

Supporting older people at home

objective set last year	progress
<p>Expand our Meals on Wheels service:</p> <ul style="list-style-type: none"> – test a new range of chilled products – pilot the provision of additional meal services including breakfast boxes, snacks and evening meals. 	<p>Part-met</p> <p>Two new Meals on Wheels projects were set up in East Hertfordshire and Derby.</p> <p>We also extended five large contracts delivering meals to Brighton & Hove, West Sussex; Reading, Berkshire; Waverley, Surrey; West Sussex and Windsor & Maidenhead, Berkshire.</p> <p>Unfortunately, we lost four contracts in Cambridgeshire; North Devon, Blackburn with Darwen, Lancashire and Bath.</p> <p>We introduced our new range of hot meals using chilled products. They have been adopted by councils in Brighton & Hove, Waverley and Windsor & Maidenhead. The new meals have received glowing reviews from people who have received them. They appreciate the better taste and improved range of vegetables.</p> <p>We are also now offering a range of additional products such as fresh salads, breakfast items, sandwiches and snack packs to older people in 12 areas, providing people who have difficulty getting to the shops and preparing meals with a more varied diet and choice.</p>
<p>Develop 22 new services supporting older people at home.</p>	<p>Part-met</p> <p>Eight new Good Neighbours projects set up in England:</p> <p>Adur, Surrey; Bedfordshire; Blackburn with Darwen, Lancashire; Hertfordshire; Kirklees, West Yorkshire; Peacehaven, East Sussex; Stoke-on-Trent and Suffolk.</p> <p>These projects help an additional 1,000 older people with shopping, tasks at home and other support that enables them to live independently at home.</p> <p>We expanded a number of home library services, for example adding four new areas in North Yorkshire, serving an additional 200 older people.</p>
<p>Launch three new community transport schemes.</p>	<p>Part-met</p> <p>Two launched in England:</p> <p>New schemes were launched in Ross-on-Wye, Herefordshire and a shuttle service in Broxbourne, Hertfordshire.</p>

Supporting older people in the community

objective set last year	progress
<p>Expand the activities at 40 lunch clubs, converting them into social centres.</p>	<p>Exceeded</p> <p>Over the past year we have developed a total of 139 social centres in the UK, of these 73 were in England. Most of these have been expanded from pre-existing lunch clubs.</p> <p>For example in Bath we brought together two separate clubs to develop the WRVS Bath Weston Social Centre, which now offers more activities. We have submitted a bid for funding to refurbish the building and develop the centre so we can add more activities in future.</p>
<p>Complete the development of three community centres and begin developing four other sites.</p>	<p>Met</p> <p>Refurbishment of community centres in Banbury, Oxfordshire; Pickering, North Yorkshire and Stourbridge, West Midlands completed.</p> <p>Banbury's Cornhill Centre now provides a range of activities with 1,700 older people taking part every month, the Carlisle Centre in Stourbridge has visits from over 800 older people a month, while Pickering's Hungate Centre has extended its appeal to more people in the community.</p> <p>We also refurbished our community centre in Eastbourne, East Sussex and relocated our centre in Crawley, West Sussex to a newly refurbished building.</p> <p>We began work to secure external funding to develop our social centres in Maidenhead, Berkshire; Lancing, Sussex and Benfleet, Essex into refurbished and fully-fledged community centres offering more activities to older people in those communities.</p>

Supporting older people in hospital

objective set last year	progress
<p>Continue to increase surpluses in our hospital projects and consequently increase our level of gifting back to hospitals.</p>	<p>Met 25 refurbished in the UK, including 23 in England. An additional 60 shops and cafés in England were re-branded with up-to-date signage.</p>
<p>Develop a range of new services to support older people and visitors to hospital:</p> <ul style="list-style-type: none"> – 13 new shops/cafés – seven patient transport services – seven home from hospital services 	<p>Met We have developed a new standardised menu that we are now piloting in five hospital cafés (three of which are in England).</p> <p>We have also introduced more healthy options during this year to most cafés and shops, including fresh fruit, which is sourced locally where possible.</p>
<p>Refurbish/upgrade 30 shops and cafés in the UK.</p>	<p>Met £38.1m turnover this year against £36.2m last year (five per cent increase).</p> <p>We gifted more than £4.4 million back to hospitals in England to improve facilities and care for patients (£138,000 more than last year or a three per cent increase).</p>
<p>Improve our food and drink range in hospital cafés.</p>	<p>Part-met 11 new hospital shops and cafés in England.</p> <p>One new service to accompany patients to appointments in hospital in Cambridgeshire is up and running and another, at Birmingham Children’s Hospital, is ready to open later in 2007.</p> <p>One new hospital information desk in Cambridgeshire.</p> <p>Two new Home from Hospital projects in Bedfordshire and Bassetlaw, Nottinghamshire.</p> <p>Three other home from hospital projects are in the pipeline (in Birmingham; Louth, Lincolnshire and Leicester), but were not up and running in 2006-7.</p>

Supporting communities affected by emergencies

objective set last year	progress
<p>Respond effectively to call-outs and stand-bys; working with local authorities and other agencies to provide the support people need.</p>	<p>Met We responded to 137 call-outs and were put on stand-by 107 times.</p> <p>578 WRVS volunteers supported 9,429 people caught up in those emergencies.</p>
<p>To maintain WRVS involvement in a range of emergency exercises and community events to maintain training and readiness, and to generate income that supports our emergency response work.</p>	<p>Met 674 WRVS volunteers took part in 129 exercises and events in England.</p>
<p>To improve the training programme provided to volunteers; and market our rest centre training to other organisations.</p>	<p>Met Our training programme was revamped and 972 volunteers received training during 2006-7.</p> <p>We sold our rest centre course to one new organisation, and facilitated two major courses at the Emergency Planning College.</p>
<p>To improve the ratio of income : direct costs on emergency response to 70 per cent by 2009-10.</p>	<p>On track We increased the ratio of income : direct costs from 59 per cent to 62 per cent during 2006-7.</p>