

## Supporting older people at home

objective set last year	progress
<p>Expand our Meals on Wheels service.</p>	<p><b>Part-met</b> Expanded Clydesdale Meals on Wheels service into new areas.</p> <p>Unfortunately we also lost our contract to deliver meals in Aberdeenshire, the meals service closed in April 2007.</p>
<p>Develop 22 new services supporting older people at home.</p> <p>Goal in Scotland was five new services.</p>	<p><b>Part-met</b> Eight new Good Neighbours projects in the UK, none of which were in Scotland.</p> <p>But during the year we secured funding and set-up an innovative partnership Good Neighbours project in Scotland, East Lothian Call-in-Time which will start operations in 2007.</p> <p>We also expanded the Aberdeenshire Good Neighbours service into a new area (Peterhead), and developed four more Good Neighbours befriending services in Renfrewshire to enable them to begin supporting older people in 2007.</p>
<p>Launch three new community transport schemes.</p>	<p><b>Part-met</b> Although we did not launch any new transport services in Scotland we integrated and expanded two projects:</p> <ul style="list-style-type: none"> <li>• Scottish Borders hospital/clinic transport service</li> <li>• Integrated Scottish Borders community transport service.</li> </ul> <p>We now offer a more effective service to older people in Borders through this project.</p>

## Supporting older people in the community

objective set last year	progress
Expand the activities at 40 lunch clubs, converting them into social centres.	<p><b>Exceeded</b></p> <p>Total of 139 social centres developed in the past year, of these 20 were in Scotland. Most of these have been expanded from pre-existing lunch clubs.</p>
Develop at least two new community focal points.	<p><b>Met</b></p> <p>One new social centre on the Shetland Islands and one new lunch club in Stirlingshire.</p>

## Supporting older people in hospital

objective set last year	progress
Refurbish/upgrade 30 shops and cafés.	<p><b>Met</b> 25 refurbished in the UK, including two in Scotland. An additional 22 shops and cafés in Scotland were re-branded with up to date signage.</p>
Improve our food and drink range in hospital cafés.	<p><b>Met</b> We have developed a new standardised menu for our cafés that we are now piloting in five hospital cafés (two of which are in Scotland).</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>We worked with the NHS in Tayside on a project to provide a healthy range of drinks in our Perth Hospital. We no longer stock sugary carbonated drinks. This is soon to spread to NHS Lothian.</p>
Continue to increase surpluses in our hospital projects and consequently increase our level of gifting back to hospitals.	<p><b>Exceeded</b> £9.4m turnover this year against £9.0m last year (four per cent increase).</p> <p>We gifted more than £884,000 back to hospitals in Scotland to improve facilities and care for patients (£260,000 more than last year or a 42 per cent increase).</p>
<p>Develop a range of new services to support older people and visitors to hospital.</p> <p>In Scotland:</p> <ul style="list-style-type: none"> <li>– two new shops/cafés</li> <li>– one hospital support service</li> </ul>	<p><b>Exceeded</b> New shop and trolley service in Orkney.</p> <p>New tea bar in Kelso Hospital, Roxburghshire.</p> <p>New trolley services in Dunoon and Peebles.</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><b>Met</b> We responded to 23 call-outs and were put on stand-by 28 times.</p> <p>150 WRVS volunteers supported 1,988 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><b>Met</b> 180 WRVS volunteers took part in 27 exercises and events in Scotland.</p>
<p>To improve the training programme provided to volunteers; and market our rest centre training to other organisations.</p>	<p><b>Met</b> Our training programme was revamped and 267 volunteers received training during 2006-7.</p>
<p>To improve the ratio of income : direct costs on emergency response to 70 per cent by 2009-10.</p>	<p><b>On track</b> We increased the ratio of income : direct costs from 59 per cent to 62 per cent during 2006-7.</p>