



**AFRICAN CARIBBEAN  
CARE GROUP  
ANNUAL REPORT  
2020-2021**

**The mission of the African Caribbean Care Group is to ensure the wellbeing of members by:**

- Providing culturally appropriate health and social care.
- Creating opportunities and avenues for self-expression of views and opinions.
- Supporting equal access to our service.
- Involving service users in planning of services to meet individual needs.
- Creating a warm, friendly and welcoming service.
- Working with young people to enhance their understanding of caring needs of older adults in the community.
- Working collaboratively with statutory agencies in the community.

## ACCG values

**Our Values are at the heart of everything we do to benefit our community.**

**ACCOUNTABLE** Always responsive and take ownership.

**CARING** Compassionate, treat people with respect and kindness, everyone matters.

**COURAGEOUS** Say what we mean, mean what we say respecting opinion of others.

**GOVERNANCE** Take ownership, be responsible, sound structures, policies and procedures.

- To provide a caring and supportive service for older people of African Caribbean heritage who are residents of Central /South Manchester, Trafford and surrounding areas.
- To provide a meeting place for older adults of African Caribbean heritage to promote social inclusion.
- To provide culturally appropriate activities food and promote healthy lifestyles.
- To provide a Lunch Club and meals on wheels service.
- To develop community care services which can be delivered to people in their own homes and Day Centre.
- To work collaboratively with the Clinical Commissioning group and other relevant providers of care.
- To offer the Centre as a venue for clinics and other health activities.
- To offer advice and support to service users to access welfare benefits and services.
- To support the health and wellbeing of our services users.
- To keep up to date with legislation, local and national changes in Health and Social care to deliver high quality care to service users.

Whilst responding challenges of the Covid-19 pandemic during the past year ACCG has experienced growth in service provision working in partnership and collaboratively with agencies VCSE organization.

The staff team has been strengthened to the development of new services and activities. ACCG's focus has been to ensure we remained connected to service users within then community over the past year meeting any changing needs to the pandemic..

Thank you to our staff, volunteers and every supporter for your ongoing commitment last year, and as we head into a challenging but courageous and compassionate future together.

- For more than 30 years, we have been providing high quality, person-centred health and social care to the African Caribbean community. We are here to ensure the well-being of our members in Manchester, Trafford and the surrounding areas.
- We strive to offer our services at affordable rates for our community, while never compromising on quality and safety standards.
- We are proud of the links we have built up with partner organisations over the years and we embrace collaborative working to expand the range of services we can offer.
- Our staff are all fully trained in health and social care and are kept up to date with specialised training courses and changes in legislation. We offer excellent career opportunities throughout the organisation and are committed to staff development.
- Our Well Being services within the Day Centre provide a friendly, welcoming environment where members can meet up with friends old and new. Activities and social events help everyone to maintain a healthy lifestyle.
- We offer an open and transparent service, overseen by our elected Board of Directors, involving members in the planning of our services.
- We provide our service to the whole family, not just the person being cared for, supporting everyone involved. Increasingly, we also work with younger people, supporting them with developing their life skills.
- We provide information and advice services enabling families to have greater choice and control to support their health and wellbeing needs.
- We are fortunate to be able to call on our team of dedicated, enthusiastic volunteers who support us in maintaining our high-quality services.
- Our future plans include expanding our services to more users in more locations.

The charity's main activities and those it tries to help are described below.

### Introduction

The charity commenced implementation of a vision and plan to ultimately expand services for older African Caribbean adults by updating systems and processes to aid engagement, communication and community connections. During the financial year to March 2021 the charity faced significant challenges due to the Coronavirus pandemic which led to a pause in the delivery of only face to face services at the Claremont Centre. Services were quickly adapted to ensure vital community connections were maintained.

A Telephone Helpline and Befriending Service was established. The ACCG team carried out health and welfare checks over the telephone. ACCG developed links with Public Health Leads locally and joined the Public Health Engagement Board to monitor the COVID-19 impact within the community and with first-hand reliable health information we were able to share with the local community. As a trusted provider this relationship was an important factor in our providing up to date Government guidelines and information to the community, which was continually changing.

The Befriending Service was appreciated as the older adults were able to maintain links with ACCG staff and benefit from personalised signposting. This service led to an increase in workload for our Advocacy and Information and Advice services as older adults sought support to address issues affecting their daily lives.

### Community Connections

ACCG received funds from the National Lottery Reaching Communities Fund to expand the charities communities connections

whilst at the same time improving and updating systems and processes. The funding supports the introduction of new posts into the charity.

A Dementia Advisory service has been established to support the black African Caribbean people and others to give them a greater understanding of the condition Dementia, its impact on their lives through the provision of information and guidance about living well with the condition following a diagnosis.

ACCG working with Dementia United hosted a virtual Dementia Call for Evidence to highlight the issues for Black African Caribbean People living with dementia. We want to understand why Black African Caribbean people are not accessing the relevant services and are not known to the statutory services. We need to establish how to improve the service provision to them.

The available NHS data indicates that the majority of people living with dementia in the Black African Caribbean community are yet to be identified, not only in Greater Manchester, but also across the UK. ACCG's engagement with the local Black African Caribbean community focused on the following key areas:

- Diagnosis
- Information
- Support
- Cost
- Understanding Cultural Needs
- Prevention (i.e. living well)
- Training

ACCG devised four questionnaires to understand a person's dementia journey and the information and support provided about dementia to Black African and Caribbean people in Greater Manchester.

The four areas investigated were:

- Diagnosing Well
- Supporting Well
- Living Well
- End of Life Care

Following on from an Appreciative Enquiry the next step of our project is to design and deliver a sustainable pathway that considers the changes that need to be made to existing systems. We will also be consulting and working in partnership with professionals and organisations who can support us with driving forward our goal of improving the quality of dementia care and access for adults from the Black African and Caribbean communities going through the Dementia Care Pathway.

The ACCG Community Connector post has enabled the charity to build strong relationships within the community establishing links with community organisations and neighbourhood teams during the Covid-19 pandemic. The introduction of this post made a significant impact on the teams ability to have an extensive reach within the community.

Relationship building has been vitally important for our community connections, particularly where the Befriending Service has made great connections during lockdown through telephone contacts. We are finding that as we progress out of lockdown there is still a hesitancy and fear by users in venturing out into the community due to the on-going pandemic.

### **Business Support**

- Following a review of electronic and computer systems ACCG dispensed with the old out dated on-site computer server progressing to Office 365, a cloud based system for communications and data storage. Laptops were purchased that allows for greater flexibility by providing an alternative to staff being desk based and solely reliant on site based computers. Staff were trained to adapt to this new way of working.

- The expansion of the staff team meant that the two existing telephone lines were inadequate. ACCG installed a new telephone system and increased the number of telephone lines from two to six.
- We also purchased a Database to assist with data capture and reporting of activities undertaken within the charity. A cloud based Database was installed and all staff and volunteers provided with training. Since the inception of the Database in January 2021 the ability to monitor and report on the charities activities has improved.
- The ACCG website was updated to ensure we are able to quickly provide up to date information to the community and we have seen an increase in traffic to the website.
- ACCG staff and volunteers also received social media training to ensure our effective use of social media.

### **Meal Delivery Service**

ACCG saw a significant increase in demand for our Delivered Meals service and following a thorough risk assessment this service was maintained throughout the pandemic. With the support of the NHS, ACCG's team received infection control training and were supplied with all necessary PPE.

The continued Delivered Meals service provision has been a vital support mechanism for those living alone and feeling isolated. In addition to this service ACCG set up a Shopping Service to run alongside the Delivered Meals service ensuring service users were able to obtain vital shopping supplies and prescriptions.

Through the Helpline, Befriending and Delivery Meals service we identified people who did not have some essential items, particularly those living in poverty. ACCG worked with community organisations like the local ASDA store and Fareshare to obtain items that ACCG put together as free parcels of essential items, including food and toiletries, and distributed to those in need.

### **ACCG Service User Survey**

Due to the changing nature of service provision because of the pandemic the ACCG carried out a survey of all service users to establish how the changes in service delivery had affected them and to identify any areas that would require further changes to meet or improve any changing needs of service users.

One of the main findings of the survey was that at least 50% of participants did not have access to receive information via digital devices, particularly where many important medical appointments were being conducted online. Many other services and activities had also moved to being online and this caused some older adults to become further isolated.

Since additional staff were recruited to the project we have experienced a significant increase in workload and referrals, which is an indicator of the impact and benefit of our work within the community.

### **Claremont Digital Lounge**

ACCG sought funding to provide tablets and computer training to bridge this gap to improve community connections. This provision was well received and is appreciated.

The Digital Lounge has been established to provide devices to service users and carers to enable them to access information virtually and remain connected and informed about all aspects of community life. Therefore as many services and activities have moved to an on-line provision this service together with training to use the devices is invaluable. As we move to on-site face to face services laptops are available in the Claremont Digital Lounge for service users wishing to access information online.

### **Advocacy Services/Information and Advice**

The Advocacy Services/Information and Advice services has seen a vast increase in demand and referrals to the service. Some of the issues that we have supported users with have become more complex and diverse since the pandemic. ACCG has seen an increase in mental health, domestic abuse, financial hardship. ACCG joined community response teams to increase BAME awareness and understanding of Coronavirus and the benefits of taking the Covid-19 vaccination when offered. We worked with other agencies to support service users with these issues.

### **Kickstart Programme**

We have also enrolled onto the Kickstart programme to support 16 to 24 year olds into employment.

### **First 1000 Days**

ACCG is the Lead Partner with Holding Her Space to deliver a Community Doula service in Manchester.

This service through an holistic, non-clinical approach work with African Caribbean women and their families to deliver a series of programs which enhances quality of life for mums and their babies through 5 key areas:

- Emotional Support
- Nutritional Support
- Mental Health Support
- Physical Support
- Emotional Support

The service is delivered through a series of workshops and the provision of 1-2-1 support. Workshops and support has been delivered virtually throughout the Covid-19 pandemic.

## Covid - 19 Recovery Funding

The Covid -19 Recovery Fund has supported ACCG to deliver vital services in person to the homes of service users providing them with essential supplies, in particular African Caribbean food items (supplied by CAHN) for their meals preparation at home.

## Carers Manchester Central Partnership

ACCG is the Lead Partner for this partnership with African Caribbean Mental Health Services (ACMHS) and LMCP. The Partnership will work in association with Himmat, Stroke Association, Alzheimer's Society and TDS to identify Carers within the Central Manchester locality at the start of their caring journey supporting them to avoid reaching crisis.

This is an 18 month partnership funded jointly by Manchester City Council and the Manchester Local Care Organisation (MLCO) commenced in November 2020.

As Lead Partner ACCG will be responsible for the overall delivery and development of the Partnership. The partnership recruited a Carer Services Project Worker and Carer Services Link Workers to work proactively connecting with a varied range of organisation's whether VCSE or statutory to build their knowledge and Community connections. Carer Awareness sessions were designed and delivered virtually via Microsoft Teams or Zoom. Carers Forums were also being established within the locality.

The Partnership works closely with the Manchester Carers Contact Point to support the development of a single pathway for Carers across Manchester. As Lead Partner ACCG will be responsible for the overall delivery and development of the Partnership.

## Supporters & Partners



## Financial Review

Covid-19 presented financial challenges for the charity to maintain face to face services and deliver trading services which has impacted on ACCG's trading income. Throughout the year with the development of partnerships and working collaboratively with organisations such as CAHN, Race Equality Foundation and the National Lottery, ACCG secured Covid-19 recovery funding to maintain existing services whilst developing new services, which are First 1000 Days Community Doula Service, Community Connections and the Carers Partnerships.

## Balance sheet as at 31 March 2021

	Note	2021		2020	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	14		2,867		512
<b>Current assets</b>					
Debtors	15	43,397		9,489	
Cash at bank and in hand		227,274		112,745	
<b>Total current assets</b>		<b>270,671</b>		<b>122,234</b>	
<b>Liabilities</b>					
Creditors: amounts falling due in less than one year	17	(18,727)		(3,687)	
<b>Net current assets</b>			<b>251,944</b>		<b>118,547</b>
<b>Total assets less current liabilities</b>			<b>254,811</b>		<b>119,059</b>
<b>Net assets</b>			<b>254,811</b>		<b>119,059</b>
<b>The funds of the charity:</b>					
Restricted income funds	18		68,823		-
Unrestricted income funds	19		185,988		119,059
<b>Total charity funds</b>			<b>254,811</b>		<b>119,059</b>

For the year in question, the company was entitled to exemption from an audit under section 477 of the Companies Act 2006 relating to small companies.

### Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.



**Monica Weir**  
Chair



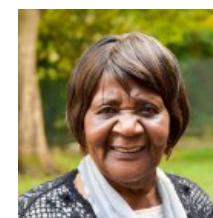
**Gary Gillette**  
Deputy Chair



**Francine Kayombo**  
Director



**Karen Zaman**  
Treasurer



**Vera James**  
Director



**Minette McInnis**  
Director



# Our Future Plans

- Build on the Dementia Advisory Work to develop Cultural Competence training materials for delivery to organisations, people living with Dementia and their families
- Continue discussions with Manchester City Council to progress the Community Asset Transfer of the Claremont Resource Centre which will provide opportunities for service expansion
- Seek greater partnership working and collaboration with other organisations
- Provide opportunities for volunteers to develop and learn new skills



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Registered Charity No: 1028464  
Company Limited by Guarantee No: 2802745