



the almshouses Gazette

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Are you using the latest version of Standards of Almshouse Management?

When consulting The Almshouse Association 'Standards of Almshouse Management Guidance Manual', please ensure that you read the latest version which is only available in the Members area of our website - click on the drop-down menu under 'Guidance' at www.almshouses.org/standards-of-almshouse-management-manual/

The printed hard copy guidance manual is now out-of-date - please use the revised edition online

If you have not yet registered on the Association's website, please visit www.almshouses.org/website-registration/ to register

Need help? Do not hesitate to call the team on 01344 452922 or email admin@almshouses.org
(Further information on page 2)



New Ambassador for the Association is to advise on diversity and housing needs today

A The Almshouse Association is delighted to welcome the British community activist Patrick Vernon OBE as an Ambassador for the Association.



As an influential social commentator, campaigner and cultural historian of Jamaican heritage, The Almshouse Association believes that Patrick can play a prominent role in increasing diversity in local communities and help the organisation to grow and adjust to changes that will better reflect today's local housing needs.

Nick Phillips, Chief Executive of The Almshouse Association, said: "We are delighted to welcome Patrick to the almshouse movement. With Patrick's 20 years of working across mental and public health, heritage and race equality, and because of his influence across the voluntary and local government sectors, we feel he will be the ideal person to help us raise the profile of almshouses and their importance to local communities; give us a voice in the current housing agenda, and take us forward as a significant and very relevant solution to the housing needs of today."

Expanding membership

He added: "Patrick will bring new thinking at an important time for us as our membership is expanding and we are seeing increased interest in our model of community housing." In response to his appointment, Patrick Vernon said: "I am extremely pleased to have been asked to lend my experience and support to The Almshouse Association. I am well aware of the existence of almshouses

and believe that they can be great assets. I am greatly encouraged by the progress being made to reflect the changing demographics in local communities and excited to see The Almshouse Association's new building programme that is being so well designed to fit the housing needs of the 21st century and beyond." To find out more about Patrick Vernon OBE, visit the Association's website at www.almshouses.org/news/patrick-vernon-obe-community-activist-campaigner-for-voluntary-sector-to-be-ambassador-for-the-association/

Gardens win awards

This year's Almshouse Association Awards were disrupted by the health crisis which meant the Patron's Award and Award for Inspiration and Excellence had to be postponed. But we were delighted to be able to continue the popular Gardens and People Award and have devoted the centre pages of this larger 16-page issue of the Gazette to the results.

CHIEF EXECUTIVE'S COMMENT

I hope this Gazette issue finds you, your staff and residents well. I know it's been, and continues to be, a tough time for many charities.

With the weight of sadness and chaos of all that is going on around us we could hunker down and wait for the storm to pass. Maybe we should. It's a view that I have considered but I think back to the length and resilience of the almshouse history we are all part of, to our strategy and the fact that, actually, in all this uncertainty, our raison d'être remains timeless. Almshouses continue to provide a valuable place of security and sanctuary in an uncertain world and there is more need today than there has been for many years. So, with all that in mind, I

Updates are in progress for SAM and Care manuals

You will recall we are currently in the process of reviewing our guidance manuals (Standards of Almshouse Management [SAM] and Support and Care) which we plan to have in place in 2021.

The new guidance manual will be an improvement and amalgamation of both Standards of Almshouse Management and the Support and Care manuals. It will be available online in an easy downloadable format. All updates will be made available online and to download. We hope to be able to also offer a ring binder with dividers that will be available from our online shop and at seminars.

The manual will have three sections: Overview, Governance and Operational.

It will include policies, templates and checklists that each charity can utilise for their individual requirements.

We are aware that when we post updates on the website in 'Latest News' and 'Current Issues', sometimes the current online manuals may, on occasion, lag slightly behind the news update. Please accept our apologies if you experience this. We thank you for your patience whilst we work on the updated guidance manual.

In the meantime, if in any doubt, please do not hesitate to contact The Almshouse Association Member Services team for the latest update.

feel it is right to forge ahead and raise the profile of almshouses and their value in the community.

The objectives of the Association's 75th anniversary campaign are to raise the profile of almshouses, help member charities connect to potential new trustees, help members who need local funding, help local authorities better understand the remit and definition of almshouses and in some areas where there are vacancies, to help connect to the right beneficiaries.

The fact is, although it is our (The Almshouse Association's) 75th anniversary, this is nowhere near as interesting as the rich and varied history of every member almshouse charity we represent, so we will work with you all to try and share your local stories and connect with your local parish, town and wider community.

Gerry Harmon is our Campaign Manager and you are likely to see her or hear from her over the next year or so and I thank you in advance for sharing your stories.

We are already working with CASS Business School on data capture to see the impact of almshouses on the

longevity of residents and in partnership with the Mercers Company and Abbeyfield Research Foundation are interviewing for a researcher to carry out in-depth work on almshouses. On more immediate matters, you will have seen the Government white paper called Planning for The Future. This is a significant paper for almshouses as it seeks to sweep away the old Community Infrastructure Levy and Section 106 Affordable Homes Levy and introduce a new single Developer Levy. We need to make sure almshouses, that make such a valuable contribution to the local affordable homes crisis, are recognised and supported. I will keep you posted how we get on. So, over the coming months, with your help, we hope to shine a light on some really positive news stories and, with your support, raise the profile, the understanding and the protective appreciation and pride of having almshouses in our communities. So thank you in advance and I look forward to working with you to tell more people about all that you do. Stay safe.

Nick Phillips, Chief Executive

Tribute to Sue Turner

The almshouse movement loses a much loved former colleague, advocate, trusted advisor and friend.

It is with heavy hearts we announce the sad news that our dear friend and former colleague Sue Turner passed away on 31st August 2020.

Here at the Association, we have been missing Sue since December last year when she retired as Head of Member Services after 18 years of dedicated and passionate service to our members who she felt so close to and worked tirelessly to support and guide. Her dedication to the Association and knowledge of the almshouse movement was second to none and, without doubt, an inspiration to us all.

The outpouring and fond memories our members are sharing with us is testament to how much she meant to everyone who knew her and how much she will be missed.

On a personal level, we all remember Sue's loyalty and kindness, her dry sense of humour, boundless energy, and passion for travel, holidays, good friendships and good wine. The joy and love she felt for her family was there for everyone to see and hear, with smiling photos on her pin board and the screensaver of her husband Tim and grandson Leon playing on the beach. She could not have been prouder of her son Adam and daughter Laura and we all followed them through their achievements at college and work. And Tim always came in very handy when Sue roped him in to do the humping and lumping of heavy seminar boxes and Patron's Award shields around the office!

We send our deepest sympathy and warmest regards to the family and friends Sue has left behind at this saddest of times.

Sue's daughter and grandson are raising money for Cancer Research by completing a 100-mile sponsored swim in Sue's honour. If you would like to sponsor them, please visit <http://justgiving.com/fundraising/laura-and-leon-100>



Working to minimise COVID impact on member services

Coronavirus has had a major impact on us all over the past few months. You, our members, have been working tirelessly to ensure residents remain healthy and well, whilst also adapting to new working practices. Here, at the Association, we've also had to make changes. Our first casualty of the pandemic was Members Day on June 4th, closely followed by our seminar programme for the remainder of the year. These are always popular events and we know many of you were disappointed not to attend.

We've worked quickly, however, to develop our webinar programme, providing trustee recruitment training, staying safe online and becoming a Charitable Incorporated Organisation, as well as adding a number of new courses to our online library (don't forget to use your credits and if you

need more, please let us know). Although the technology was new to both us and our members, these sessions proved extremely popular and we will continue to look at what other webinars we can hold until we can meet up safely in person.

Award schemes disrupted

For the first time, we have also not been able to select recipients for our 2019 Patron's Award and the Almshouse Association Award for Excellence and Inspiration, much to the disappointment of those who applied and to the Awards Committee. However, we hope to resume this process early next year. Applications are also now open for all the 2020 Awards and we will run this concurrently with the 2019 awards (see our website for the full details on how to apply). The only exception to

this is the 2019 Gardens and People Award, for which the Awards Committee were able to select winners just before lockdown. You can read about the amazing, winning projects in the centre pages of this issue of the Gazette.

Over the coming weeks we will be looking at the services we can provide when the world returns to some sort of normality. Our plans will be dictated by government guidance but we do hope to be able to provide the highest standards of service and engage as many members as possible.

As always, if you have any questions about your membership, have ideas for services we could offer in the future, or need help with an almshouse related issue, please give us a call on 01344 452922 or email admin@almshouses.org

Members take part in virtual annual general meeting

The Almshouse Association's 69th Annual

General Meeting

was held by proxy and webinar on Tuesday 1st September 2020. Members joined the AGM via Zoom and cast their votes via the internet and by post.

Main Business

- Minutes of the 68th AGM held on Wednesday 5th June 2019 at The Worshipful Company of Haberdashers, Haberdashers' Hall, 18 West Smithfield, London EC1A 9HQ were approved.
- Re-election of Board Members: Elizabeth Fathi (Chair), Willie Hartley Russell, John Broughton.



- 2019 Annual Report and Accounts were presented and approved.
- Buzzacott LLP were reappointed as Auditors for The Almshouse Association.
- Change of name at Companies House from 'The National Association of Almshouses' to 'The Almshouse Association' was approved.
- Elizabeth Fathi, Chair and Nick Phillips, CEO gave a recap on 2019 and our plans for 2020/21 and their wider vision for the almshouse movement.

A full recording of the AGM and the CEO's AGM report can be found on our website at <https://www.almshouses.org/news/the-almshouse-association-2020-agm/>

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The products/services and claims made in the Almshouses Gazette have not been evaluated by The Almshouse Association. Articles that recommend products/services are for information purposes only and are not endorsed by the Association. At the time of publication, the content of this newsletter is correct to the best knowledge of The Almshouse Association's officers. Information is provided for the general guidance of trustees and clerks, who should take their own professional advice where necessary.

Almshouse Association Engagement Plan vision

A We are at an exciting moment which will be pivotal for the future of the almshouse movement. The coronavirus pandemic has focused minds on how we might take on some of the longest running issues in our society; among them is the housing and social care crises. A number of those in the housing sector and government are looking for long-term solutions to the issues of homelessness and loneliness.

Finding solutions

There is a real feeling in the air that people are coming together, determined to find genuine solutions to these kind of problems, rather than continuing to kick the can down the road to the next generation. The Almshouse Association intends to be at the forefront of this movement. In recent weeks and months we have been increasing our engagement strategy with Members of Parliament, local councils, housing sector stakeholders and sympathetic

charities. We have written letters to government ministers, held meetings with local councils and are collaborating with other organisations on national campaigns. We have a bold vision of what almshouses can provide to society as the exemplar of community housing. Our plan includes:

- Increasing our presence within all housing policy discussions
 - Relaunching the All Party Parliamentary Group (APPG) for Almshouses with our strong team of supportive MPs and Lords fighting in our corner
 - Increasing our interactions on social media
 - Increasing our appearances in the national media
 - Seeing a growth of almshouse dwellings and residents
- We are here to fight for almshouses so that our members can continue to provide the high levels of support your residents deserve. You can help us to have our voice heard. The Association's 75th anniversary next

We are reaching out to MPs asking them to join the APPG for Almshouses once it relaunches. We would really appreciate it if you could write to your MP personally and ask them to join and take part. If you would like some help with this, then do not hesitate to contact us.

year is the perfect opportunity to encourage local influencers to become involved with your almshouse. Maybe you want to invite your local MP for a tour or you may want to host a garden party with the local mayor as the guest of honour. Whatever you decide to do, please keep in touch with us and send us photographs so that we can promote all your wonderful stories on our various channels. There will be many exciting opportunities and we hope that you will join us in making our movement grow stronger.

Vital need to submit Annual Return



It is a statutory requirement for charities in England and Wales to submit an annual return to the Charity Commission no later than 10 months after the end of the charity's financial year. It is vital to comply with this requirement, otherwise the Charity Commission may open a compliance case into your charity. There are different requirements for submitting your annual return depending on the size and structure of your charity.

Charitable companies and unincorporated charities:

- Annual income less than £10,000: complete your annual return online, providing information about your income and spending.
- Annual income between £10,000 and £25,000: complete your annual return as above and answer some additional questions. These will be around trustee payments, staff salaries, and contracts, etc.

- Annual income over £25,000: complete your annual return and answer the questions as before but also provide PDF copies of your trustees annual report, accounts and independent examiner's report.

Charitable Incorporated Organisations (CIOs):

- You must submit copies of your trustees' annual report and accounts.
- If your income is over £25,000, you must also submit an independent examiner's report.

Regardless of your charity's structure, if you have income of more than £1m or assets of more than £3.26m with income above £250,000, a full audit will be required. Details can be found at www.gov.uk/guidance/prepare-a-charity-annual-return If you are unsure of your obligations or your charity structure, please do not hesitate to contact the Member Services team on 01344 452922 or at admin@almshouses.org

The Herbert Protocol Safe & Found

Linda Clayton, Clerk to the Trustees and Almshouse Manager at The Greenwich Charity of William Hatcliffe and The Misses Smith,



contacted the Association to share with other members information about the Herbert Protocol initiative she had recently discovered. She writes: "It's a national scheme that encourages carers, family and friends to provide and put together useful information, which can then be used in the event of a vulnerable person going missing. If members search online for Herbert Protocol and their local police force, they can find out if the police in their area have signed up to it." The Association will be posting this useful tool on its website. It can also be found at www.met.police.uk/herbertprotocol

Ensuring the WMC is correct for your charity



What level of Weekly Maintenance Contribution is your charity charging?

The philosophy behind the Weekly Maintenance Contribution (WMC) is a simple one; your charity should be charging residents an amount which covers your costs, preserves and protects your charity for the future and doesn't cause hardship or distress to your residents. But what does this mean in practice?

Peppercorn charges

The Association regularly comes across almshouse charities that are charging a peppercorn WMC to its residents. While the motives of the trustees are usually laudable, one of the main reasons that these charities come to our attention is because they cannot afford to maintain or refurbish the properties they hold, making them more difficult to find residents for or in extreme cases making the almshouses unsafe to live in. We therefore provide detailed guidance in Standards of Almshouse Management on how to set your WMC, which takes into account the philosophy behind the charge.

In summary, when setting your WMC we recommend the following:

- **Budget** - your starting point should be a budget, which factors

in all of your outgoings, including contributions to your Cyclical and Extraordinary Repair Funds, routine maintenance costs, loan repayments, office and staff costs, and other communal charges (eg. gardener, lighting in communal areas, upkeep of call alarm system, lift maintenance, etc.). We offer a template budget on our website, which you can download and use for this task.

- **Equivalent Fair Rent (EFR)** - we recommend contacting the Valuation Officer for a determination of the EFR for the almshouses. Where your charity does not have significant reserves, endowments or other sources of income, we recommend setting the WMC at or just below the EFR.
- **Utilities** - residents should be responsible for the cost of heating and electricity used in their own homes and this should not form part of the WMC calculation. If your almshouses have a shared boiler, the heating charges should be shared equally among the residents and charged in addition to the WMC.
- **Water** - the water bill can be paid from endowment income, however, if you do not have sufficient income or the endow-

ment income is limited, you can charge this to the residents as this is a legitimate housing cost. The water charge, like the heating charge, is in addition to the WMC. If your governing document specifies the amount of WMC to be charged, you can ignore this. Since 1992, Charity Commission approval to increase the level of WMC has not been required.

Detailed guidance

If you are a Registered Provider, your charity will only be able to increase its WMC each year by a set amount (CPI + 1%). We recommend increasing your WMC by the allowed amount each year as you are very unlikely to be able to make up for a shortfall with a larger increase at a later date. For 2020 the increase allowed was 2.7%. The increase amount for 2021 will be published in October. This is a very basic overview of the WMC setting process. For more detailed guidance, please read the relevant section in Standards of Almshouse Management or contact a member of the team on 01344 452922, or at admin@almshouses.org You can also download a copy of our specimen outline budget from our website at www.almshouses.org/model-policies-and-templates

Using reserves and restricted funds during COVID-19



On April 7th the Charity Commission published guidance on running charities during the coronavirus (COVID-19) outbreak. The guidelines cover a number of areas including government financial support for charities, postponing or cancelling AGMs and other meetings, keeping people safe and using reserves and restricted funds.

Guidance notes

On the subject of using reserves and restricted funds, the guidance notes that in the first instance trustees should consider what are their short, medium and longer term priorities, and see if they need to amend their financial plans in

the light of the coronavirus outbreak. Trustees are encouraged to focus on essential spending and to consider whether or not certain projects, spends or activities can be stopped or delayed. Trustees should consider whether any accumulated reserves can be utilised and spent to help cope with unexpected events such as the coronavirus pandemic. These reserves are sometimes 'ring fenced' and earmarked for a particular purpose, eg. restricted or permanent endowment funds. They may also have separate identifiable funds or assets which have limits on their use. Other reserves, however, may have been earmarked for internal purposes only and it may

be possible to reprioritise these. If there are restrictions, in some instances there may be ways to amend these restrictions, but accessing or releasing restricted funds should only be considered if other options such as reserves are not possible.

Professional advice

Trustees should seek professional advice on this and consider the wider and longer term impacts of making such a decision on financial resilience and donor relationships. The full Charity Commission guidance can be found on the website at www.gov.uk/guidance/coronavirus-covid-19-guidance-for-the-charity-sector

Property and Planning

Guidance on electrical safety regulations: Ministry of Housing, Communities and Local Government (MHCLG) published new guidance for landlords on how best to comply with [The Electrical Safety Standards in the Private Rented Sector \(England\) Regulations 2020](#). The guidance outlines what is required under the new regulations, as well as discussing how this applies under Licence to Occupy agreements. The guidance does not differ from what we already recommend to our members, including having quinquennial inspections by a qualified and competent professional. A full breakdown from the Government can be found at www.gov.uk or on our website.

Adult Social Care and Support for Tenants

Universal Credit: Changes to Alternative Payment Arrangements
The way that deductions are made from Universal Credit to cover the cost of the Weekly Maintenance Contribution changed from August 20th. Under the old rules, claimants of Universal Credit were, in certain circumstances, allowed to agree to have their housing costs paid directly to their landlords under the Alternative Payment Arrangement, however, the schedule for these payments (four-weekly cycle) did not match the schedule of the remaining Universal Credit payment (monthly cycle). This system was found to create difficulties for both claimants and landlords. The new system brings both of these payments in line with each other so that claimants and landlords receive their payments on the same date. This change only affects landlords who make use of the online Landlord Portal to manage payments. Payment information can be accessed via the portal to see information which will enable landlords to more effectively support beneficiaries who are experiencing difficult circumstances. Those who will be affected by the change should have been contacted and provided with detailed guidance on the changes. More information on these payments can be found on our [website](#).

Charities and Charity Law

Duty to report matter of significance
The Charity Commission has provided an [update](#) to its guidance on a charity's duty to report matters of significance. The COVID-19 situation has been considered, with further advice given on reporting at times of national emergency.

Increased risk of fraud and cyber-crime against charities

The Commission has also warned charities about the increased risk of fraud and cybercrime during the coronavirus pandemic.

The [report](#) covers:

- Procurement fraud
- Mandate or chief executive officer frauds
- Scam emails (phishing)
- Unsolicited offers of goods, services or financial support (advanced fee fraud)
- Protecting devices
- Reporting fraud

Reporting serious incidents to the Charity Commission

The Commission has provided new guidance on reporting serious incidents. The most significant update is that charities can now use the Commission's [online form](#). It has also [published](#) a supplementary examples document to support charities in deciding when to report an incident related to the coronavirus pandemic.

Housing Ombudsman: New Complaints Handling Code

The Housing Ombudsman Service has recently published a new Complaints Handling Code.

The code is meant to provide 'a framework for high-quality complaint handling and greater consistency across landlords' complaint procedures'. This new code is only applicable to those members who are Registered Providers and are therefore obliged to be registered with the Housing Ombudsman, or those who have voluntarily chosen to sign up.

The key areas of the code are:

- Universal definition of a complaint
- Providing easy access to the complaints procedure and ensuring

Housing Ombudsman: New Complaints Handling Code (continued)

residents are aware of it, including their right to access the Housing Ombudsman Service

- The structure of the complaints procedure - only two stages necessary and clear time frames set out for responses
- Ensuring fairness in complaint handling with a resident-focused process
- Taking action to put things right and appropriate remedies
- Creating a positive complaint handling culture through continuous learning and improvement
- Demonstrating learning in Annual Reports

Members will be asked to self-assess against the code by 31st December 2020 and to publish their results. Failure to do so could lead to the Ombudsman issuing a complaint handling failure order.

Health and Safety

Draft Safety Bill:

The Government has recently published its draft Building Safety Bill. The bill would bring a number of changes in what is being referred to as the "biggest improvements to building safety in nearly 40 years".

Changes include:

- The creation of a new Building Safety Regulator
- A new duty holder system will be implemented in every building, which aims to ensure that the person or entity that creates a building safety risk is responsible for managing that risk
- The requirement to have a Building Safety Manager in every high-rise building in the country to manage the day-to-day management of the building
- Increased sanctions for breaches
- Creation of a New Homes Ombudsman

The Almshouse Association will continue to monitor the progress of the bill and will keep members up to date with any developments.

Blue text denotes a web link to the full article. Please visit the Almshouse Association website for all links at: www.almshouses.org/news/policy-and-governance/latest-developments

Building Safety Fund

The Government has released guidance for social landlords on how to apply for the Building Safety Fund to pay for the removal of dangerous cladding without passing the costs onto leaseholders. Due to the age of most almshouses, it is unlikely that many members will be eligible for this support but it is worth looking into if you oversee a multi-storey almshouse. It is also worth noting that much of the language refers to landlords and leaseholders but the funding should extend to almshouse charities.

The key points for the fund are:

- The Government will prioritise funding for building owners who can demonstrate that the contractor will start work on cladding remediation by 31st March 2021
- Online forms must be completed by 31st December 2020 to be considered
- Trustees would need to provide:
 - Confirmation that evidence is available to support submissions regarding eligibility of height and materials
 - Confirmation of costs of the project - this could be a report from a cost consultant, together with the basis on which costs attributable to leaseholders have been calculated
 - Confirmation that they have the legal right to recharge leaseholders - this could be evidence in the form of a copy of a lease agreement that contains the legal right to pass costs back to leaseholders. Social housing providers will be expected to show a representative sample demonstrating that the ability to recharge is across all leases
 - Certification that the project will be on site and remediation work started by 31st March 2021
- The funding is not available for buildings below 17.7m in height

Full guidance on the fund can be found on the Ministry for Housing, Communities and Local Government's [website](#)

Vital need to make emergency plan to evacuate your residents

The scenario:

A trustee/clerk receives a call from the police in the middle of the night and is told that due to a nearby incident they will have to evacuate all the residents from their almshouses urgently and take them to a shelter being set up by the local council.

Even during daytime or 'office hours', if no plans and arrangements are in place for such an occurrence, your first response would probably be PANIC! It is, therefore, important for trustees and clerks to plan for and be able to respond to the need to evacuate all residents (including any residential staff) in an emergency, day or night, regardless of weather conditions, etc.



Civil Emergency situations are many, ranging from severe inclement weather, ie. flooding, a police incident, fire, being down wind of a major chemical release, to disruption of the public utility supplies or repairs. Some incidents may last only a few hours but others may last days or weeks. The number of dwellings and residents affected will determine the extent of your planning arrangements but regardless of this, it is prudent that you have plans in place to ensure the evacuation goes without too many challenges.

Remember, you may not be the only organisation affected. Members of the public may also need to be relocated from their own homes to a place of safety. The location of the nearest shelter arrangements you had planned on using may also be affected by this emergency, so you may be sent to unfamiliar premises. It is the local

authority's responsibility to identify suitable buildings and services appropriate to your area. Important sections of your planning arrangements will be ensuring good communications to all trustees and staff on your plans, including training and evacuation exercises.

Searching questions

It is not suggested that you should involve residents in any training but provide basic information reassuring them that the charity does have a plan in place should they be asked to leave their home temporarily because of an emergency nearby.

A crucial and essential part of any emergency plan is that it must be kept up-to-date with data on the residents, including, for example, those who are away from their home for a few days.

Trustees and clerks will be faced with many searching questions from residents, such as what will happen to their pet (if they are allowed to have one), medication, security of their

home, and how much luggage or personal belongings (valuables) can they take?

Flexible arrangements

Your planning arrangements will not be definitive in application, they must be flexible for your particular almshouses and residents and it is important they form part of the Community Plan that involves the plans of the emergency services, local authority, transport, utilities, community care, education, etc.

As the saying goes:

"Fail to plan; plan to fail".

Harry Paviour, Fire Safety Consultant (Almshouse Association Panel Member) harry.paviour@btinternet.com

Harry Paviour is a retired Senior Fire Service Officer and former Fire Service Civil Defence & Cold War Planning Staff Officer for Wales and former WRVS (now RVS) Emergency Services Instructor.

WINNERS OF THE ALMSHOUSE ASSOCIATION

Each year the Association invites its members to showcase their almshouse projects and achievements by applying for one of our awards. With the outbreak of coronavirus at the beginning of the year, we have had to put this year's Patron's Award and Award for Inspiration and Excellence on hold but we are delighted to announce the winners of the 2019 Gardens and People Award.

This year's winners all highlighted the sense of community their gardening projects created and the beneficial impact on their residents' physical and mental well being. These projects and spaces have no doubt brought great comfort to residents during this year's lockdown.

Lady Lumley's Almshouses, Thornton-le-Dale, North Yorkshire

Lady Lumley's Almshouses set up a tea and chatter group, which now has 20 regular attendees. For the past three years they have also held an open day and in 2019 the residents won a local award for their outstanding garden display.



Partis College, Bath, Somerset

Partis College established a new vegetable garden in a neglected part of the grounds. They put in 10 raised beds to ensure it was accessible to all residents. A handyman provides some physical support but otherwise it has been the hard work of the residents that has yielded delicious, home grown vegetables.



Yardley Great Trust, Birmingham

The residents at Yardley Great Trust initiated a project to improve small areas of the scheme by planting flower beds. The project grew and more residents got involved, spending more time outdoors and enjoying barbecues together. The project has fostered a greater sense of community, as well as improving the residents' physical and mental health.



2019 GARDENS AND PEOPLE AWARD

St Joseph's Homestead, Stratford-upon-Avon

St Joseph's Homestead converted the resident's private gardens into a communal garden, creating a community feeling and providing a relaxing place to sit.

Residents are able to tend part of the garden and there has been a focus on wildlife with the introduction of a hedgehog highway, bird feeders and bee-friendly plants.



Guild Cottages at Municipal Charities, Stratford-upon-Avon

Guild Cottages at the Municipal Charities of Stratford-upon-Avon has a communal garden but gives residents the opportunity to tend the areas close to their homes. For those residents whose gardening skills aren't quite as developed, a professional gardener is available to give a helping hand.



The Day Foundation, Coddensham, Suffolk

Residents at The Day Foundation took part in an open garden scheme to help raise money for the local church and The Stone Foundation. They ran a stall selling second-hand gardening equipment, sunflower seedlings and plants and also took part in a scarecrow competition! These activities brought residents together and new friendships were formed.



The Almshouse Association 2020 Awards

applications are invited for

Has your charity completed a major refurbishment or new build project during 2020?

Did you use innovative technologies for the benefit of residents and the property?

Or, have you initiated a gardening project for your residents?

If so, we would be delighted to receive your application for one of our awards.



GARDENS AND
PEOPLE AWARD



AWARD FOR
EXCELLENCE & INSPIRATION



PATRON'S AWARD

Our Guidance and Submission format, as well as Tips and Design Guidance, can be found at
www.almshouses.org/almshouse-association-awards/

or call the team on 01344 452922

deadline for entries: Friday 15 January 2021



In August we were informed by Aon UK Limited that their

business model is changing.

Members that currently hold almshouse insurance policies with Aon/Ecclesiastical should have received a letter to advise that The Almshouse Association has changed one of its appointed insurance brokers from Aon to Higos Insurance Service Limited (our other appointed insurance broker, Grout Insurance Brokers Limited, remains unchanged). The Almshouse Association CEO held a meeting with Higos to set out the importance of customer service and price to our members. The following statement has since been issued by Higos, agreed by Higos and Aon.

Change to appointed insurance broker

“ We are delighted to welcome you to Higos Insurance Services Limited and can confirm the transfer of your policy has started. The change from Aon to Higos is effective from 27 August 2020. Higos Insurance Services Limited has been trading for over 25 years as a general insurance broker and we pride ourselves on our customer service throughout the whole life cycle of your policy. We work with our insurers to develop the best possible offering for our customers and we welcome customer feedback. Once customers have engaged with our knowledgeable staff and experienced our service they stay

with us for our care and advice. We have connections to the UK’s leading insurance companies, as well as many other markets that offer niche insurance products for personal insurance, business and much more. Your existing policy with Aon/Ecclesiastical will not be affected by this change and Higos will continue to administrate your existing policy following the recent renewal date.

We are committed to The Almshouse Association and have a devoted team of professionals. Your team telephone number is 01458 270304 but if you would prefer to communicate by email, please contact us on almshouses.portfolio@higos.co.uk www.higos.co.uk ”

Flexible working - is it a help or a hindrance?



Flexible working has become the preferred choice

for many people over recent years and particularly during 2020, either through necessity or choice.

The COVID-19 pandemic changed attitudes and outlooks of charities and businesses alike; to work smarter and to embrace the circumstances in which we find ourselves. Adaptability and a change in attitude from ‘the norm’ have had to be thought through and implemented in order for charities to survive and to ensure that the need to fulfil their obligations to their beneficiaries is paramount.

For many people who work in this sector, their role in the success of an almshouse and the safe home and community they provide to residents is a vocation, much like that of a doctor, teacher, clergy, or police.

Diversity and agility

Different backgrounds can mean that differing methodology, together with adaptability, are necessary to ensure a balance of skills and abilities to deliver the organisation’s objectives. In these times, a less rigid, more accepting approach may be required to safeguard the sustainability of the organisation. This year has seen unprecedented changes to the way people work and an open, forward-thinking approach that can be flexed to deal with whatever life throws at us is more important than ever. Business plans have had to be adjusted to accommodate these

changes and a ‘living business plan’ ensures that plans can be adjusted and revised as needed.

Driving a diverse and agile culture in the workplace will help staff, volunteers and trustees to embrace change as it is



Jenny Warner, Managing Director, Charisma Recruitment Ltd., specialists in recruitment for charities and not-for-profit organisations.

necessary for the good of the charity. With smaller teams and continued pressure on service provision, diversity is about being adaptable - matching the skills and experience of employees to deliver the objectives and strategy of your

organisation alongside your mission and values. Getting the best out of staff and supporters is not just recognising but also developing their expertise and experience to maintain a sustainable workforce.

Agility is also about empowering your team, transferring responsibility and, therefore, accountability within the parameters of their role - being aware that your perception may differ from theirs and, in the current climate, communicating clearly any change of priority. Being conscious of how and when to communicate to your team, in a manner that suits them (often not a one size fits all solution), together with the language you use, is imperative. Financial constraints and other factors have forced many organisations to

reduce team size but the needs of the beneficiaries remain and the quality of service delivery is just as important.

Team collaboration

To manage this, the encouragement and promotion of cross-team collaboration, which isn’t just about project work, is key. By offering greater flexibility, team members will take on board the requirements of the organisation and work together to ensure that the needs of residents, beneficiaries and the wider team are met. The benefits of technology to communicate and to deliver online services, where appropriate, offer greater flexibility for all. Finding solutions is the key

for charity leaders and has opened the door to new ways of working that could be the platform for greater service delivery over the coming years. For more information visit charisma-recruitment.co.uk or call Jenny Warner, Managing Director, Charisma Recruitment Ltd, tel: 0207 998 8888 or mob: 07702 221929.



Affordable homes grants extended to 2023

The Government has announced its plans to extend the current grant funding arrangements to enable more families to move into affordable homes and to ensure there is no slowdown in the number of homes being built.

In a statement by the Housing Minister, Robert Jenrick, plans were unveiled to extend the current 2016/2021 Social and Affordable Homes Grant Programme. This is the route most almshouse charities use to secure government grant funding towards the cost of their project.

Help to apply for funds

Originally, to qualify under this programme, work on site needed to be started by the end of March 2022 but this has now been extended for a year to the end of March 2023. In the March 2020 budget, the Government announced a £12 billion fund for a new affordable homes

programme and this has also been confirmed, starting in 2021.

The Almshouse Consortium Ltd holds preferred partner status with Homes England (the Government agency) for the delivery of schemes under the affordable housing programmes and can help almshouse charities to access grants if trustees are thinking of bringing a project forward.

In simple terms, under the extended 2016-2021 programme, you would need to be able to confirm that building work could start (allowing for design, obtaining planning permission, securing funding, etc.) by no later than March 2023.

Whilst the Government primarily looks to fund the creation of new homes, it will also fund remodelling of existing almshouse projects on occasions.



ALMSHOUSE CONSORTIUM LTD
Creating almshouses for the future

NB. Your charity will need to register as a Registered Provider in order to access Homes England grant unless the grant is for remodelling.

The Almshouse Consortium has been in operation for 12 years enabling almshouse charities to access grants from Homes England and has secured in excess of £20 million in funds for almshouse projects. It works closely with the Almshouse

Association in support of its aims. If you are looking to bring a project forward within the extended timescales or at some point in the future of the 2021/2026 programme and you are considering exploring this with ACL, you can contact Sue Holden, the Almshouse Consortium Administrator, on 07464 021046 or by email to acltabitha@gmail.com

An ‘almshouse’ is officially defined

As this issue of the Gazette was about to go to print, The Almshouse Association received the excellent news that after over two years of dedicated working groups, member feedback surveys and meetings with Government officials, The Charity Commission has at last agreed on the definition of an ‘almshouse’ and published it on their website in their Operational Guidance Index.

It may seem like a small item of bureaucratic detail but for years both the Association and our members have struggled to get out of the starting blocks when negotiating exemptions and building plans or promoting the value of their almshouses when there was a lot of confusion about what almshouses actually are. Now, we all have a Government website that endorses and clarifies the definition of an almshouse. The full definition can be found on our website or at http://ogs.charitycommission.gov.uk/web_alphalist.aspx

Gas Safety uses new technology

Brunts Charity recently set up a new system of maintaining and recording gas safety checks in 153 almshouse properties at Mansfield, Notts. Working with the commercial company, Gas Tag, they aimed to improve efficiency and safety.

Matt Stephenson, Business Development Manager at Gas Tag, explained: “We aim to develop revolutionary compliance products that give landlords greater clarity over the safety status of their properties. Gas Tag is made up of three key components; the tag, which is installed at the property and acts as an identifier; the app, which is used by engineers when completing work; and the portal, where the landlord can log in and view their compliance status.

“Since we launched our gas compliance product two years ago, we have developed additional systems to support landlords with fire safety, general property service work and, recently, the management of access attempts during COVID-19.

“Our products make use of best practice work flows which are independently audited, while our gas solution also has a direct link to the Gas Safe Register meaning only qualified engineers can work on client’s properties. “Our system is completely scalable, and can be used by large national

housing groups or by smaller local housing associations and charities. Regardless of the size of the organisation, our product gives unparalleled levels of data, meaning our clients can ensure their homes are compliant and their residents safe. We are delighted to be working with Brunts Charity and we are in the process of creating specific proposals for almshouses.”

Flexible and good value

Matt Stephenson added: “Gas Tag offers pricing based on volume, eg. under 1,000 properties it currently works out at £12.00 per property per year which means Brunts Charity pays £1,836 annually, which is considered excellent value in terms of having an IT management software package system that provides real-time compliance and assurance for all vulnerable residents. The charity has signed up for five years but has a one month annual break clause should they wish to end services/relationship without penalty.” Gas Tag suggest viewing the following links: <http://youtu.be/fv1irU21xlc> <http://youtu.be/MSygrJFghl8> <http://youtu.be/NZluAz9MfQg> Further details from Matt Stephenson Business Development Manager, Gas Tag, email: matthew.stephenson@gastag.co.uk or tel: 0330 229 0281 (NB. Other companies are available.)



The Almshouse Association 'Call to Alms' 2021

an invitation

Join us and help celebrate our **75th Anniversary** year
... and **your** achievements!

We are proud to support all our members and are working tirelessly to ensure everyone "out there" understands what the almshouse movement is about and the incredible work that you are undertaking every day.

Your tireless efforts and spirit in providing support to those in housing need in your local community is what makes almshouses so valuable. Evidence is hard to capture but it is clear that the spirit of almshouse communities is helping to alleviate the isolation that is now prevalent in our society. Almshouse communities are never more valuable than at times of uncertainty like today. You offer a sense of community that makes it possible for beneficiaries to continue to live independently in their local area.

As your national voice and advocate for almshouse charities, we want to shout about the amazing work you do. We are mindful of current challenges but we want to get your messages heard. We know many of you could do with more support on the Board, more funding and, as a movement, we could benefit from a higher profile.

Next year sees The Almshouse Association celebrating its 75th Anniversary and we are busy planning a plethora of activities to commemorate reaching this milestone and celebrate your achievements too. We would love to

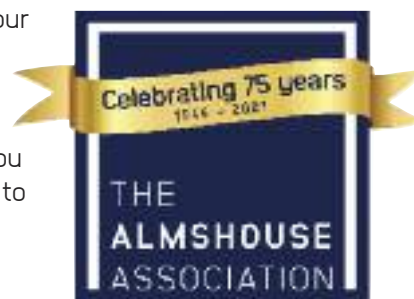
have your involvement. No one tells the story of almshouses like you and your residents can. It would be fantastic if you could join in by organising your own garden party for residents and your local communities.

We will be sending out more details of these shortly, which will include support material to help you plan and organise with ease. Also, if you have any local colleges, schools or businesses in your areas that you think might be in interested in participating, please let us know. We can make contact to discuss their ideas and help organise any events or activities. We will still be holding The Almshouse Association Awards, so please continue to send in your applications to be considered.



We know that getting local, regional and national press coverage for the almshouse movement could lead to more financial support for your individual charity. With this in mind, we are planning press interviews across the country that will culminate in raising awareness for you, our valued members, in order to support your goals and aspirations. We will be sending out details of these activities soon, so watch out for more information coming your way and if you would be happy to talk to the press, please do let us know.

Finally, 2021 seems a long way away at the moment but it really is just around the corner! So, we would love to hear any stories, testimonials and receive photos of your almshouses, trustees, staff, residents and other details about any activities that you might like to organise throughout 2021. We will make sure these are included in the celebrations throughout the year.



for more information and support contact

Gerry Harmon, Campaign Manager: gerryharmon@almshouses.org

Bringing people together to share a home

Generations living together is not a new idea. Throughout the ages families have lived together to support each other. But what if you don't have any family or they don't live nearby or you value your independence and don't want your children, grandchildren or nieces and nephews under your feet?

It can seem like a strange idea to share your home with someone from a different generation who isn't related to you and it is certainly not the 'norm' in the UK.



We are hearing now more so than ever that not only are we living through a global health pandemic, we are living in a loneliness pandemic too. People need human connection and company for their mental wellbeing; someone checking in and taking the time to have a chat. Being lonely can be as damaging to your health as smoking 15 cigarettes a day, reports the Campaign to End Loneliness. It is not just an old age issue either. While people over 75 are the loneliest age group in the UK, the second and third loneliest are people between 21-25 and 25-35. These people are also most likely to be renting and spending a disproportionate amount of their income on accommodation. So, perhaps it's time to rethink 'home' and about who you share it with?

Alice Williams, Homeshare UK

photos: (top) Margaret and Holly Homesharing in Leeds and (right) 91-year-old Norman sharing with Jorge from Syria.

It can seem like a strange idea to share your home with someone from a different generation who isn't related to you and it is certainly not the 'norm' in the UK.

So, what is Homeshare?

Homeshare brings together people with spare rooms and people who are happy to chat and lend a hand around the house in return for affordable, sociable accommodation. Together, householders and homesharers share home life, time, skills and experience.

As a householder, you could need a bit of help around the house or garden, a lift to the shops or just

someone to have a meal with and chat to.

Homesharers might be new to a city, studying, or in low-income employment.

Each Homeshare match has the back up of their local Homeshare organisation, which selects



and approves them and individually matches them around shared interests and lifestyle, providing security and household checks, and giving ongoing support to both.

Homeshare does not include any element of personal care or any regulated activity. It is an equal relationship based on both parties having something they need and something they can give. Neither one is providing a 'service' to the other.

Other examples of intergenerational living similar to Homeshare include students living in care homes. There are a few pilot projects in Europe, particularly The Netherlands and Austria and one in Cambridge. The students give around 10 hours a week of their time to social activities with the residents in exchange for reduced rent in one of the units. Where permitted, this model could work well in almshouses too, along the same principles, whereby younger people willing to give their time and help to older residents could occupy a number of the units in exchange for a reduced rent for the area.

If you would like to discuss Homeshare or intergenerational living in general, please contact alice@sharedlivesplus.org.uk

Vicar joins Cake and Ale celebration

“For over 500 years the residents, workers, friends and Feoffees (trustees) of the Guildhall Feoffment in Bury St Edmunds have celebrated the generosity of founders and benefactors of our foundation and the town.

The annual service at St Mary's Church is traditionally followed by cakes and ale in our magnificent Guildhall, with a delicious lunch to follow. This year, despite all the limitations imposed by the coronavirus, we did not let the



occasion pass without a commemoration. We enjoyed an online service with our vicar, Rev Simon Harvey and were especially pleased to see him wearing our traditional

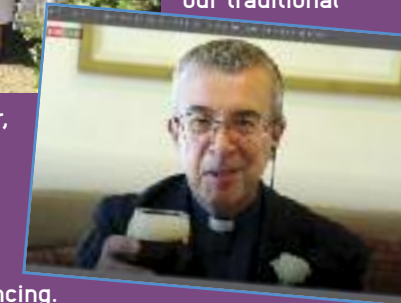
white rose, worn in memory of our founder, Jankyn Smyth, who was a Yorkist in the Wars of the Roses.

The online service was watched by Feoffees and friends joining in from home and by residents in their homes and our community room, with proper social distancing.

An individual cake and a bottle of Guildhall ale had been delivered to all residents by our Clerk, David Marriott and after the service a toast was made to the generous donors of the past and the hope for another 500 years of health and prosperity.”

Virginia Dean, trustee

photos: (top) Residents toast the founders and benefactors in the rose garden and (right) Feoffee Rev Simon Harvey leads the annual Cakes and Ale ceremony.



Almshouse Association loan for new bungalows

New almshouses built for Littleport Town Lands Charity in Cambridgeshire and funded with an interest-free loan from the Almshouse Association have been completed and the keys handed to new residents. Trustee Lynda Clarke-Jones, who has seen the project through from the start, explains the scheme's development.

“It all began in 1981 when two refugees moved to Littleport at the end of the WW2. Frank and Anna were made so welcome by the locals they bequeathed their bungalow to the charity on condition they lived out their days in the property. The bungalow sat on a large plot but needed extensive work to bring it up to today's living standard so the



decision was made to demolish and build two semi-detached bungalows. The planning process was not straightforward but with the help of local councilors and entering into a Section 106 agreement with the district council specifying we would not sell the properties, planning permission was finally granted. The trustees tweaked the architect's designs for the bungalows which offer two spacious one bedroomed properties suitable for disabled people. We then went out to tender and, as with all quotations, there has to be an element of the unexpected built in. With this in mind the trustees approached The Almshouse Association for an interest-free loan. The



whole process was straightforward and made all the easier by the staff at the Association. With the loan approved, work began in April last year and the keys handed over in early December 2019. Two ladies on our waiting list, Linda and Maureen, were chosen and both are delighted with their new homes.”

Malcolm Smith tribute



Malcolm Smith, who served as a trustee for over 50 years, was a great advocate and promoter of the almshouse movement. He was latterly

Chairman of Dawson's Cottages Charity, which provides almshouses in Barnard Castle, Co. Durham and in his home town of Brough, Cumbria. Malcolm served on Eden District Council and was also Chairman of The Cotherstone & Three Chimneys Charity which provides pensions in the Durham area. Latterly, Malcolm had been instrumental in the refurbishment of Dawson's Cottages' almshouses in Barnard Castle, being keen to upgrade and future-proof the homes. This project was completed with the aid of a Homes England grant. On the back of this success, Malcolm turned his attention to the almshouses in Brough, Cumbria and encouraged the trustees to seek further funding from Homes England; a project which is currently ongoing and sadly one which he will not see finished. Malcolm was an exemplary chairman and trustee of the charities and we will miss him greatly.

Carolyn Milburn MRICS, Partner - Rural Professional - George F White LLP

Don Lucas remembered

Don Lucas was a trustee of Thorngate Churcher Trust, Gosport, Hants for nearly 40 years and will be sadly missed. He joined the Board in 1979 and served as Chairman from 1989 until his retirement in 2018. During his time as trustee, Don worked tirelessly to ensure that Thorngate provided help to those in need, whether that was in the form of accommodation or residential social care.



Dedication and support

He always worked for the benefit of the residents and retired following the opening of Lucas Court, Thorngate's 10 apartment complex, which was named after his tremendous work with the project. Don's dedication and support were praised by fellow trustees and staff who described him as an inspiration with tremendous passion for the charity. Chief Executive, Anne Taylor said his commitment and support had made a positive impact on the housing sector in Gosport and his advice and expertise had been so important to Thorngate.

She added: "We are all very saddened to learn that Don has passed away. He played such a crucial role in the work of Thorngate for almost 40 years and we will forever be thankful for his guiding hand. We send our sincere condolences to his wife Christine, his family and friends." Anne said that Don was instrumental in ensuring that the original mission of the charity founders continues today; to create better housing and social conditions for the less advantaged. In addition to his work for Thorngate, Don served the community through his role as a Gosport Borough councillor and latterly alderman, his involvement with Gosport Borough Cricket Club and his other charitable work.

Spotlight on ... The Printing Charity

The Printing Charity is here to help, by Debbie Beck, Head of Welfare & Wellbeing

“Although our occupational charity is nearly 200 years old we are just as relevant today, helping people to navigate life's challenges. People sometimes assume we only help retired people but we are very much here for all ages in genuine need who currently work in, or have worked in, the UK printing, paper, publishing, packaging and graphic arts sector.

We also have a free confidential helpline open 24 hours a day, seven days a week (including Christmas Day), for in-the-moment emotional and wellbeing support, as well as for practical assistance during weekdays with anything from consumer rights to problems at home. Whatever the issue, we are a friendly voice at the end of the phone.

Our practical support also includes financial assistance for people facing hardship, which could be a result of a loss of household income, home emergency or period of ill health. We have been part of the almshouse movement since the 19th century and our two purpose-built sheltered homes, Beaverbrook House in Bletchley and Southwood Court in Basildon, have their origins in our former almshouses in Wood Green, London and provide 72 self-contained, one-bedroomed apartments. Both locations have communal gardens, are close to local amenities and provide

Independent living

independent living for people of retirement age who have worked in the print sector and allied trades or have an immediate family connection. There is a small team on site to provide support and help, such as welfare checks, when needed. As members will know, keeping almshouses up-to-date is not straightforward. We planned and started a major upgrade of our buildings prior to any idea that a pandemic would turn our lives upside down. We also hit a few other hurdles along the way, as is often the case with a major project but our surveyor and scheme managers have taken it in their stride. It has been unsettling for residents, especially during lockdown but we have worked hard to keep them informed at every stage.

photos (from top). Kathy Senior (left), Beaverbrook House Scheme Manager and Debbie Beck, Head of Welfare and Wellbeing at The Printing Charity; Independent living in a caring community; Residents at Southwood Court, Basildon; Nick Phillips (left), CEO of The Almshouse Association and Jon Wright, Chairman of The Printing Charity, at the 2018 Trustees and Clerks Seminar in Bletchley.

As an active member of the Almshouse Association, we were pleased to host its 2018 Trustees and Clerks Seminar in Bletchley, where we welcomed 70 delegates from 40 regional almshouse charities. We are here to help, so if you think you, or someone you know, may be eligible for our help, we'd love to hear from you. Please email support@theprintingcharity.org.uk or visit www.theprintingcharity.org.uk

Want to shine the light on your almshouse charity by sharing a story about your charity, your history, your plans, your renovations, new builds, successes, challenges, trustees, volunteers, residents?

Don't be shy - we all love hearing about what other people are up to - send in your photos and stories to karenmorris@almshouses.org



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ALMSHOUSE
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KG KT GCB

VICE PATRON

HRH The Duke of Gloucester,
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Lockdown garden party to celebrate 90th birthday

A resident of Amersham United Charities in Buckinghamshire celebrated her 90th birthday in 'lockdown' by holding a garden party throughout the day with guests being limited to groups of six. Mary was very organised, greeting her guests with hand sanitiser when they arrived and left, and



offering them individually wrapped cakes and crisps, with disposable glasses for the fizz. Mary (pictured above left) also enjoyed very good weather for the celebration.

Extra space means more activities for residents

The Dulwich Almshouse Charity (DAC) has gained some much-needed extra space at The Old Grammar School in Dulwich, south London.

This has kindly been provided by the Dulwich Estate and will allow the charity to support work by partner

which held one of its regular induction days for volunteers. Catrin Waugh, chairperson of the DAC, said: "The new space is of huge benefit to the charity. We are

looking forward to being able to reach out to more older people living locally for activities such as our knit and natter group and Chi Kung exercise class, as well as being able to offer



organisations. It also means they can expand some of their activities for residents to include other older people living nearby.

The first partner to use the space pre-lockdown was Link Age Southwark,

our partner organisations, such as Link Age Southwark, support in their work to help older people." Director of Link Age Southwark, Ruth Driscoll, said: "We were delighted to be able to make use of the DAC's meeting room for our volunteer induction, as finding a large enough space



photos: (left) Catrin Waugh (centre), Chair of Trustees at the Dulwich Almshouse Charity, with Melissa and Oriana, volunteer coordinators at LinkAge Southwark and (above) The Old Grammar School building in Dulwich Village.

to hold these is always a challenge. It gives us more flexibility and we hope to be able to attract even more volunteers to our next induction."

Link Age Southwark is looking for volunteers for its befriending service, which involves approximately one hour each week to visit an older person for a friendly chat. If you are interested in volunteering, contact Link Age Southwark at 020 8299 2623 or email volunteering@linkage-southwark.org

If you live in Dulwich, are over 60 years of age and interested in more information about the DAC's activity groups, please email Scheme Manager Shelley Miles at shelley.miles@dulwichalmshouse.org.uk
Anna Warren, Communications Manager, Dulwich Almshouse Charity

Training seminars calendar for 2020/1

2020/1 CALENDAR

We plan to rebook postponed 2020 training seminars in 2021 as soon as Government guidance allows. Dates and courses will be posted on our website and sent out to members as soon details can be finalised.

In the meantime, the Association has been hosting webinars with subject matter experts on a number of different almshouse topics and these will continue as necessary. Members are notified of these via our website and email alerts.

NB. There is also a library of online courses available for members on our website at www.almshouses.org/training-seminars/online-training-sessions