



our care comes  
from the heart

**Annual report 2021 - 2022**

**BCOP**

## Contents

Foreword	2	Our staff	7
About us	3	Fundraising and grants	8
Our housing and nursing homes	4	Consolidated statement of	
Strategic aims & objectives	5	comprehensive income	9
Our Trustees & Board	6	Support us	10

# Foreword from our Board of Trustees

2022 was a year when our staff worked hard to consistently implement Government guidelines and document Covid-19 cases. We encouraged all our staff to take up both flu and Covid-19 vaccinations and our priority continued to keep everyone safe. All care homes scored over 90% in their external infection control audits. We refreshed staff training on the correct use of Personal protective Equipment (PPE).

The Board continued to endorse the approach, vigilance and hard work undertaken by all our front line staff and we were once again grateful for the continued patience and understanding from residents, families and supporters through the year.

The Board continued to meet and maintain focus on essential operations during the pandemic around key staff changes. We welcomed a new Chair, Debbie Sizer thanked our previous Chair and CEO, Caroline Cooban for her hard work and support of BCOP. We put in place interim arrangements whilst recruitment was taking place for the permanent CEO role.

Trustees remain confident that the actions taken will enable the organisation to remain a sustainable service with an increasing focus on the delivery of strategic projects to ensure the charity's future development.

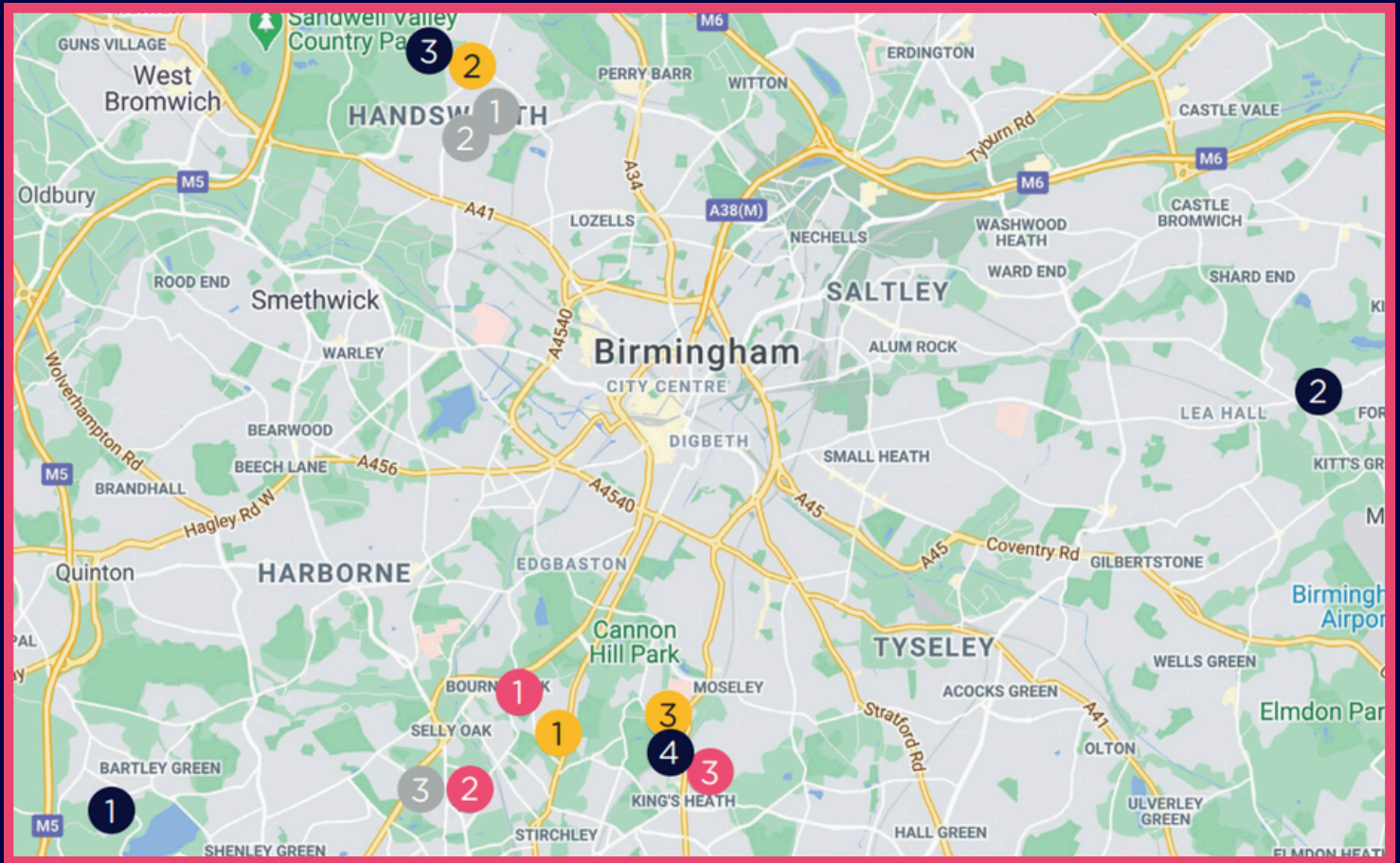
# About us

**BCOP is a charity established in 1946. We support older people to live well in later life in our nursing homes and through our supported housing and independent living schemes. Our care and support is tailored to meet the needs of individuals, enabling them to make positive choices on an everyday basis in a pace they call home. We believe that feeling safe, happy and well cared for can make a difference not just for the older person but also their families and friends.**

## Our aims

- To operate homely nursing homes and provide good quality care to residents including high dependency nursing, dementia care and end of life care provision.**
- To respond to individual need, seeing the person first and not just their condition or chronological age.**
- To offer transitional or episodic forms of care to assist discharge from hospitals, provide respite for carers, or day care for individuals living in the community.**
- To balance social needs by combining funding from the public sector with contributions from individuals.**
- To provide good quality social housing for those over 60 or over 55 living with disabilities, so they can live either with support or independently, according to their needs.**
- To work in partnership with like-minded organisations to have a wider impact in the community.**
- To maintain the pioneering spirit with which BCOP was first established in 1946, continually looking for ways to improve the care we offer.**
- To ensure that our charity is financially sustainable, able to support older people for the long term.**

# Our housing schemes and nursing homes



- 1 Neville Williams House
- 2 Robert Harvey House
- 3 Anita Stone Court

#### BCOP Supported Living Schemes

- 1 Edgcumbe Court
- 2 Harvey Court
- 3 Whitley Court
- 4 Anita Stone Court

#### BCOP Independent Living Schemes

- 1 Frew Lodge
- 2 Walford Turner Homes
- 3 Yeoman Hopkins Homes

#### Independent Living Schemes managed by BCOP

- 1 Emma Ball and Rolason Almshouses
- 2 The Newman Trust Homes
- 3 Wiggin Cottage Homes



**Neville Williams House**



**Robert Harvey House**



**Anita Stone Court**



**Edgcumbe Court**



**Whitley Court**

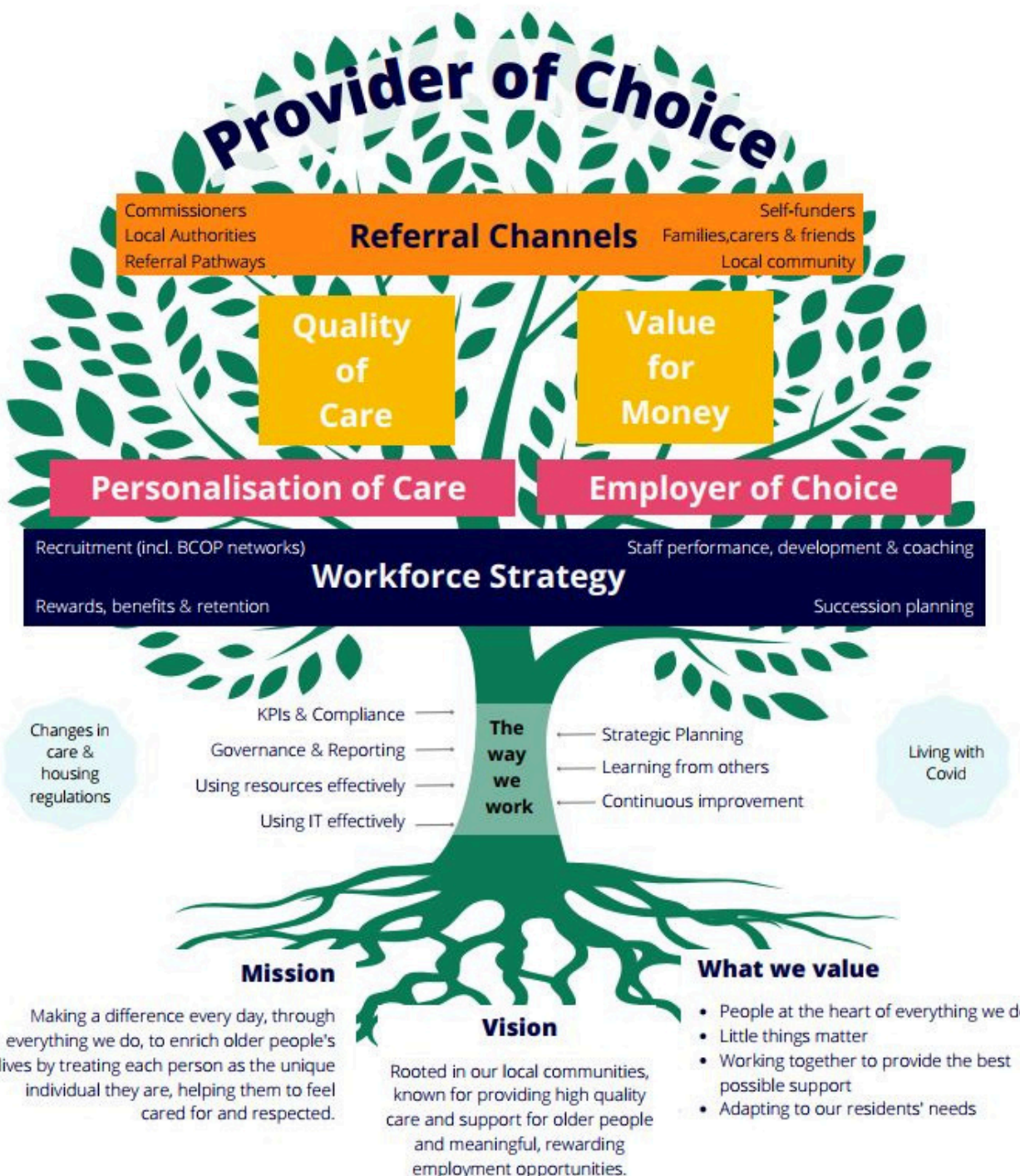


**Harvey Court**

# Strategic objectives



- Embedding our new values
- Rebranding of our digital assets
- Completion of a property asset review, to determine our future plans for services
- Senior staff and Trustees met to discuss and consider our future strategy - our visualisation for this is below



# Our Trustees

Our Trustees are responsible for overseeing the charity in its overall strategic direction, ensuring that all the relevant legal and financial commitments are met and gaining assurance about the day to day operation of BCOP.

There were no new Trustees appointed in the 2021-2022 year.

Our Trustees for the year were:

Brian Toner (Chair of Board)

Tapshum Pattni

John Bennett

Dr Nicky Bradbury

Kathryn Halliday

Adrian Jones

Vanessa Pritchard-Wilkes

We said thank you for supporting us to leaving Trustees G Maidens (in June 2021) and N Topping (in September 2021) and Caroline Cooban, CEO and Trustee (in March 2022).

---

## Our core values

**Adapting to  
our residents'  
needs**

**Little things  
matter**

**Working  
together to  
provide the  
best support**

**People at the  
heart of  
everything  
we do**

# Our staff

We welcomed two key new members of staff this year:

Pushpa Sagoo, who joined in May 2021 as our new Director of Operations and Sonia Kalsi joined as HR Advisor, enabling us to focus on staff wellbeing.

Sadly we saw an increase in staff turnover and lost some long-serving staff due to the government requirement for all people working in the care sector to be vaccinated against Covid-19.

There have been recruitment challenges for the charity this year, and we're making greater use of social media to recruit staff. Staff are paid above the National Living Wage and we're aiming to increase this to be real Living Wage employer in the 2023 - 2024 year.

Our training has prioritised RQF ( formerly NVQ's) Level 2 qualifications for carers and the Care Certificate for those completely new to a care role. We continue to maintain strong links with colleges and universities.



# Fundraising and grant funding - thank you!



**We would like to thank the following grant making Trusts for support this year:**

Housing and charitable services:

£10,288 from the Neighbourhood Network Scheme in March 2022 and £800 from the Celebrating Communities Fund in November 2021. These grants enabled us to run group activities for tenants at Edgumbe Court and with over 60's in the local community to reduce feelings of loneliness and isolation after the pandemic lockdowns. The activities were run by Fitniss, a local exercise and wellbeing company who specialise in helping older people stay active. The activities included a weekly gentle exercise class, fortnightly massage and relaxation classes, an art class and African drumming sessions.

£2,200 from Belsize Trust in July 2021.

BCOP extends its services to the wider community of older people, administering a small number of services contributing to the cost of household items such as white goods and carpets. These referrals come to us through Age UK and other similar organisations.

Nursing homes:

Baron Davenport's Charity granted us £25,000 in November 2021. This helped us with general home running costs, including the increased costs due to the pandemic such as buying PPE and the increased use of agency staff.

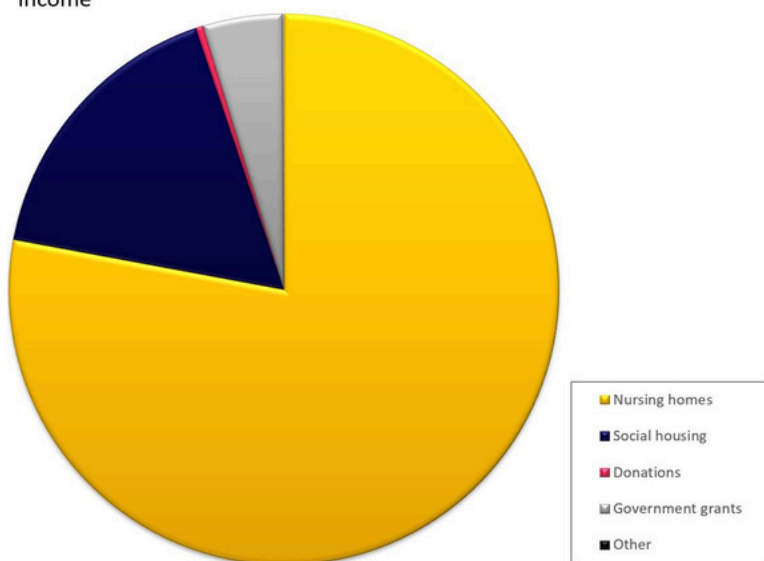
All grant applications are prepared and managed in-house. We follow the Fundraising Regulator Code of practice and the Institute of Fundraising guidelines, ensuring that our fundraising is respectful, open, honest and accountable to those supporting us.



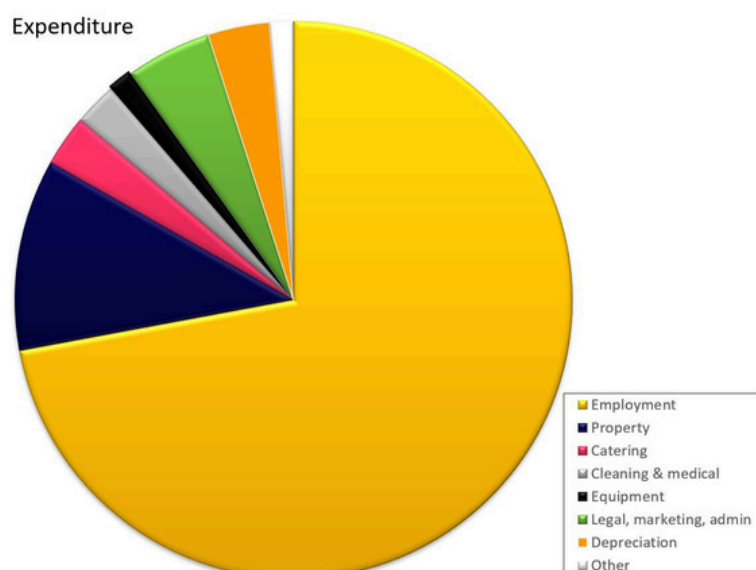
# Consolidated statements of income and expenditure, for the year ended 31st March 2022

	2022 £	2021 £
Turnover	7,657,243	7,662,848
Operating Expenditure	<u>(7,513,845)</u>	<u>(7,211,107)</u>
Operating surplus	143,398	451,741
Fair value movement on Investments	98,832	314,280
Income from listed investments	44,968	41,239
Interest receivable and other income	20	275
Interest payable and other charges	<u>(90,877)</u>	<u>(86,997)</u>
<b>Surplus/(deficit) for the year</b>	<b><u>196,341</u></b>	<b><u>720,538</u></b>
Actuarial gains/(losses) in respect of the Defined Benefit Pension Scheme	33,000	<u>(469,000)</u>
<b>Total comprehensive income</b>	<b><u>229,341</u></b>	<b><u>251,538</u></b>

Income



Expenditure



Income 2021-2022	£	%
Nursing Homes	5,965,232	77.90%
Social Housing	1,296,503	16.93%
Donations and legacies	32,674	0.43%
Government grants	355,585	4.64%
Other activities	7,249	0.09%
<b>Total income</b>	<b><u>7,657,243</u></b>	<b><u>100.00%</u></b>

Expenditure 2021-2022	£	%
Employment costs	5,416,053	72.08%
Property related costs	834,641	11.11%
Catering	222,943	2.97%
Cleaning & medical	188,667	2.51%
Equipment leasing	107,067	1.42%
Legal, marketing & administration	371,828	4.95%
Depreciation	267,927	3.57%
Other costs	104,719	1.39%
<b>Total expenditure</b>	<b><u>7,513,845</u></b>	<b><u>100.00%</u></b>

# Support us

BCOP has made a difference to many lives since it began in 1946 and your donation, however big or small, can help us continue to do so. All the gifts we receive help us provide facilities and therapeutic activities that enrich the lives of the older people we support, including those living with dementia.

## EasyFundraising

Did you know you can support us by using Easy Fundraising when you buy online from over 7,000 UK businesses? The retailer pays us a donation and it doesn't cost you a penny! Find out more and register on our website.

## Birmingham Community Lottery

Play this local lottery and 50% of your ticket price gets donated to us. Sign up from our website.

## Donate online

You can now donate online at [www.bcop.org.uk/donate](http://www.bcop.org.uk/donate)

Send us a cheque made payable to BCOP.

If you are a UK tax payer, ask us for a Gift Aid form which will make your donations worth 25% more to us, at no extra cost to you.

## Leave us a legacy in your will

Remembering us in your will is tax free and easier than you think. It will make a direct difference to the lives of older people in our care. See [www.bcop.org.uk/legacies/](http://www.bcop.org.uk/legacies/)

Your support is deeply appreciated.

For more information about ways you can support us, please email our marketing & fundraising manager: [Gill Hutchinson, marketing@bcop.org.uk](mailto:gill.hutchinson@bcop.org.uk)

Waterside House, Unit 3 Waterside Business Park, 1649 Pershore Road, Stirchley,  
Birmingham B30 3DR

Telephone: 0121 459 7670

Fax: 0121 458 1918

Email: [general@bcop.org.uk](mailto:general@bcop.org.uk)

Website: [www.bcop.org.uk](http://www.bcop.org.uk)

Company Registration in England and Wales: 03685650  
Regulator of Social Housing: L4218

A company limited by guarantee  
Registered charity: 1074954