burgin & Co. Chartered Accountants, 129a Middleton Boulevard, Wollaton Park, Nottingham, NG8 1FW.

**Solicitors**

Edwards Geldard, The Arc, Enterprise Way, Nottingham NG2 1EN

**Staff**

Caroline Bell

Joan Cook

Angela Dobie

Monica McDonald

Marilyn Todd

David Thornton

Barbara-Anne Walker

**Seconded from Nottinghamshire County Council**

Christine Precious

**Volunteers**

Jean Horrey

Mary Monro

Mary Stacey

Malcolm Stacey

Maureen Tennant



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**For further copies of the Annual Report:  
Tel: 0115 911 1662**

**For information on self help groups:  
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Email: [info@selfhelp.org.uk](mailto:info@selfhelp.org.uk)**

**Minicom: 0115 911 1655**

**General office & admin. enquiries: 0115 911 1662**

**Fax: 0115 911 1660**

**Email: [admin@selfhelp.org.uk](mailto:admin@selfhelp.org.uk)**

**Website: [www.selfhelp.org.uk](http://www.selfhelp.org.uk)**