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CITY OF LEICESTER



ANNUAL REPORT
OF THE
CITY WELFARE COMMITTEE

1964—65





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CITY OF LEICESTER WELFARE COMMITTEE

(as constituted October, 1965)

THE RIGHT WORSHIPFUL THE LORD MAYOR (*ex-officio*)

ALDERMAN S. W. BRIDGES

Chairman :

ALDERMAN MRS. C. E. JACKSON

Vice-Chairman :

COUNCILLOR D. E. PEARSON

Members of the Council :

COUNCILLOR MRS. E. BREWER

COUNCILLOR W. E. DAGLEY

COUNCILLOR B. J. EALES

ALDERMAN MISS M. GOODWIN, M.B.E., J.P.

COUNCILLOR A. MARRIOTT

COUNCILLOR MRS. L. R. MARRIOTT, J.P.

COUNCILLOR R. MIDDLETON

ALDERMAN SIR ERNEST OLIVER, C.B.E., T.D., D.L.

COUNCILLOR W. B. SERCOMBE

COUNCILLOR MRS. M. M. TROTTER

COUNCILLOR P. C. WATTS

Co-opted Members :

MRS. B. V. HOLT

MRS. A. RAWLINGS

MRS. L. WALKER

MRS. T. H. WILLIS

Town Clerk :

G. C. OGDEN, M.A.

Director of Welfare Services :

K. J. POWELL, F.I.S.W.

SUB-COMMITTEES OF THE WELFARE COMMITTEE

WELFARE SERVICES (*Handicapped Persons*)

COUNC. MRS. BREWER	COUNC. PEARSON
ALD. MRS. JACKSON	COUNC. SERCOMBE
COUNC. A. MARRIOTT	COUNC. MRS. TROTTER
COUNC. R. MIDDLETON	COUNC. WATTS
ALD. SIR ERNEST OLIVER	MRS. WILLIS

HOMES

COUNC. DAGLEY	COUNC. PEARSON
ALD. MISS GOODWIN	COUNC. SERCOMBE
ALD. MRS. JACKSON	MRS. HOLT
COUNC. A. MARRIOTT	MRS. RAWLINGS
COUNC. MRS. MARRIOTT	MRS. WALKER

"HILLCREST"

COUNC. MRS. BREWER	COUNC. PEARSON
ALD. MISS GOODWIN	COUNC. WATTS
ALD. MRS. JACKSON	MRS. HOLT
COUNC. MRS. MARRIOTT	MRS. RAWLINGS
ALD. SIR ERNEST OLIVER	MRS. WILLIS

Representing Leicester No. 2 Hospital Management Committee

MR. B. R. GIMSON
COUNC. MRS. M. N. JACKSON
MR. J. W. TAYLOR

Hospital

ALD. MISS GOODWIN	COUNC. PEARSON
ALD. MRS. JACKSON	MRS. RAWLINGS
COUNC. MRS. MARRIOTT	MRS. WILLIS

MR. GIMSON
COUNC. MRS. JACKSON
MR. TAYLOR

MAIN FUNCTIONS OF THE COMMITTEE

The main functions for which the Welfare Committee are responsible under the National Assistance Act, 1948, and the Leicester Corporation Act, 1956, are as follows: —

1. The duty of providing residential accommodation for persons, who, by reason of age, infirmity or other circumstances are in need of care and attention not otherwise available to them. These will not include sick persons needing treatment in hospital—but would comprise a wide range of elderly, infirm, disabled or subnormal people who are unable to look after themselves in their own homes and cannot obtain from relatives, friends or others the care and attention they require.

“Residential accommodation” will be a substitute for a normal home and must meet all reasonable needs of the residents, including clothing, extra comforts in the shape of tobacco and sweets with which the resident may be unable fully to provide himself out of his own resources, and amenities and services such as recreational facilities, books and periodicals and opportunity for religious worship.

2. The duty of providing temporary accommodation for persons who are in urgent need of it in circumstances which could not reasonably have been foreseen, or in such other circumstances as the authority may in any particular case determine. This provision is not one for dealing with the inadequately housed. The duty which is placed on Local Authorities is primarily intended to cover persons temporarily without accommodation as a result of such circumstances as fire, flood or similar catastrophe. Accommodation includes board and other services, amenities and requisites, except where the Local Authority consider it unnecessary to provide these.

3. The welfare of persons who are blind, deaf, or dumb, and of other persons who are substantially and permanently handicapped by illness, injury or congenital deformity, or such other disabilities as may be prescribed.

4. The provision of meals, other domiciliary services and recreational facilities for old people.

5. The registration and inspection of disabled persons' and old persons' homes.

6. The registration of charities for disabled persons.

7. The removal to suitable premises of persons in need of care and attention.

8. The provision of temporary protection for the movable property of persons admitted to hospital, etc.

9. The burial or cremation of the dead where no other suitable arrangements have been made.

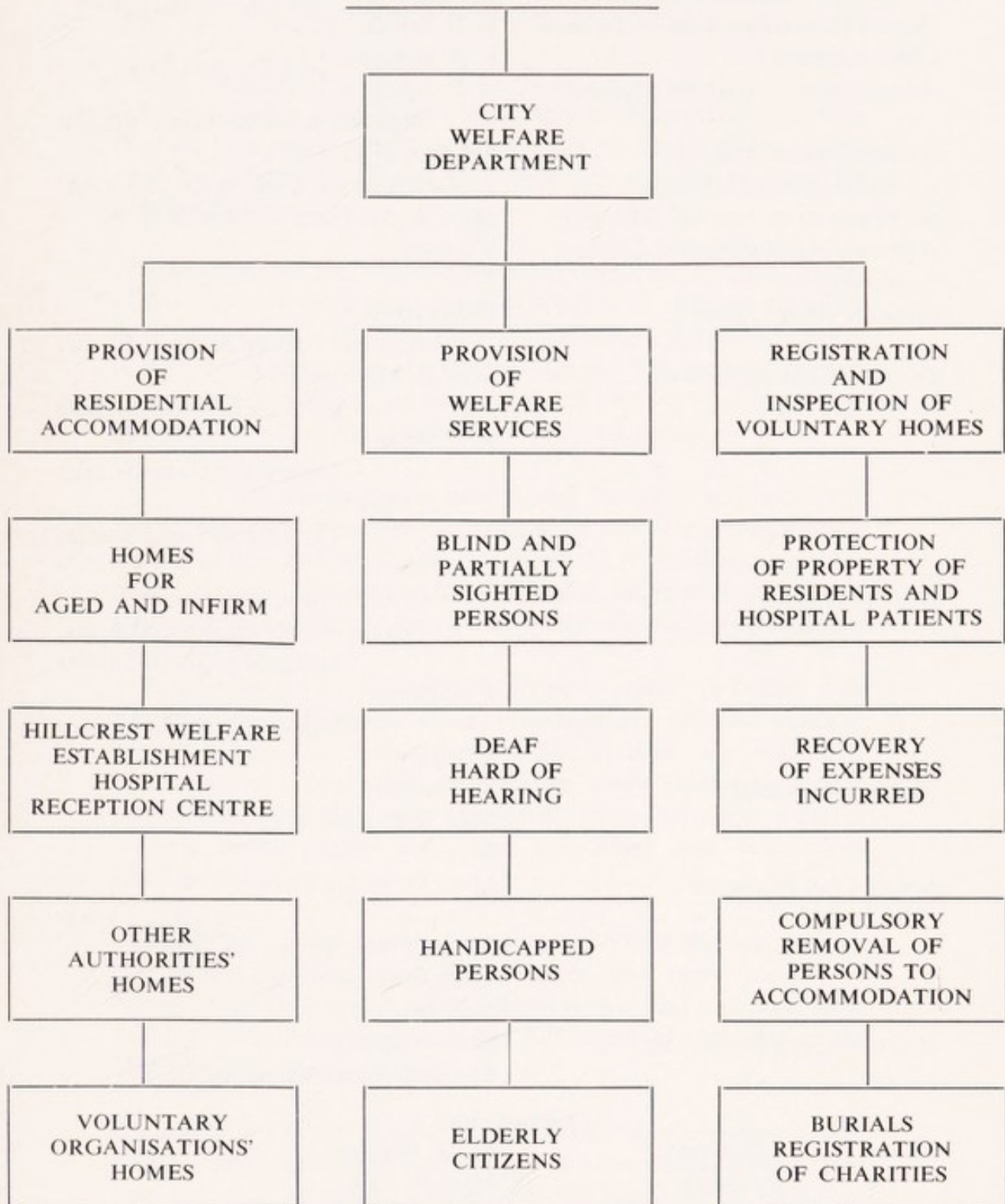
Residential accommodation and welfare services for the Blind and Partially Sighted, Deaf and Dumb and other handicapped persons are being provided in accordance with Schemes submitted to and approved by the Ministry of Health.

SERVICES PROVIDED ON BEHALF OF GOVERNMENT DEPARTMENTS

1. HOSPITAL ACCOMMODATION at "Hillcrest", on behalf of the Leicester No. 2 Hospital Management Committee of the Sheffield Regional Hospital Board.

2. RECEPTION CENTRE at "Hillcrest" for persons without a settled way of living, on behalf of the National Assistance Board.

THE ADMINISTRATION



MEMBERS OF THE STAFF OF THE
CITY WELFARE DEPARTMENT ON THE 31st MARCH, 1965

<i>Director of Welfare Services :</i>	K. J. POWELL, F.I.S.W.
<i>Deputy Director of Welfare Services :</i>	R. B. WILLIS, A.I.S.W.
<i>Chief Assistant :</i>	F. H. HUDSON, A.I.S.W.
<i>Administrative Assistant (General) :</i>	A. F. JONES, M.A. (Oxon.), Diploma in Social Administration
<i>Administrative Assistant (Handicapped Persons) :</i>	MISS G. B. STUBBS, S.R.F.N., B.T.A. Cert., M.A.O.T., S.R.O.T.
<i>Administrative Assistant (Homes) :</i>	MRS. W. M. TURTON, S.R.N., A.I.S.W.
<i>Assistant Administrative Assistant (Homes) :</i>	VACANCY
<i>Senior Welfare Officer :</i>	D. SEATON, Certificate of Social Science, A.I.S.W.
<i>District Welfare Officers :</i>	MRS. P. M. GOSLING, Certificate of Social Science R. C. NOAKES, Diploma in Social Studies T. S. P. PHELAN, Diploma in Social Studies VACANCY
<i>Welfare Officers :</i>	MISS E. A. BROWN, S.R.N., S.C.M., Occupational Health Certificate, Certificate of Social Studies J. A. QUINN, Certificate of Social Science VACANCY
<i>Welfare Assistants :</i>	K. MANSHIP MRS. S. C. ROACH, S.R.N. MISS J. L. TOACH
<i>Senior Craft Instructor :</i>	MISS M. H. SHERWOOD, M.A.O.T., S.R.O.T.
<i>Craft Instructors :</i>	MISS E. ATKINS, M.A.O.T., S.R.O.T. MISS V. G. HEAD, M.A.O.T. VACANCIES (3)
<i>Assistant Craft Instructors :</i>	MRS. P. ROPER MISS M. ROWBOTTOM, S.R.N., O.N.C.
<i>Clerical Staff :</i>	
E. A. BENFORD	M. W. HODSON
J. J. SWEENEY	MISS R. LANE
MRS. P. E. BALL	MISS I. E. P. McCORMICK
MISS C. BOULTER	K. J. NEWBERY
MRS. M. M. BROWN	MRS. M. L. SUTER
MISS M. CLOWES	L. TUCKER
MISS A. M. CRAWCOUR	E. WHITTINGTON
MISS D. G. HAMPSON	A. J. WRIGHT

CITY OF LEICESTER WELFARE COMMITTEE

The City Welfare Committee present their Seventeenth Annual Report for the year ended 31st March, 1965.

INTRODUCTION.

In submitting the Seventeenth Annual Report of the City Welfare Committee, attention must again be drawn to the urgent need for additional Homes and improved services to meet the growing demand.

It is estimated that the number of people over 65 years of age will increase from approximately 6,400,000 in 1965 to 8,000,000 in the late 1970s. The real challenge posed for the social services is, however, greater than the figures suggest. The needs of persons aged 80 years and over are greater than of persons of younger ages and their numbers are increasing disproportionately.

4½% of the elderly live in Institutions—hospitals and residential homes. Many of these are accommodated in establishments which are out of date and unsuitable and today, 17 years after the passing of the National Assistance Act, 1948, it is imperative that urgent action should be taken to provide adequate suitable accommodation.

This leaves 95½% of the elderly living in their own homes, with relatives, or in lodgings, many of whom are already receiving support services to enable them to live in their own homes, or with relatives. There must, however, be many more who require help—with residential care, permanent and short stay, sheltered housing, mobile meals and other domiciliary and recreational facilities.

Whilst the present known demand for the City Welfare Services has emphasized the need for a larger and more accelerated expansion of the Services, as envisaged in last year's Report, more enquiries should be made into the full extent of the need of the elderly and the handicapped.

Expansion of the existing Services and development of new Services must not only meet the needs of those who at present need help but also the needs of those who will require help during the next decade. Services can, however, be measured not only by the extent by which they meet the needs of the elderly and handicapped, but also by the extent to which they contribute to their independence and well-being.

Your Committee is mindful of these essential requisites both in the development of a comprehensive service for the elderly and handicapped and in their duty in co-ordinating the services for the elderly and handicapped.

The Committee hope that the sympathy, understanding and support of the City Council will be readily given to the City Welfare Committee in their efforts to provide that care and help which is now so urgently required by many of the elderly and handicapped in the City.

PROVISION OF RESIDENTIAL ACCOMMODATION.

HOMES FOR AGED AND INFIRM.

Your Committee are pleased to report that progress is now being made in the provision of more and suitable residential accommodation for the elderly and infirm. 52 additional places were brought into use during the year as compared with 43 the previous year.

Due to the shortage of architectural assistance there has, however, been a delay in the full implementation of the programme of Old People's Homes as approved in the Ten-Year Plan for the Development of the Welfare Services. Endeavours are now being made to bring the building programme up to date. It is your Committee's hope that the earlier design and planning of the Homes will enable an accelerated building programme to be developed and thereby meet at least in part the growing demand, and also allow for earlier replacement of unsuitable accommodation.

Notwithstanding the increased numbers of places now available in the Homes there has been no appreciable reduction in the numbers on the waiting list for admission to Old People's Homes. In fact the new places available during the year have only been sufficient to meet the numbers applying for admission and make a small reduction in those accommodated at Hillcrest. During the year 143 permanent admissions were made to the Homes, including 31 old people transferred from Hillcrest.

At the 31st March, 1965, there were more places available in the Small Homes than in Hillcrest and at that date 76 more elderly people were living in the Small Homes than in Hillcrest. 433 places are now provided in the Small Homes, 139 are in single bed-sitting rooms, and 140 in double rooms. Of the remainder 60 places are in four-bedded rooms in purpose-built homes and 94 in

three or four-bedded rooms in adapted Homes. The multiple-bedded rooms are extremely unpopular with the old people and often are the cause of unrest and are not conducive to the home-like conditions which your Committee and their Staff have endeavoured to provide. Owing to the high demand for accommodation it is not possible at present to convert these rooms into single or double rooms, or for alternative use. It is, however, hoped that when more adequate provision has been made for those awaiting admission to the Homes steps will be taken to overcome these difficulties. The privacy and well-being of the old people will more than justify the reduction in number of places which this will entail.

Provision has been made in the Estimate of Expenditure for 1965/66 for the installation of a lift in Cooper House. This will greatly assist in the mobility and care of the many more infirm old people in this Home. The installation of the lift in Sykefield will help to overcome many of the difficulties experienced by the old people in this Home. Many of the old people who previously had to be assisted up and down stairs can now ascend and descend to the first and second floors of this Home with ease and comfort. Other improvements are being carried out to the adapted Homes to provide for the maximum ease and comfort these premises will allow. These Homes, although often very popular with some of the old people, are restricted in their use. Admissions in the main have to be restricted to those who are able to climb stairs and have a reasonable degree of mobility.

SHORT-STAY AND HOLIDAY ACCOMMODATION.

119 elderly and handicapped people were provided with short-stay accommodation in the Homes during the past year, 94 being accommodated the previous year. The greatest demand has again been during the holiday period and the length of stay has varied from one to eight weeks, the majority of them staying for two weeks.

As in previous years, it has only been possible to provide for those requiring short-stay accommodation by the restriction of permanent admissions and with the increased demand for this type of accommodation each year it is necessary to reserve places in each Home for the purpose. The value of the short-stay accommodation to the elderly people and their relatives needs hardly to be justified for not only does it benefit the old people coming into care, but also gives an essential "break" to their relatives.

Leicester Holiday Home, Milford-on-Sea.

It is with much pleasure that your Committee is now able to provide seaside holidays for many of the elderly people in the City. Your Committee are indebted to their Chairman, Alderman Mrs. C. E. Jackson, who during her term of office as Lord Mayor established a fund for the purchase of suitable premises at the seaside, and to Mrs. Millicent Morris, C.B.E., the Honorary Officers and friends of the Lord Mayor's Holiday Home Appeal Committee who raised the necessary funds for the purchase of Ellaland Private Hotel, Milford-on-Sea, and part of the furnishings.

Upon completion of the purchase of the property the Appeal Committee handed it over to your Committee who have undertaken the alterations and adaptations necessary to accommodate 15 elderly people together with resident staff.

The Committee are also indebted to Mr. G. F. Gordon White of Gordon White and Hood and Associates, Architects and Surveyors, Leicester, and his assistant, Mr. Shaw, who designed and supervised the alterations and adaptations, and to the Leicester and County Altrusa Club and other friends who have assisted your Committee in furnishing the Holiday Home.

A coach is to be provided to convey the elderly people to and from Milford-on-Sea, and will also be used for outings from the Holiday Home. The Lord Mayor's Holiday Home Committee have kindly contributed the balance of the Fund towards the cost of purchase of the coach.

Your Committee wish to record their sincere appreciation of the many friends who have made it possible for this venture to be brought to fruition and enabled an additional service to be provided which will no doubt contribute to the happiness and well-being of many of the elderly in the City.

Goodwood House, Davenport Road, Goodwood Estate.

Your Committee are pleased to report that this new Home was brought into use in December, 1964, and with this welcome additional accommodation it has been possible to provide care for a number of old people in urgent need and at the same time reduce the numbers of old people accommodated in Hillcrest.

The Lord Mayor kindly consented to officially open the Home in the summer of 1965.



LEICESTER HOLIDAY HOME



GOODWOOD HOUSE



GOODWOOD HOUSE—*Single Bedroom*

The Home provides accommodation for 53 men and women in single and double rooms. The Home is the sixth purpose-built Home in the City, and special attention has again been paid to the needs and safety of the old and infirm.

Elizabeth House, Perth Avenue, New Parks Estate.

Elizabeth House was completed in time for occupation in the summer of 1965.

The Home has accommodation for 46 men and women, and is sited with views over open parkland. Although the Home has been built on sloping ground the building has been designed to eliminate steps.

Thurn Court, Thurncourt Road, Thurnby Lodge.

It is anticipated that this Home will be completed in Autumn 1965.

The Home will accommodate 49 men and women in single and double rooms.

Simon Lodge, Sacheverel Road.

Building work on this Home was commenced in August, 1964.

Accommodation will be available for 40 men and women and it is anticipated that the Home will be ready for occupation in the second half of 1966.

Meadow Court, Old Church Street, Aylestone.

Tenders for this Home have been accepted and arrangements had been made for the building work to commence in June, 1965.

The Home will have accommodation for 51 men and women in single and double rooms and should be ready for occupation in 1967.

PROPOSED HOMES.

BUILDING PROGRAMME, 1965-66.

Home for the Aged, St. Matthews Estate.

Home for the Aged, Church Lane, Knighton.

Home for the Handicapped, St. Matthews Estate.

Notification has been received from the Ministry of Health that the Minister is prepared to recommend loan sanctions for the above Homes during the financial year 1965/66.

FUTURE BUILDING PROGRAMME.

In accordance with the Council's Ten-Year Plan for the Development of the Welfare Services, your Committee have acquired or requested the earmarking of the following sites for the erection of Old People's Homes: —

Bewcastle Grove, Mowmacre Hill
 Rowlatts Hill
 High Street, Evington
 Samson Road
 Highfield Development Area
 New Bridge Street Development Area
 Beaumanor Road
 Northern Area Development—North and South
 Beaumont Leys
 Belgrave Green
 Argyle Street Development Area

It is anticipated that a review will be made of the Council's Ten-Year Plan during the Autumn of 1965 when further consideration will be given to the earlier replacement of the residential accommodation at Hillcrest and The Towers, Kirby Muxloe.

GENERAL ACTIVITIES.

The average age of the old people in the Homes is again 81 years, 95 per cent. of them being over 70 years of age, 62 per cent. being over 80 years and 8 per cent. being 90 years or over. It will be seen that during 1964/65 there has been an increase of 3 per cent. in those 70 years and over in the Homes, and this pattern of age grouping will likely continue whilst admissions have to be restricted to those of advanced age and infirmity.

Notwithstanding the increased age of many of the elderly in care a high proportion have remained active and taken a keen interest in affairs outside the various Homes. Your Committee are grateful to the many friends and organisations who have played an important part in maintaining the interest and well-being of the old people in care.

As in previous years, entertainments and outings and other services have been provided for the old people in the Homes.

STAFFING.

No great improvement has been possible in the staffing of the several Homes. The shortage of suitable and experienced persons to act as Deputy and Assistant Matrons in Old People's Homes is

still acute and it has been increasingly difficult during the past to ensure adequate relief for the resident staff of the Homes.

Whilst every effort is being made to ensure that attractive staff accommodation is available and that there is adequate off duty for the resident staff, difficulties are likely to be experienced in staffing Old People's Homes for some time to come.

Your Committee wish to record their thanks to the Wardens, Matrons and Staff of the several Homes for the loyal and devoted manner in which they have carried out their duties in caring for the old people.

HOMES FOR THE AGED.

	Warden/Matron
The Towers, Station Road, Kirby Muxloe ...	A. W. Humphryes
Walton Lodge, Forest Drive, Kirby Muxloe ...	Miss E. M. Binns
Rosendene, Forest Drive, Kirby Muxloe ...	Miss C. Burton
The Hollies, 130 Uppingham Road, Leicester ...	Miss D. Hawkesley
Enderby Hall, Enderby ...	L. Williams
	Mrs. M. C. J. Williams
Sykefield, 138 Westcotes Drive, Leicester ...	Miss D. M. Hall
Cooper House, Pasley Road, Leicester ...	Mrs. V. B. Davenport
Dale House, Armadale Drive, Leicester ...	Mrs. E. P. Pallister
Nuffield House, Barclay Street, Leicester ...	Miss A. J. Orr
De Montfort House, Narborough Road, Leicester ...	Miss G. Nickson
Abbey House, Stokes Drive, Leicester ...	Mrs. A. Johnson
Goodwood House, Davenport Road, Leicester ...	Miss M. E. P. Hanley

ACCOMMODATION IN SMALL HOMES.

	Accommodation	No. accommodated 1.4.64	No. admitted during year	No. discharged during year	No. accommodated 31.3.65
The Towers ...	20	15	12	9	18
Walton Lodge ...	18	18	4	4	18
Rosendene ...	18	18	1	2	17
The Hollies ...	13	10	12	10	12
Enderby Hall ...	38	39	14	16	37
Sykefield ...	30	29	6	6	29
Cooper House ...	40	36	30	28	38
Dale House ...	61	59	26	26	59
Nuffield House ...	47	47	37	39	45
De Montfort House ...	53	49	30	31	48
Abbey House ...	43	28	66	51	43
Goodwood House ...	52	—	58	10	48
Total ...	433	348	296	232	412

Total number of days' maintenance provided ... 129,989

The average daily number of residents has been 356, compared with 318 the previous year.

Age groups of residents in Small Homes as at 31st March, 1965:

	Under 60	60-64	65-69	70-74	75-79	80-84	85-89	90 and over	Total
Men ...	1	—	5	18	26	31	27	7	115
Women ...	2	4	10	27	66	86	75	27	297
	—	—	—	—	—	—	—	—	—
Total	3	4	15	45	92	117	102	34	412
	—	—	—	—	—	—	—	—	—
Average age: Men ... 80.23									
Women ... 81.14									
Men and Women ... 80.88									

HILLCREST WELFARE ESTABLISHMENT.

It has again been possible to reduce the number of persons accommodated in Hillcrest. On the 31st March, 1965, there were 14 fewer residents than at the same time the previous year. Your Committee are pleased that much benefit has been felt by the residents by the easing of the overcrowded conditions. The reduced numbers have made it possible to carry out further improvements in the sitting room and bedrooms to provide more comfort for those in care.

The extension of the garden area has been welcomed and the gardens provide much pleasure for the residents. Full use has been made of the garden shelter.

Certain new laundry machinery has had to be installed during the year to replace machines which have been in use for over 30 years. The new and improved equipment that has been installed has improved the output and finish of the increased numbers of articles now laundered.

The average age of the residents at 31st March, 1965, was 77 years; an increase of 4 years since the previous year. 68 per cent. of the residents were 70 years or over and 3 per cent. were 90 years or over. The residents' general health has been good, but with the increasing age and infirmity of many, much more assistance has had to be given by the staff. This has placed an increased extra strain on the staff available and if this trend continues it may be necessary to increase the staff ratio.

Recruitment of suitable staff has continued to be difficult, but some relief has been obtained by the employment of part-time staff

and students during their vacation from universities and colleges. These young people have proved to be cheerful and willing workers in all tasks allotted to them. Many of the old people have appreciated the young people being with them.

Today with the increased infirmity of many of the residents only a limited number are now able to go on long journeys to the sea-side. As in the case of the Small Homes a greater use has been made of the Department's small 'bus on short country outings.

Television continues to be the most popular entertainment to the exclusion of concerts and other entertainments previously arranged. The direct transmission of home games from the Leicester City Football Ground has also been appreciated.

Your Committee wish to thank the Superintendent, Matron and all Staff of the Establishment for the able manner in which they have carried out their duties, often under difficult circumstances.

Hillcrest Welfare Establishment and Hospital:

Superintendent: S. M. R. HEALEY, A.H.A., A.I.S.W.

Matron: MISS P. AHERN, S.R.N.

RESIDENTIAL ACCOMMODATION AT HILLCREST.

	Men	Women	Total
No. accommodated 1.4.64 ...	192	158	350
No. admitted during year ...	59	75	134
No. transferred from Hospital ...	19	36	55
No. transferred from Small Homes ...	—	2	2
No. transferred to Hospital ...	35	42	77
No. transferred to Small Homes ...	3	28	31
No. discharged and deaths ...	45	52	97
No. accommodated 31.3.65 ...	187	149	336

Total number of days' maintenance provided ... 130,690

The average daily number of persons accommodated has been 358, compared with 405 the previous year.

Age groups of residents at Hillcrest as at 31st March, 1965:

	Under 50	50-54	55-59	60-64	65-69	70-74	75-79	80-84	85-89	90 and over	Total
Men ...	9	6	10	29	28	33	38	20	14	0	187
Women ...	2	6	0	7	13	17	35	36	23	10	149
Total	11	12	10	36	41	50	73	56	37	10	336

Average age: Men	70.090
Women	83.812
Men and Women	76.951

PROVISION OF TEMPORARY ACCOMMODATION.

A total of 54 cases were provided with temporary accommodation at Hillcrest during the year ended 31st March, 1965. This compares with a total of 32 last year, but it will be noted that over half of the cases were only accommodated for less than one week.

The main cause of applications for this accommodation is again eviction from all types of housing: council, private, lodgings, etc., and again non-payment of rent is usually the cause. The cases include several young women alone.

In co-operation with other Departments of the Corporation, viz., Children and Housing, your Committee's officers made every effort to assist these cases to obtain alternative accommodation as soon as possible.

Number of cases dealt with during the year ... 54

Women	Children	Total
54	83	137

Lengths of stay of persons in temporary accommodation:

				Women	Children
Less than one week	31	49
1 week	7	11
2 weeks	4	5
3 "	2	4
6 "	2	1
7 "	1	4
8 "	1	1
11 "	1	—
13 "	1	1
14 "	1	2
21 "	1	4
23 "	1	—
25 "	1	1
Total ...				54	83

PAYMENTS BY RESIDENTS.

The following summary gives details of the payments made by residents towards the cost of their maintenance during the year under review:

	1964-65	1963-64
	£	£
Hillcrest	55,001	61,469
The Towers	3,245	3,181
Rosendene	3,076	2,550
Walton Lodge	2,434	2,393
The Hollies	2,131	1,735
Enderby Hall	6,398	6,672
Sykefield	4,067	4,121
Cooper House	6,931	7,025
Dale House	9,439	9,253
Nuffield House	8,735	8,587
De Montfort House	10,215	9,381
Abbey House	6,379	201
Goodwood House	1,298	—
Other Establishments	16	16
	<u>£119,365</u>	<u>£116,584</u>

Residents are required to contribute towards the cost of their maintenance in accordance with their means, and in no case is this below the minimum of £3 4s. 0d. per week, as laid down by the Minister of Health. All residents retain a minimum of 16/- per week from their income for personal expenses.

The standard charges for 1964/65 have been: Hillcrest £5 3s. 10d. per week, and the Small Homes £7 18s. 1d. per week.

On the 31st March, 1965, approximately 60% of the residents in the Homes, and 69% in Hillcrest, were paying the minimum charges. Approximately 27% in the Homes and 22% in Hillcrest were paying amounts varying between the minimum and standard charges, and approximately 13% and 9% respectively were paying the standard charge.

ACCOMMODATION PROVIDED BY VOLUNTARY ORGANISATIONS.

During the year an average of 74 persons have been maintained by your Committee in Homes provided by voluntary organisations. The number of persons concerned was 92.

HOSPITAL ACCOMMODATION PROVIDED AT
HILLCREST ON BEHALF OF THE LEICESTER No. 2
HOSPITAL MANAGEMENT COMMITTEE OF THE
SHEFFIELD REGIONAL HOSPITAL BOARD

In accordance with the Sixth Schedule of the National Assistance Act, 1948, paragraph 7 (a) and (b), hospital accommodation has been provided at Hillcrest for the following persons:

	Men	Women	Total
No. of patients accommodated at 1.4.64	97	252	349
No. admitted during year ...	196	318	514
No. transferred from residential accommodation ...	41	52	93
No. transferred to residential accommodation ...	22	40	62
No. died ...	180	245	425
No. discharged ...	37	84	121
No. of patients accommodated at 31.3.65	95	253	348

Total number of days' maintenance provided ... 128,692

Payment of the cost of maintenance of patients in the Hospital accommodation is made by the Leicester No. 2 Hospital Management Committee, in accordance with the terms agreed between the Sheffield Regional Hospital Board and the Council.

RECEPTION CENTRE AT HILLCREST.

The Reception Centre at Hillcrest has continued to provide temporary board and lodging for persons without a settled way of life. Details of the use of the Centre for the past two years are:

Month	Average Nightly Number	
	1964-65	1963-64
April ...	73	77
May ...	69	80
June ...	64	69
July ...	55	75
August ...	64	89
September ...	61	93
October ...	63	85
November ...	71	72
December ...	53	65
January ...	58	69
February ...	56	69
March ...	57	70
Average over year ...	61.9	76.1

Number of nights' maintenance afforded:

Men	21,952	26,993
Women	630	861
Children	19	16
Total ...				22,601	27,870

In 1963-64 the average nightly number of persons using the Centre was higher than usual, due probably to the closure of some other Midland Centres. Although no more Midland Centres have closed during 1964-65 the average has fallen to about the same level as 1962-63.

The statutory responsibility for providing this service rests with the National Assistance Board and your Committee act as agent for the Board who repay the costs incurred.

In their Annual Report for 1964 the Board state that having reduced the number of Centres to the minimum considered necessary it hoped that all remaining Centres will be directly administered by the Board as suitable premises become available. A Centre is to continue in the Leicester area but it is probable that your Committee's responsibilities will cease as soon as the Board can provide other premises.

BLIND AND PARTIALLY SIGHTED PERSONS.

The agency arrangements under which the Royal Leicester, Leicestershire and Rutland Institution for the Blind provide these welfare services on behalf of your Committee have been described in earlier reports and have continued unchanged throughout the year. The actual cost to your Committee of these services in 1964-65 is not yet available but is estimated to be £38,000.

The number of registered blind people in the City at 31st December, 1964, was 707, a net increase of 20 during the year. There were 107 new registrations and 93 (87%) of these people were aged 65 and over. Further details are shown in the Tables on pages 23 and 24. The partially-sighted register showed a net increase of 17 to a total of 170 at the end of the year. The new registrations totalled 48 of whom 39 (81%) were aged 65 and over.

There were 123 blind persons in employment at the end of the year—an increase of 4. 59 were in ordinary employment, 59 employed in special workshops and 5 were home-workers. Your Committee have powers to provide essential equipment for home-workers in suitable cases and during the year they agreed to provide a car for a blind piano tuner/repairer to enable him to expand his business. His wife who assists him will drive the vehicle. The Ministry of Labour have agreed to make a grant towards the cost of the car.

As in previous years the Royal Institution has provided various other services out of its voluntary funds and the Wycliffe Society for Helping the Blind has continued its programme of social activities, excursions and entertainments. Once again your Committee wish to express their appreciation of the help given by voluntary workers in so many of these activities.

CITY OF LEICESTER

REGISTER OF THE BLIND

TOTAL BLIND POPULATION REGISTERED AT 31ST DECEMBER, 1964.

	0	1	2	3	4	5-10	11-15	16-20	21-29	30-39	40-49	50-59	60-64	65-69	70-79	80-84	85-89	90 and over	Un-known	Total
TABLE I. AGE PERIODS OF REGISTERED BLIND PERSONS.																				
Males ...	—	—	—	—	—	8	14	—	4	13	28	43	26	37	60	35	14	10	—	292
Females...	—	—	—	—	—	3	3	4	3	9	14	36	36	27	114	82	55	29	—	415
Total ...	—	—	—	—	—	11	17	4	7	22	42	79	62	64	174	117	69	39	—	707

TABLE II. AGE AT ONSET OF BLINDNESS.

Males ...	49	5	1	3	—	8	4	8	13	32	17	30	18	30	50	17	7	—	—	292
Females...	33	2	1	1	1	11	3	4	10	19	22	41	21	47	117	51	22	6	3	415
Total ...	82	7	2	4	1	19	7	12	23	51	39	71	39	77	167	68	29	6	3	707

BLIND PERSONS REGISTERED AS NEW CASES
DURING YEAR ENDED 31ST DECEMBER, 1964.
(excluding Re-Certifications and Transfers from other Areas).

	0	1	2	3	4	5-10	11-15	16-20	21-29	30-39	40-49	50-59	60-64	65-69	70-79	80-84	85-89	90 and over	Un- known	Total
TABLE III. AGE AT DATE OF REGISTRATION.																				
Males ...	—	—	—	—	—	1	—	—	—	1	—	1	2	6	16	8	1	—	—	36
Females...	—	—	—	—	—	1	—	—	—	—	1	4	3	4	23	20	10	5	—	71
Total ...	—	—	—	—	—	2	—	—	—	1	1	5	5	10	39	28	11	5	—	107

TABLE IV. AGE AT ONSET OF BLINDNESS.

Males ...	1	—	—	—	—	—	—	—	—	1	—	2	2	7	15	7	1	—	—	36
Females...	—	—	—	—	—	2	—	—	—	—	1	4	4	5	22	19	9	5	—	71
Total ...	1	—	—	—	—	2	—	—	—	1	1	6	6	12	37	26	10	5	—	107

DEAF AND HARD OF HEARING.

In spite of the progress that has been made in the services for the deaf and hard of hearing much requires still to be done in this field of your Committee's work. A widening of the services and an improvement in the recruitment and training of officers employed in the welfare of the deaf, are necessary.

Your Committee wish to record their appreciation of the assistance they receive from local, regional and national organisations concerned in the welfare of the deaf and hard of hearing. This assistance has, in the opinion of your Committee, been of value in dealing with the often complex problems of those suffering from this unfortunate, and perhaps least understood, disability.

Leicester and County Mission for the Deaf.

The work of the Mission has been somewhat restricted during 1964-65 due to staff changes and the proposed re-organisation of the constitution of the Mission. With the appointment of a new Missioner and the recruitment of additional staff required to undertake the work it is anticipated that there will be an expansion of the spiritual, social and sporting activities of the deaf, which your Committee desires.

An increased grant has been made to the Mission for this work. It is realised that with the further extension of these services, additional financial support may be required.

No. of City members of the Mission at the 31st March, 1965:

		16—54		65 and Over		Total
		With speech	Without speech	With speech	Without speech	
Male	...	37	38	2	10	87
Female	...	37	42	8	5	92
		—	—	—	—	—
		74	80	10	15	179
		—	—	—	—	—

Leicester and District Social Club for the Hard of Hearing.

City membership at the 31st March, 1965 ... 39

During the year there has been an increase in the membership of the Hard of Hearing Social Club. As previously reported membership of the Club represents only a part of the large number of hard of hearing people in the community, many of whom with the assistance of hearing aids are able to take part fully in the normal social world. The Club however does play an important part in the social life of those who need special services.

Your Committee are grateful to the Honorary Officers of the Club and their helpers for the wide range of activities, including lip-reading tuition, which are provided for the members. Your Committee intend to continue their support to the Hard of Hearing Social Club in their important work for the hard of hearing.

OTHER HANDICAPPED PERSONS.

The number of handicapped persons registered with the Department on the 31st March, 1965, was 1,057.

Details of age groups are as follows:

	0-4	5-15	16-20	21-29	30-49	50-64	65 and over	Total
Male ...	5	5	23	26	159	196	200	614
Female ...	3	6	20	20	73	145	176	443
	—	—	—	—	—	—	—	—
	8	11	43	46	232	341	376	1,057
	—	—	—	—	—	—	—	—

121 applications were received from handicapped persons for registration during the year, as compared with 127 in the previous year. 75 were removed from the Register, owing to death or having left the City.

The Services available for physically handicapped persons are now extensively called upon. The provision of aids and adaptations are required and full investigations usually confirm the need to help in creating and maintaining independence within the individual's home environment.

The knowledge that the Welfare Department is able to supply many and varied aids and other equipment for the benefit of handicapped persons and that its officers are available and able to advise and devise many aids to independence is now well accepted. Referrals are made by the local Hospital Consultants, General Practitioners, District Nurses, Health Visitors, and many others who are in contact with the handicapped.

This co-operation is vital on both sides and of inestimable value to officers of the Welfare Department. Needs can then be anticipated and unnecessary delay avoided in dealing with them. It is important to maintain and improve communications between such Departments as only in this way can a smooth, efficient and beneficial service be available to those who need it. It takes time and often many supportive visits from occupational therapists to help persons to come to terms with their disability; achievement

cannot be measured in terms of number of visits made and numbers visited. Patience, and understanding, are essential attributes in those who visit and endeavour to develop latent potential in the handicapped.

Your Committee are aware of the dilemma and frustration which constantly besets those who are in direct and constant contact with the handicapped particularly when adequate facilities are not available. There is not sufficient room in the existing craft centre to cater for the occupational and social needs of this City's handicapped people. In endeavouring to meet part demand for these services overcrowding is bound to occur in existing premises. The erection of the new Centre and Hostel on St. Matthews Estate is now a matter of urgent priority. It is essential that the new premises are brought into use at the earliest possible date, if the handicapped people in the City are to be assisted in their rehabilitation and activities.

During the past year 499 sessions have been held at the Craft Centre, allowing for 9,336 attendances.

Industrial Outwork is the main feature of the activities undertaken and it has been possible to maintain an intake of clean, light and variable jobs from a number of firms who are as anxious to supply this sort of occupation as the Department is to receive it. The standard of finished work is very good and acceptable to the firms, and must remain so. Obviously industry is not in a position to maintain and supply work unless good workmanship is maintained, no matter how sympathetic the individual firm may be towards handicapped people. This important aspect must be borne constantly in mind by both staff and handicapped persons. Indeed, your Committee are concerned that the highest possible quality and standard of work is both maintained and increased in the future. All products, no matter how basically simple their process is, become complicated in cramped quarters; lack of storage and of separating finished goods from work in progress adds to the problem. The people who are able to attend the Centre appear happy to do so and look forward enormously to their social contact and associated occupational interests. Many more should be able to avail themselves of this facility, for often a difficult decision on the part of the staff and a disappointing acceptance on the part of the patient has to be made when reduction of attendance is suggested. It is often heard and often repeated—'but "this is my life" what will I do each day if I don't come here'. Good and useful friendships are formed—useful in so far that similar problems can be talked out between those who are very personally involved.

This surely is part of rehabilitation and re-adaption to living and on the lighter side, Birthdays, Anniversaries, etc. are remembered and observed. A Centre is a place in which attachments are formed. It becomes a "focus" of interest—people belong. There are doubtless those amongst handicapped persons who do not have to "fortify" themselves by this sort of environment and are well able to meet and cope with their difficulties, but for those whose needs can be met in this way such facilities should be available and alerted to their requirements.

Traditional craft work still serves a useful purpose in the lives of the handicapped and is sometimes advisable in preference to the industrial type of work.

Individual expression can be deployed and a measure of personal pride in achievement exhibited to a dramatic and lasting degree. Where useful and of individual value, it is still to be encouraged and still has an important part to play in provision of occupation for the permanently handicapped.

The Special Vehicle used daily in the service of the Craft Centre is most useful and enables the really housebound to get out and about with greater safety and has broadened the lives of many who would be otherwise confined to their homes. The design of the special vehicle provides for the minimum of handling which is a most important factor in moving persons who are often in pain which is intensified by movement. Such people, before the provision of this sort of vehicle elected to stay at home rather than subject themselves to the physical discomfort that the journey caused.

Transport for the handicapped is in ever increasing demand whether it be to the Department's own Craft Centre or to social activities. This is probably due to the number of very seriously handicapped now registering with the Department. 90% of persons now attending the Centre require transport. The provision of specially designed vehicles will ease this situation considerably, although when operating within confined and congested streets of a City the time factor can constitute a problem and in fact limits the number of persons who can be collected in a given time. The provision of several small specially designed vehicles for these journeys is a solution, the larger vehicles being available for longer distances and collection from the outlying estates. The use of the Special Vehicle has been requested by local handicapped persons groups. One group in particular has the vehicle and Department driver monthly to assist them in their various activities connected with the group.

HOME VISITING.

The Craft Centre staff have made 1,191 visits to 611 housebound handicapped people. The visiting programme varies greatly. In some cases several visits are received in the initial stage without apparent success and this is often because the need to establish a rapport between visitor and person is necessary before any real and useful contact can be made. In this sphere of work the visitor needs in many instances to look upon herself as an invited guest within the home, and often the shape of future visits depends upon the foundation of this initial introduction.

The help needed will vary a good deal but the demand for aids both large and small dominates the more pressing requirements within the home of the individual. Some of these aids can be purchased but many are designed by the staff themselves. Often correct usage of these aids takes a good deal of time but with a little patience and encouragement from the instructor final acceptance and benefit from correct presentation of such items may well be the outcome.

Adaptations, both outside and inside the home, are another constant need. These can take the form of major alterations such as removal of dividing walls or large adaptations for promoting easier access to homes situated on elevated sites. These alterations and adaptations are recommended because the improvement to the well-being of the individual lies in that direction—one might ask if removal to a more conveniently situated home would be a better proposition, but the suggestion is not always acceptable and your Committee believe that freedom of choice should remain with the individual and if modifications can be made, then assistance in this direction should be given, e.g. a recent case revealed serious access difficulties to the home of Mr. F.

A young man with a wife and two small children, he himself is seriously handicapped with a progressive disability. However, they are well settled in their existing house which has a pleasant garden as a result of much labour in happier days; they are fortunate in having helpful neighbours so that moving to a better situated home might well produce other more complex problems than that of access, so the alterations and adaptations have been approved by your Committee. This has reduced to a degree some of this young man's anxiety for his family—he no longer feels quite such a burden on his wife and he can negotiate slowly but safely the steps leading to his own front door. This relief may

only be temporary due to the nature of his illness, but nevertheless useful and worth-while assistance has been provided.

Again the contact of the Department with various handicapped persons' Clubs within the City is maintained and staff have attended 41 such meetings to instruct in craft work during the past year. This naturally brings the Centre staff into contact with a wider group of people, many of whom are in full-time employment.

The main social activities connected with the Department have been the Annual Day's Outing and the Christmas Party.

A visit to Woburn Abbey was made on 24th June, 1964. Over 100 persons accepted your Committee's invitation to this event. 76 of these people required transport from their own homes to the coaches and although 5 wheelchair cases were accommodated in the Department's special vehicle, an additional 35 wheelchairs were taken by the Department van for use at the Abbey.

The staff available for this day's outing could not have managed alone with this large number of wheelchair cases, all of which required someone to push them, without the valued assistance given by many volunteers. Your Committee are aware that this help was given in the free time of personnel from the City Ambulance Department, City Police and ladies from St. John's Ambulance Brigade. Perhaps it would be permissible for your Committee in this instance to single out 6 young men from the Gateway and Wyggeston Schools, who were magnificent and took their allocated duties seriously and made quite sure that their particular charges had the opportunity of seeing everything they wished to see both inside and outside the Abbey.

The Christmas Party held again at St. Philip's Church Hall on 15th December was a happy event despite shocking weather conditions. Your Committee were particularly impressed by the great effort made by the volunteer entertainers to get to the Hall no matter how delayed they were. There were those who had walked long distances in order to keep their promise to entertain.

The Lord Mayor and Lady Mayoress were able to attend and stayed until the entertainers arrived and the variety programme commenced with "The Heatwaves", a West Indian group, followed by "Linda and Leslie", two schoolgirls who sang and played the piano. A group of Bellringers under the direction of Mr. Martin then gave a most entertaining performance and the programme concluded with songs sung by Miss Bennett (soprano). She then lead the party in communal singing.

Your Committee again express their thanks to the many volunteers who helped, particularly in the transporting of people to and from the party. These included the W.V.S., Rotary, Grapevine Club and also the friends of the Welfare Department who helped in the general duties of the evening.

The request for speakers to talk on the subject of services available for the handicapped is frequently made and the Department's officers have addressed a number of meetings in connection with this subject, demonstrating aids and their usage. Talks are also given at the Welfare Department itself and visits are made to the Craft Centre. Again aids are exhibited and demonstrated although this Centre can hardly be termed a show place. Interested groups of visitors have difficulty in walking round the Centre at all. Nevertheless interest is shown in the various activities undertaken by the handicapped persons in such limited conditions.

DISABLED DRIVERS' BADGES.

During the year 49 badges were renewed and 13 new applications were received.

Your Committee is grateful for the consideration shown to the holders of these badges by the Chief Constable, City Police Force, and Traffic Wardens.

TRANSPORT PASSES FOR HANDICAPPED PERSONS.

At the 31st March, 1965, there were 377 blind persons and 288 other handicapped people holding passes issued by the Department for free travel on Leicester City Transport. This was 5 more than the total at March, 1964.

Your Committee had agreed to increase their payments to the Transport Committee for these passes and the cost in 1964/65 was £4,953 (compared with £4,469 in 1963/64).

OTHER DUTIES AND POWERS OF THE COUNCIL UNDER THE NATIONAL ASSISTANCE ACT, 1948.

REMOVAL TO SUITABLE PREMISES OF PERSONS IN NEED OF CARE AND ATTENTION.

(National Assistance Act, 1948, Section 47.

National Assistance (Amendment) Act, 1951).

It was necessary during the year under review to obtain a Court Order for the compulsory removal of one person to residential accommodation at Hillcrest. The old lady concerned has settled very well at Hillcrest.

In a number of cases of elderly persons in need of treatment and living in unsatisfactory conditions, the District Welfare Officers have, with the co-operation of the persons concerned, been able to obtain their admission to residential accommodation or hospital. In other cases, it has been possible with the help and co-operation of other Corporation departments, statutory and voluntary bodies, and the medical practitioners, to improve the conditions of the elderly person concerned, and thereby assist in maintaining the independence of the elderly in their own homes.

PROTECTION OF MOVEABLE PROPERTY OF PERSONS ADMITTED TO HOSPITAL OR RESIDENTIAL ACCOMMODATION.

No cases arose during the year where removal of furniture and effects to store was necessary.

The general arrangements for safeguarding money of residents and patients in the Department's various establishments have continued unchanged and the amount held at 31st March, 1965, was £25,000.

BURIALS.

The Department arranged burial in 37 cases during the year. Arrangements were also made on behalf of Leicester No. 2 Hospital Management Committee for the burial of 24 persons who died in the hospital at Hillcrest.

REGISTRATION AND INSPECTION OF DISABLED AND OLD PERSONS' HOMES.

The following premises, with a total accommodation for 181 persons, are registered in accordance with the provisions of this part of the National Assistance Act, 1948:

Address of Premises	Authorised No. of Residents
Halford House, 25 De Montfort Street, Leicester	10
Home of Rest, Gedding Road, Leicester	26
Cottages, 136A-146 Gwendolen Road, Leicester	24
Cottage, 71 Gedding Road, Leicester	4
Cottage, 65 Gedding Road, Leicester	5
Lyndwood, Stoughton Road, Leicester	22
35 Western Park Road, Leicester	9
10 Elms Road, Leicester	6
Fernleigh, 19 East Avenue, Leicester	14

Address of Premises	Authorised No. of Residents
455 Hinckley Road, Leicester	7
33 Western Park Road, Leicester	10
17 Cavendish Road, Leicester	4
Elmhurst, 69 Belvoir Drive, Leicester	4
Broadview, 28 Goodwood Road, Leicester	4
Springfield Rest Home, 35/37 Springfield Road, Leicester	9
21 East Avenue, Leicester	7
West End House, 11 Western Park Road, Leicester...	12
49 Guilford Road, Leicester	4
	<hr/> 181 <hr/>

During the year your Committee have registered one new home for 4 residents and authorised the increase in the number of residents at one home by two residents.

Regular visits of inspection of all Registered Homes are made by officers of the City Welfare Department and quarterly reports submitted for the consideration of the Committee.

ORDINARY RESIDENCE.

During the year under review, financial responsibility was accepted in three cases by your Committee from another authority, and in three other cases financial responsibility was accepted by another local authority from your Committee.

WELFARE OF THE ELDERLY IN THEIR OWN HOMES.

Your Committee have continued to expand the services provided for the elderly living in their own homes, as the corollary of its policy of preventing or delaying admission to residential accommodation as far as possible. This expansion does not, however, meet the present need for these services. It is intended, as soon as financial conditions allow, to endeavour to rectify this position, both by the development of existing services and by the provision of new services which will also assist the elderly people to maintain their well-being.

Voluntary Visiting Service.

Your Committee are pleased to report that the past year has been one of steady growth and considerable achievement. There has been a slight increase in the number of registered voluntary visitors, 643 at 31st March, 1965, compared with 637 at 31st March, 1964.

102 new visitors were recruited during the year including a large number of young people. 13 senior girls from Alderman Newton's Girls' School began visiting, and several more senior pupils from other City Schools volunteered through the agency of the Student Christian Movement in Leicester. 8 attractive young drapery assistants from the Co-operative Society Shop in High Street volunteered en masse. At the Domestic Science Training College, Knighton Fields, a group of 23 student visitors was formed after a Senior Member of Staff had asked for a talk on the work to be given at the College. A new community organisation at Stocking Farm, known as the "Friends of the Community" and representing all interests in the area, has taken up visiting and now has a group of 30 visitors. The Greenacres Youth Club and Catherine Street Methodist Church have also joined the Visiting Service.

No organisation withdrew from the Service during the year, but resignations were received from 96 individual visitors. As usual a large number of these resignations were due to the visitors' removal from Leicester, or to the onset of ill-health.

The names of 775 old people had been referred to visitors at the 31st March, 1965, compared with a total of 652 at the 31st March, 1964. Of these 775, 706 were actually being visited regularly at the 31st March, 1965, whilst visits were in the course of being arranged for the remaining 69. These figures represent a considerable increase in visiting and your Committee are most heartened by the progress made. The increase is due mainly to the number of referrals received from the General Practitioners of the City, many of whom have informed the Department of those of their elderly patients who are living alone. The increase is also due to the thorough investigation of cases made by the social workers on the Staff of the City Welfare Department, and their subsequent referral for the appointment of a voluntary visitor. In fact, 274 new cases were referred to visitors during the year compared with 219 during the preceding twelve months. Visits were discontinued in 151 cases including 61 where the elderly person had died.

Many visitors are still visiting their elderly person although he or she has now been admitted to some form of hospital or residential care. The Department makes a practice of notifying visitors of such admissions wherever possible, and many visitors have been able to provide extra help and support at critical times. Frequently visitors have helped prepare an elderly person's home for their return upon discharge, and visited more often than usual in order to see them re-established at home. The Department has some-

times been a little apprehensive lest the visitor becomes not merely a substitute for the family but a substitute for a Home Help! However, your Committee are encouraged to see such enthusiasm amongst visitors and such clear evidence of the happy relationships they have formed with their old people.

A number of students from the University of Leicester Social Studies Society are visiting solely at Hillcrest after being introduced by the Department to residents who do not normally receive many visitors.

At the Visitors' Meeting last year a plea was made for visitors to send in their written reports more regularly. During the summer of 1964 the Department also sent out reminders to 140 visitors who had not reported for six months or longer. The result has been encouraging, and during the past year 516 written reports have been received at the Department from visitors, compared with 370 during the previous year 1963/64.

The Committee would like to thank visitors for their co-operation in this matter of reporting, which is crucial to the continued success of the Visiting Service. At the very least the system ensures that the City Welfare Department knows when a particular isolated elderly person is being visited regularly—at its best a channel of communication is provided, whereby useful information is passed to the Department's Social Workers, often leading to increased assistance for a person in need.

Of the 516 written reports received approximately one-third requested help of some kind or another for the person visited. Many reports requested Mobile Meals or a Home Help, but requests were also received for Bedding, Clothing, Chiropody, Financial Assistance, Holidays, Medical Aids and Residential Accommodation. Advice was also sought on a number of topics ranging from Housing to talking books for the Blind.

Most of the remaining reports received were of a general nature and described satisfactory or static conditions.

The Visiting Service Committee met twice during the year, in June 1964 and February 1965. On the 18th October, 1964, the Committee lost one of its most enthusiastic members, Mrs. Gladys Barker, the representative of the Federation of Townswomen's Guilds. Condolences were sent to the family.

There was one meeting of visitors during the year, the Tenth Annual Meeting, held in the Council Chamber at the Town Hall on Monday, 13th July, 1964. The Lord Mayor, Alderman A. H. W.

Kimberlin, O.B.E., presided, and 160 visitors attended the meeting, which was followed by refreshments in the Tea Room.

A successful course of five lectures for voluntary visitors was carried through on Monday evenings during November and December 1964. Topics covered were "Financial Provision for the Elderly" by G. E. Parker, Esq., Ministry of Pensions and National Insurance, and K. R. W. Collier, Esq., National Assistance Board; "Housing" by E. Hadfield, Esq., Housing Manager, City Housing Department, "Home Safety" by representatives of the City Fire Department, the East Midlands Gas Board and the East Midlands Electricity Board; "Welfare Services" by K. J. Powell, Esq., Director of Welfare Services; "Physical and Mental Changes in Old Age" by Dr. J. A. Chapel, Senior Medical Officer, Sheffield Regional Hospital Board, and "Practical Problems in Visiting the Elderly" by Miss D. M. Bevington, Lecturer in Sociology and Social Studies, The University of Leicester. The lectures were given in the Council Chamber at the Town Hall, and after putting questions to the speaker, visitors adjourned for coffee and further discussion in the Tea Room. The average attendance at each lecture was 61. Those visitors who attended the Course found it most helpful and many requests were made for another Course to be held before long. Your Committee are keen that this should be arranged.

Information Services.

Only 28 more copies of the green Information Booklet "Over Retirement Age" were issued during the year in view of the prospect of a new edition becoming available. This edition is now complete and copies will be distributed from the Ministry of Pensions and National Insurance, the area offices of the National Assistance Board, the City Information Centre, Bishop Street, and the City Welfare Department. The Committee hope that the second edition of the booklet will be as successful as the first edition, of which just under 18,000 copies were distributed.

The prepaid postcards inserted at the back of these booklets have again been much used, and the Social Workers of the Department, in addition, have given cards to clients where it appears that they might lack an easy method of communication with the Department. In all 214 postcards were received during the year, and in each case a follow-up visit was made by one of the Department's Staff.

A revised edition of the Red Booklet "Guide to Welfare Services for Elderly People in the City of Leicester" was produced in July and distributed to all voluntary visitors.

Mobile Meals Service.

During the year the Department's Mobile Meals Service has delivered a total of 112,198 meals to elderly and handicapped persons in their own homes. Two more Bedford Vans have been added to the Department's fleet, one remaining as a spare vehicle to cover breakdowns, routine servicing and accidents, the other entering into service on Monday, 14th December, 1964. The new van has enabled a more intensive service to be given in the East Park Road area, and meals have been delivered in Evington Village for the first time. Unfortunately W.V.S. were unable to provide this vehicle with voluntary servers and a paid server has been engaged. However, W.V.S. have continued to provide servers for the other seven Department vehicles, and to supply their own vehicle on four days of the week. For this considerable achievement your Committee are grateful.

The total number of cases receiving meals has increased from 552 at 31st March, 1964, to 639 at 31st March, 1965, but there is still a waiting list for the Service of 285 cases. An additional van will be purchased in 1965/66, but at present it seems true to comment that the expansion of the Meals Service has only served to expose the real demand for it. The charge per meal continues to be 9d.

The number of persons receiving meals and the frequency of delivery for the week ending 26th March, 1965, was as follows:

CASES.

	Van 1	Van 2	Van 3	Van 4	Van 5	Van 6	Van 7	Van 8	W.V.S.	Total
5 day ...	54	52	56	50	54	53	54	47	—	420
4 day ...	2	3	—	2	4	—	3	3	—	17
3 day ...	7	5	4	8	1	8	4	5	—	42
2 day ...	3	5	2	10	—	7	1	9	112	149
1 day ...	1	—	1	—	—	—	2	3	4	11
	67	65	63	70	59	68	64	67	116	639

The number of meals delivered during the week ending 26th March, 1965, was as follows:

MEALS DELIVERED.

	Van 1	Van 2	Van 3	Van 4	Van 5	Van 6	Van 7	Van 8	W.V.S.	Total
Monday ...	55	57	55	52	56	56	58	55	55	499
Tuesday ...	55	57	54	52	59	57	58	55	57	504
Wednesday	55	57	56	53	58	57	58	54	52	500
Thursday ...	54	54	55	51	57	58	58	58	57	502
Friday ...	55	53	56	50	53	58	57	54	—	436
	274	278	276	258	283	286	289	276	221	2,441

Domiciliary Services from De Montfort House.

At the 31st March, 1965, 30 elderly people living in Corporation bungalows adjoining De Montfort House were receiving meals from the Home. All but one received the meals on five days weekly. During the year a total of 7,522 meals were delivered in this way. 9 elderly people were also receiving regular domestic help from the Home and a total of 2,204 hours' assistance was provided in the year. Help is usually available on six days of the week, except in cases of emergency.

Luncheon Clubs.

Two new Luncheon Clubs have been opened during the year at Crayburn House Recreation Centre and at Stocking Farm Community Centre. Volunteers from W.V.S., St. Aidan's Church and New Parks Girls' School serve at the former, and from "The Friends of the Community" at the latter. In both cases the meals are supplied from Hillcrest on two days of the week at a charge of 9d. per meal.

The two Luncheon Clubs opened the previous year at Thurnby Lodge Recreation Centre and Eyres Monsell Community Centre have continued to flourish. Many reports have been received of formerly isolated people who have made new friends, of spontaneous visits to members who have fallen sick, and of marked changes in the appearance of some of the members who had unwittingly allowed their personal standards to slip. Your Committee would like to record their thanks to the volunteers who make it possible for these Clubs to be held, though they are confident that the volunteers have themselves seen sufficient evidence of the worthwhileness of their work.

Membership at 31st March, 1965, was:

	City	County
Crayburn House Recreation Centre ...	50	—
Eyres Monsell Community Centre ...	35	24
Stocking Farm Community Centre ...	26	—
Thurnby Lodge Recreation Centre ...	42	—
Total ...	153	24

Recreation Centres.

Your Committee have acquired a fourth Recreation Centre from the City Housing Committee. The premises consist of two rooms, a kitchen and toilets, on the ground floor of Crayburn House, Aikman Avenue. After the rooms had been furnished and the kitchen fully equipped, the Recreation Centre was opened in September 1964. An enthusiastic Committee has been formed and membership now totals 80.

The other three Recreation Centres at Braunstone Frith, Mowmacre and Thurnby Lodge, continue to demonstrate that, given the facilities, elderly people can run their own organisations and create their own enjoyment most effectively. More than 300 elderly people attend these three Centres regularly, and their Committees have arranged an ambitious programme of parties, concerts, theatre outings and coach trips in addition to the usual club games.

Although the Thurnby Lodge Recreation Centre is the largest organised by your Committee it has been found too small to cater for the large number of elderly people wishing to use the Centre. To meet this need Mr. James Lewin, in agreement with your Committee, has undertaken to extend the building and bear the cost of such extension. The extension will more than double the area of the main room, and it is hoped that Mr. Lewin's contractors will complete the work by Autumn 1965.

Your Committee are deeply grateful to Mr. James Lewin not alone for his magnificent generosity in providing the additional accommodation at the Thurnby Lodge Recreation Centre but also for his many other kindnesses and interest in the Centre.

Evergreen Clubs.

Your Committee have again made a grant of £310 to the Leicester Old People's Welfare Association as a contribution towards Club rents and expenses. Your Committee hope that it will be possible for the Association to foster additional Clubs in the City during 1965/66.

Laundry Service.

The Department has continued to co-operate with W.V.S. and the City Health Department in operating the Leicester Old People's Welfare Association Laundry Service. All laundering has been undertaken at Hillcrest. At present there are 79 cases in the service, necessitating 84 calls per week. It is hoped that it will be possible to extend this service in the near future.

Dorothy Russell Work Centre.

During the financial year ending 30th June, 1964, income from work completed at the Centre exceeded the cost of the payments made to the elderly workers, their travelling expenses and certain incidental expenses.

It has not been necessary, therefore, for your Committee to make a grant to the Work Centre for the current year. However, the Department has continued to provide clerical assistance at the Centre each week.

Your Committee feel that they would like to express their pleasure at the success of the Centre during the year.

S.O.S. Lamp Schemes.

In addition to co-operating in the Leicester Lions Club S.O.S. Lamp Scheme, under which 14 battery flashing lamps are on issue to elderly people, the Department is also recommending cases for the Braunstone S.O.S. Lamp Scheme. In this Scheme flashing lamps are wired to the main electricity supply, and to date 11 lamps have been installed.

Day Care for Elderly and Infirm.

This year has seen the introduction by your Committee of an experimental scheme for day care of elderly persons at the Small Homes. This is an attempt to assist relatives, in full-time employment, who are caring for an elderly and infirm relative, and find it difficult to leave them alone during working hours. A number of cases had been brought to the attention of the Department where relatives were having great difficulty in maintaining employment under such circumstances; some of whom had been forced to stay away from employment on this account. It is not intended to have more than two day care cases at each Home initially, and the scheme operates from Mondays to Fridays. The relatives are responsible for taking the elderly person to the Home after breakfast, and for collecting them again after tea. Whilst in the Home the elderly person receives the meals and general care provided

for the residents in the Home. The charge for day attendance has been set at a flat rate of 5/- per day. Since the scheme began six elderly people have taken part and the experiment appears to have been justified. Whilst it is too early as yet, however, to evaluate the scheme as a whole, it is anticipated that special accommodation will be required for this purpose in the future.

GENERAL.

Large-Print Books.

1964 saw the publication of large-print books for the partially-sighted and elderly. The important venture was undertaken by Mr. F. A. Thorpe, a well-known Leicester publisher and distributor, at the instigation of your Committee and their Director of Welfare Services. There always has been a demand for large-print books for people with poor sight, but there is not enough demand for it to be a commercial proposition. Your Committee are therefore most grateful to Mr. Thorpe for the financial and technical "know how" which has enabled the publication of large-print books. Approximately four different books by well-known authors are published each month, and in Leicester are available both in the Old People's Homes and the City Libraries. The co-operation and help given by the City Librarian in this matter has been appreciated.

As this venture was launched on a non-profit making basis, there are no direct sales representatives. The sales of these books are restricted to Librarians, Welfare Departments, Blind organisations, Hospitals, etc., or direct from the Publisher.

The success of this venture will depend on the wholehearted support of the Libraries and those who are responsible for the welfare of the elderly and partially-sighted. Your Committee in recording their sincere appreciation of the generous efforts of Mr. F. A. Thorpe in this venture hope that everyone will assist in ensuring the success and continuation of this very valuable service.

Radios and Television.

The Department has continued to lend television and wireless sets to elderly people, and many citizens of Leicester are to be thanked for their generosity in enabling the City Welfare Department to provide a little extra comfort and relaxation for a number of elderly and infirm people in the City.

Coal Fund.

Receipts totalled £85 8s. 4d. during the year. Of this £82 6s. 4d. was raised by the December Cinema Collection at the A.B.C. Cinema, Belgrave Gate. The collection was made by voluntary visitors, boys of the Gateway School, and Department Staff. Your Committee are grateful to the Management of the A.B.C. Cinema for allowing the collection to be held, and to the collectors who assisted. The remainder of the receipts came from individual donations. 131 elderly people within the City received 1-cwt. of grade 4 coal or smokeless fuel during the winter from the fund.

Gifts, Outings, Entertainments, etc.

The Department referred the names of 487 old people to voluntary organisations and individuals who offered to provide gifts at Christmas 1964. Donors included: the Belgrave Girl Guides, the Christmas Free Dinner Fund, the De Montfort High School, the English Electric Co., the Jokers Club, T. W. Kempton Ltd., the Leicester Land Rangers, the Leicester Sea Rangers, the Leicester Temperance Building Society, the Lions Club, the Old Folks' Supporters' Club, the Round Table 39, the St. John Ambulance Brigade, the Tele-Ads. Department, "Leicester Mercury", the Telephone Exchange, the Wyggeston Girls' School, the Young Wives' Group, Archdeacon Lane Baptist Church, and the Society of Yorkshiremen in Leicestershire.

335 old people also received a gift of harvest produce on the recommendation of the Department. Donors were: the Abbey Park Road Infants School, the Alderman Newton's Girls' School, the Coleman Road Junior School, the Mundella Girls' School, the Spencefield Secondary School and the Robert Hall Memorial Baptist Church.

In May the Charisoculus Club was helped to select three elderly people for a week's holiday in Bournemouth. The Leicester St. Martin's Round Table and the De Montfort Round Table organised an excursion by train to the Peak District for 270 City pensioners in June. In July the Leicester Amateur Operatic Society took two coach loads of elderly people for an evening drive to Nanpantan, with a buffet meal and entertainment in an hotel. In September the Leicester Round Table 39 took 30 old people on an afternoon drive in private cars through Charnwood Forest, stopping for tea en route.

The Leicester Amateur Operatic Society kindly entertained 92 elderly people at a matinee performance of Grieg's musical, "Song of Norway", in the De Montfort Hall in October. The Department also invited 100 pensioners to the opening of the Cadena Café.

Belvoir Street, in November, when lunch was taken with the Lord Mayor. In December the students of Digby Hall of the University repeated their invitation to 15 pensioners to join them for tea and carols at the Hall.

International Voluntary Service have again assisted elderly people in the City with re-decorations, both at week-ends throughout the year and with a summer work-camp during which eleven homes were re-decorated.

The Department has willingly co-operated in all these projects and is greatly heartened by the interest shown in furthering its work.

Talks, Lectures and Visits.

During the year talks on the work of the Department have been given to the following groups: The Nurses' Preliminary Training School, Student Health Visitors, Home Help Trainees, Students from the Leicester Training College, the Domestic Science Training College, the University of Leicester Social Studies Society, and the University of Leicester School of Education; Church of the Martyrs Youth and Parish Fellowships, Knighton Friendship and Service Guild, St. Stephen's Churchwomen's Fellowship, Humberstone Ministers' Fraternal, Birstall and Wanlip Mothers' Union, St. Mary and St. Guthlac Mothers' Union; Uppingham Road Baptist Church Men's Fellowship, Leicestershire and Rutland Congregational Youth Council, Trinity Methodist Youth Club, the Student Christian Movement in Leicester; Cropston Adult School Home Group, Thurnby Lodge Women's Adult School; Charisoculus, South Knighton Townswomen's Guild, Toc H, New Parks Branch, Voluntary Workers of Leicester and County Citizens' Advice Bureau; Fosse Secondary School.

In addition, visits to the Department were arranged for the following: The Foreign Press Association, a party from the County Borough of Luton, a group of Yugoslav Administrators and Social Workers, Dr. R. E. Irvine, Consultant Physician, Hastings Geriatric Unit, Councillor H. Kasonga of Ndola, Zambia; Students from The National College for the Training of Youth Leaders, the Course in Residential Child Care at Vaughan College, Leicester, the University of Leicester School of Education; one student medical social worker, one social studies degree student, one Younghusband Course student; the Nurses' Preliminary Training School, Student Health Visitors, Student District Nurses; Voluntary Workers of Leicester and County Citizens' Advice Bureau, and pupils from the Newarke Girls' School, New Parks Girls' School, Fosse Secondary School, Sir Jonathan North School, and High Leas School.

Staffing.

The Minister of Health and leading Sociologists have on a number of occasions drawn attention to the need for the Welfare Services to be adequately staffed to meet the present and future demands on these services. Today with the increasing work and the demands for services outweighing the facilities available, an increasing strain is being placed on the trained and experienced Officers of the Department. This is a matter which is of serious concern to your Committee and urgent consideration will have to be given to the recruitment of additional trained and experienced staff to meet present needs. It will also be necessary to provide greater mobility for the field officers in order to eliminate unnecessary and time-wasting delays.

For the future the recruitment of additional and suitable trainees, for eventual secondment to approved courses, may be advisable. If, however, the right type of people are to be recruited for this work it is essential that there should be a satisfactory career structure and that sufficient professionally trained and experienced officers should be available in the Department to provide the necessary tuition and supervision required.

CONCLUSION.

As in the past your Committee are indebted to the many friends and voluntary organisations who have so ably assisted the City Welfare Department in the care and well-being of so many elderly people in the City. Your Committee wish to thank the General Practitioners, the Press and the Officers of the National Assistance Board for their continued help and interest in the work of the Department which has enabled the need of many more of the elderly people being brought to the attention of the Department.

To the Director and the Staff of the City Welfare Department your Committee wish to record their thanks. Although the work has increased in many ways it has never become a mere task of impersonal organisation and administration.

C. E. JACKSON,

Chairman.

D. E. PEARSON,

Vice-Chairman.



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